



# BPHC WORKFORCE INNOVATIONS TRAINING PROGRAMS

## Essentials of Care Coordination

### Description

Today's emerging healthcare models, such as Patient Centered-Medical Homes, Health Homes and Accountable Care Organizations, depend on a skilled workforce that has the training and support required to be able to coordinate care for complex, high-risk patients with multiple social service needs. This two-day program provides basic training for non-care management staff that work with care coordinators. Participants will learn about the purpose of care coordination and the care coordinator role. They will explore how values and bias can affect our work. They will also learn about team based care, assessment and care planning, and ethics and professional boundaries.

### Audience

All non-care management staff (excluding IT) who work with Care Coordinators (e.g. Health educators, Pharmacists, Pharmacy techs, Registered dietitians, Population health managers, LPNs, CHWs).

### Topics

#### Day 1 (Wednesday, April 19)

- Intro to New Models of Care and Person-Centered Care
- Care Coordination and the Social Determinants of Health
- Values and Bias

#### Day 2 (Monday, April 24)

- Interdisciplinary Teams and Care Management: Integrating Care Management into Current Workflows
- Care Coordination Tasks: Assessments and Care Planning
- Ethics and Professional Boundaries

### Registration Contact:

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### Training Dates

April 19<sup>th</sup> & April 24<sup>th</sup>, 2017

### Location

CUNY on the Concourse  
2501 Grand Concourse,  
3<sup>rd</sup> FL  
Bronx, NY 10468

### Presented by

The Primary Care Development Corporation (PCDC), a nationally recognized nonprofit organization dedicated to expanding access to quality primary care, to improve the health of families and communities, lessen disparities and reduce healthcare costs.

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