



BPHC WORKFORCE INNOVATIONS TRAINING PROGRAMS

Care Coordinator Training Program

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 program delivers comprehensive training on the core skills and competencies that are critical for the Care Coordinator role. Topics are presented in a series of ten weekly, full-day classroom sessions. By going beyond the traditional lecture-based learning, this program strengthens students' critical thinking skills by engaging them in rich discussion, individual exercises and group activities. Upon completion of this program, participants will be prepared to be strong, productive members of healthcare teams that provide coordinated, patient-centered care.

Audience

BPHC Care Coordinators (and equivalent titles), Depression Care Managers, and Nurse Care Management Supervisors

Topics

- Week 1 (March 8)** – Intro to New Models of Care and Person-Centered Care; Care Coordination and the Social Determinants of Health; Values and Bias (PCDC)
- Week 2 (March 15)** – Health Literacy, Communication, and Education; Cultural Competence and Cultural Humility (PCDC)
- Week 3 (March 22)** – Chronic Conditions (PCDC)
- Week 4 (March 29)** – Working with Behavioral Health Patients (NY Association of Psychiatric Rehabilitative Services, Inc.)
- Week 5 (April 5)** – Social Determinants and the Law (NYLAG)
- Week 6 (April 12)** – Motivational Interviewing (National Council)
- Week 7 (April 19)** – Best Practices for Conducting Assessments and Care Planning (PCDC)
- Week 8 (April 26)** – Integrating the Care Manager Role into Current Practices; Interdisciplinary Teams and Care Management (PCDC)
- Week 9 (May 3)** – Transitions of Care and Closed Loop Referrals; Medication Management; Working with Pharmacists (PCDC)
- Week 10 (May 10)** – Community Resources (PCDC)

Registration Contact:

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Training Dates:

March 8 – May 10, 2018

Weekly on Thursdays

Location:

CUNY on the Concourse
2501 Grand Concourse
3rd Floor
Bronx, NY 10468

Presented by:

Primary Care Development
Corporation (PCDC)

National Council for Behavioral
Health

New York Legal Assistance Group
(NYLAG)

New York Association of Psychiatric
Rehabilitation Services

New York Association of Psychiatric
Rehabilitative Services

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