



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 provides comprehensive training on the core skills and competencies needed for the Care Coordinator role. Topics are presented in a series of ten weekly, full-day classroom sessions. This program strengthens students' critical thinking skills by engaging them in rich discussion, individual exercises and group activities. Participants will complete the course 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 (Sept. 11) – Introduction to New Models of Care and Person-Centered Care; Care Coordination and the Social Determinants of Health; Values and Bias

Week 2 (Sept. 18) – Health Literacy, Communication, and Education; Cultural Competence and Cultural Humility

Week 3 (Sept. 25) – Motivational Interviewing (The National Council)

Week 4 (Oct. 2) – Chronic Conditions

Week 5 (Oct. 9) – Best Practices for Conducting Assessments and Care Planning

Week 6 (Oct. 16) – Working with Behavioral Health Patients (New York Association of Psychiatric Rehabilitation Services, Inc.)

Week 7 (Oct. 23) – Integrating the Care Manager Role into Current Practices; Interdisciplinary Teams and Care Management

Week 8 (Oct. 30) – Transitions of Care and Closed Loop Referrals; Medication Management; Working with Pharmacists

Week 9 (Nov. 8) – Social Determinants and the Law (New York Legal Assistance Group)

Week 10 (Nov. 13) – Community Resources

Registration Contact:

Maria D. Galafá

mgalafa@sbhny.org

646-773-2314

Training Dates:

Sept. 11 – Nov. 13

9 a.m. – 4 p.m.

Weekly on Tuesdays

(except Thursday, November 8)

Location:

CUNY on the Concourse
2501 Grand Concourse
3rd Floor
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.

E-mail us your feedback: feedback@bronxphc.org

To report compliance issues please call the **Compliance Helpline: 1-855-813-7351**, or report online: www.bphc.ethicspoint.com.

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