



# 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 eleven 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 (February 4)** – Introduction to New Models of Care and Person-Centered Care; Care Coordination and the Social Determinants of Health; Values and Bias

**Week 2 (February 11)** – Motivational Interviewing (National Council for Behavioral Health)

**Week 3 (February 25)** – Health Literacy, Communication, and Education; Cultural Competence and Cultural Humility

**Week 4 (March 4)** – Working with Behavioral Health Patients (New York Association of Psychiatric Rehabilitation Services, Inc.)

**Week 5 (March 19)** – Social Determinants and the Law (New York Legal Assistance Group)

**Tuesday training**

**Week 6 (March 25)** – Chronic Conditions

**Week 7 (April 1)** – Best Practices for Conducting Assessments and Care Planning

**Week 8 (April 8)** – Integrating the Care Manager Role into Current Practices; Interdisciplinary Teams and Care Management

**Week 9 (April 15)** – Cultural Competency in the Bronx (Jewish Board of Family and Children's Services)

**Week 10 (April 22)** – Transitions of Care and Closed Loop Referrals; Medication Management; Working with Pharmacists

**Week 11 (April 29)** – Community Resources

### Registration Contact

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### Training Dates

February 4 – April 29

9 a.m. – 5 p.m.

Weekly on Mondays

### Location

CUNY on the Concourse  
2501 Grand Concourse,  
3<sup>rd</sup> FL, Rooms 303 & 304  
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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