



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 needed 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, participants will be prepared to be strong, productive members of healthcare teams that provide coordinated, patient-centered care.

Course Participants

BPHC Care Coordinators (and equivalent titles), Depression Care Managers, Health Home Coordinators, Nurse Care Management Supervisors, Patient Navigators, Program Managers

Topics

- Week 1 (Sept. 19)** Intro to New Models of Care and Person-Centered Care; Care Coordination and the Social Determinants of Health; Values and Bias
- Week 2 (Sept. 26)** Motivational Interviewing (*The National Council for Behavioral Health*)
- Week 3 (Oct. 10)** Health Literacy, Communication & Education; Cultural Competence & Cultural Humility
- Week 4 (Oct. 17)** Chronic Conditions
- Week 5 (Oct. 24)** Working with Behavioral Health Patients (*NY Association of Psychiatric Rehabilitation Services, Inc.*)
- Week 6 (Oct. 31)** Best Practices for Conducting Assessments and Care Planning
- Week 7 (Nov. 14)** Integrating the Care Manager Role into Current Practices; Interdisciplinary Teams and Care Management
- Week 8 (Nov. 21)** Social Determinants and the Law (*NY Legal Assistance Group*)
- Week 9 (Dec. 5)** Transitions of Care and Closed Loop Referrals; Medication Management; Working with Pharmacists
- Week 10 (Dec. 12)** Community Resources

To Register

[Click here](#)

Training Dates

Sept. 19 – Dec. 12, 2019

Weekly on Thursdays

Location

CUNY on the Concourse
2501 Grand Concourse
Third Floor, Rooms 303 & 304
Bronx, NY 10468

Presented by

The Primary Care Development Corporation (PCDC) is 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.

Contact

Maria D. Galafá

mgalafa@sbhny.org

646-773-2314

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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