



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.

This program strengthens participants' critical thinking skills by engaging them in rich discussion, individual exercises and group activities. Upon completion, they will be prepared to be strong, productive members of healthcare teams that provide coordinated, patient-centered care.

Course Participants

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

Topics

Week 1 (January 16) – Intro to New Models of Care and Person-Centered Care; Care Coordination and the Social Determinants of Health; Values and Bias

Week 2 (January 23) – Working with Behavioral Health Patients

Week 3 (January 30) – Health Literacy, Communication, and Education; Cultural Competence and Cultural Humility

Week 4 (February 6) – Chronic Conditions

Week 5 (February 13) – Motivational Interviewing

Week 6 (February 20) – Best Practices for Conducting Assessments and Care Planning

Week 7 (February 27) – Integrating the Care Manager Role into Current Practices; Interdisciplinary Teams and Care Management

Week 8 (March 5) – Transitions of Care and Closed Loop Referrals; Medication Management; Working with Pharmacists

Week 9 (March 12) – Social Determinants and the Law

Week 10 (March 19) – Community Resources

[Snow day make-up date: Thursday, March 26, 2020]

[Click here to register](#)

Training Dates

Jan. 16 – March 19

9 a.m. – 5 p.m.

Weekly on Thursdays

Location

2501 Grand Concourse
3rd Floor, Room 303 & 304
Bronx, NY 10468

[Directions](#)

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

For questions, contact:

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

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