



**Course Name:**

Care Coordination Fundamentals Certificate Course

**Course Description:**

In the 2015 report *Policy Agenda for Nurse-Led Care Coordination*, published jointly by the American Academy of Nursing and the American Nurses Association, it was noted that “Nurses have been and continue to be pivotal in the development and delivery of innovative care coordination practice models.”

As these innovative models are implemented, primary care health professionals, such as Nurses, primary care clinical staff and alike, must have the knowledge, skills, and abilities to provide effective care coordination. The development of the knowledge, skills, and abilities must be based on research.

The education in this course is developed based on the “*Seven Domains of Care Coordination in the Primary Care Setting*” by Kristy Baker, APRN-CNP, a Duke-Johnson & Johnson Nurse Leadership Program Fellow. She developed the list of domains utilizing an extensive literature search to gather evidence of the most important knowledge, skills, and abilities required for a care coordinator to be successful in the primary care setting.

This course is designed to provide health professionals, such as Nurses, primary care clinical staff and alike, to improve care coordination for patients with chronic conditions, behavioral health issues, as well as incorporating health promotion into their practice.

**Course Dates:**

October 26, 2020 to February 15, 2021

**Course Delivery Format:**

The course is divided into eight (8) modules. Each module will run for two (2) weeks. The development of care coordination skills occurs when knowledge and practice are combined. This Care Coordination Fundamentals Certificate Course will put knowledge

into practice as participants are immersed in this interactive course. The education will be delivered in a virtual environment using a combination of pre-recorded didactic presentations, asynchronous discussion threads, and a virtual meeting space for a live discussion at the end of each module.

### **Course Outline:**

#### Module 1 – Network Technology and Lean Overview

- Power of Observation
- Understanding Current State
- Validation and buy-in Techniques

#### Module 2 – Population Health Management

- Seven Domains of Care Coordination in the Primary Care Setting
- American Demographics
- Population Health Model

#### Module 3 – Comprehensive Assessment and Care Planning

- Nursing Process
- Patient Centered Care
- Motivational Interviewing

#### Module 4 – Interpersonal Communication

- Relationships and Trust
- Team Based Care
- Personality and Biases

#### Module 5 – Education and Coaching

- Learning Theories
- Learning Readiness
- Learning Styles
- Coaching Techniques

#### Module 6 – Health Insurance and Benefits

- Medicare Basics
- Team Based Services
  - Chronic Care Management

- Behavioral Health Integration
- Annual Wellness Visits
- Advance Care Planning

#### Module 7 – Community Resources

- Community resource requirement for CCM and BHI
- How to identify community resources
- How to invite community resources into the patient's care

#### Module 8 – Research and Evaluation

- Understanding research
- How to identify sources
- Who are your potential partners?

#### Course Objectives:

At the completion of this course, the participant will be able to:

1. Understand the basic elements of using a Lean Methodology for process change
2. Explain the importance trends in the American population
3. Discuss the population health models across the lifespan
4. Develop patient centered goals for effective self-management
5. Understand the elements required for developing long term relationships
6. Evaluate learning readiness
7. Identify learning styles
8. Understand the progression of Medicare benefits
9. Differentiate between team based, incident to, and provider services
10. Identify appropriate community resources to incorporate into patients' care plan
11. Analyze research to incorporate into practice

#### Continuing Education Credit Calculations:

Meets Objectives	Dates	Delivery Method	Time Expectations	Number Contact Hours
Module 1 Objective 1	10/26/2020	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	11/9/2020 Noon Mountain	Live Interactive Discussion and Q&A	50 minutes	1
Module 2	11/9/2020	Recorded Lecture	30 minutes	0.5

Objectives 2&3		Asynchronous Discussion & Clinical Practice	3 hours	1
	11/23/2020 Noon Mountain	Live Interactive Discussion and Q&A	50 minutes	1
		Asynchronous Discussion & Clinical Practice	3 hours	1
Module 3 Objective 4	11/23/2020	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	12/7/2020 Noon Mountain	Live Interactive Discussion and Q&A	50 minutes	1
Module 4 Objective 5	12/7/2020	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	12/21/2020 Noon Mountain	Live Interactive Discussion and Q&A	50 minutes	1
Module 5 Objectives 6&7	12/21/2020	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	1/4/2021 Noon Mountain	Live Interactive Discussion and Q&A	50 minutes	1
Module 6 Objectives 8&9	1/4/2021	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	1/18/2021 Noon Mountain	Live Interactive Discussion and Q&A	50 minutes	1
Module 7 Objective 10	1/18/2021	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	2/1/2021 Noon Mountain	Live Interactive Discussion and Q&A	50 minutes	1
Module 8 Objective 11	2/1/2021	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	2/15/2021 Noon Mountain	Live Interactive Discussion and Q&A	50 minutes	1
<b>Total</b>				<b>20</b>

HealthTech Management Services D/B/A HealthTechS3 is a Provider approved by the California Board of Registered Nursing. Provider Number CEP8769 for 20 contact hours. Participant must complete all course work – no partial credit will be given. A certificate of completion will be provided by HealthTechS3 within 30 days of successful completion of the course.