

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:

August 16, 2021 – December 8, 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' plans of care
11. Analyze research to incorporate into practice

Continuing Education Credit Calculations:

Meets Objectives	Dates	Delivery Method	Time Expectations	Number of Contact Hours
Module 1 Objective 1	August 16, 2021	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	August 30, 2021 Noon (MTN Time)	Live Interactive Discussion and Q&A	50 minutes	1
Module 2 Objectives 2&3	August 30, 2021	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1

	Sept 13, 2021 Noon (MTN Time)	Live Interactive Discussion and Q&A	50 minutes	1
Module 3 Objective 4	Sept 13, 2021	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	Sept 27, 2021 Noon (MTN Time)	Live Interactive Discussion and Q&A	50 minutes	1
Module 4 Objective 5	Sept 27, 2021	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	October 11, 2021 Noon (MTN Time)	Live Interactive Discussion and Q&A	50 minutes	1
Module 5 Objectives 6&7	October 11, 2021	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	October 25, 2021 Noon (MTN Time)	Live Interactive Discussion and Q&A	50 minutes	1
Module 6 Objectives 8&9	October 25, 2021	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	Nov 8, 2021 Noon (MTN Time)	Live Interactive Discussion and Q&A	50 minutes	1
Module 7 Objective 10	Nov 8, 2021	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	Nov 22, 2021 Noon (MTN Time)	Live Interactive Discussion and Q&A	50 minutes	1
Module 8 Objective 11	Nov 22, 2021	Recorded Lecture	30 minutes	0.5
		Asynchronous Discussion & Clinical Practice	3 hours	1
	Dec 6, 2021 Noon (MTN Time)	Live Interactive Discussion and Q&A	50 minutes	1
			Total	20

Instructor Qualifications:

Nurse		
Name	Credentials (Degree (BSN min), License, Certification)	Experience
Faith M. Jones	MSN, RN, NEA-BC	More than 6 years in care coordination and education – see resume
Heather K. Gilchrist	DNP, MEd, MS, RN	More than 5 years in education and population health– See resume
Non-Nurse		
Name	Credentials (Degree, License, Certification)	Experience

Advertising Language for CEs:

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.