



## CERTIFICATE IN CARE COORDINATION

### DESCRIPTION OF CERTIFICATE

While there is no complete consensus concerning a definition of “care coordination,” healthcare professionals agree there are five common elements:

- » Numerous participants are involved.
- » Participants are dependent upon each other’s knowledge, skills, and services.
- » Participants require knowledge about their roles and available resources.
- » Participants exchange information among themselves.
- » The ultimate goal of care coordination is to facilitate the appropriate delivery of healthcare services.

The “Certificate in Care Coordination,” developed by experienced professionals in collaboration with healthcare experts, explores the care-coordination process and the skills necessary to manage patient cases. The Certificate program will equip participants with the essential knowledge, skills, and confidence to meet the diverse needs of patients with special and complex needs while maximizing program efficiencies.

The Certificate in Care Coordination is a comprehensive introduction to care coordination for those who wish to take formal training. The program includes both care-coordination theory and evidence-based skills development.

### WHY TAKE THIS CERTIFICATE?

Upon completing this course, participants will:

- » know what care coordination is, when and why it is used, and how it works;
- » have the skills necessary to manage patients’ situations; and
- » feel confident that they can manage client cases in a variety of settings.

The program will benefit those who:

- » want to learn about, improve, or better understand care coordination;
- » want to effectively support patients with complex needs;
- » work in voluntary agencies or advocacy groups;
- » want to become an effective healthcare worker in the area of care coordination; and
- » work in program development.

## COURSE STRUCTURE

---

Each module can be delivered either virtually or in person with a variety of learning techniques, including lectures, discussions, case studies, videos, guest speakers, and downloadable podcasts. A pre-course evaluation will help participants and facilitators understand strengths and learning requirements. Throughout the course, participants will receive continuous practice on course materials. Mid- and end-of-course evaluations will measure a participant's growth and understanding of core learning targets.

Below is an outline of the six modules within the Certificate program:

### DAY ONE

---

#### INTRODUCTION AND ENGAGEMENT IN CARE COORDINATION

- » Introducing care coordination
- » Fundamentals of engagement
- » Ethics in care coordination

### DAY TWO

---

#### ASSESSMENT

- » Assessment fundamentals
- » Analysis fundamentals
- » Planning fundamentals

### DAY THREE

---

#### IMPLEMENTATION AND MANAGEMENT

- » Implementation and monitoring
- » Managing projects and conflict
- » Patient pathways
- » Mid-course evaluation and feedback

### DAY FOUR

---

#### CORE FUNCTIONS

- » Core functions
- » Communication techniques
- » Diffusing angry clients
- » Crisis management

### DAY FIVE

---

#### CONSENSUS BUILDING AND MONITORING

- » Consensus building
- » Negotiation in care coordination
- » Building group consensus
- » Managing change

### DAY SIX

---

#### PRACTICAL APPLICATIONS AND FINAL ASSESSMENT

- » Leadership
- » Core function activities
- » Final course evaluation and feedback