



Care Coordinator for Unlicensed Front Line Workers Training



Description: This program is designed to teach important skills regarding the coordination of patient care. This training program also relates to New York State's DSRIP objectives to improve the way health care services are delivered. Training modules will cover:

- Best practices in care coordination
- Health coaching
- Working within an interdisciplinary team
- Patient care follow-up
- Cultural competency and health literacy
- Accessing patient resources
- Transitions of care
- Role of electronic medical record tracking
- HIPAA Compliance
- Navigating patients' health insurance
- Asthma, diabetes, and behavioral health care planning

Course Delivery: The course consists of 1 in-person class and 7 online courses. The training is approximately 12 hours in total.

Part I: Health Coaching & Care Coordination Kick off training in person 1 full day

Part II: Online webinars and e-courses

Students will receive a certificate upon completion.

Who Should Attend: PCPs/primary care teams, behavioral health care teams, community-based providers (including both Medicaid billing and non-Medicaid billing), FQHCs care teams, relevant hospital staff and those who may require additional training due to changes in job function.

Roles: staff who provide care coordination functions in multiple settings and roles across the WMCHHealth PPS network; non-licensed care coordinators, care navigators, community health workers, peer support workers, and health educators.

Date #1: January 26, 2018

Time: 9:00 a.m. – 5:00 p.m

Location: Good Samaritan Hospital, Auditorium, 255 Lafayette Avenue, Suffern, NY 10901

Date #2: February 9, 2018

Time: 9:00 a.m. – 5:00 p.m

Location: WMCHHealth Behavioral Health Center B304
100 Woods Road,
Valhalla, NY 10595

Date #3: March 23, 2018

Time: 9:00 a.m. – 5:00 p.m

Location: Health Alliance Hospital
Broadway Campus Conference Room A
396 Broadway
Kingston, NY 12401

Course Registration - visit:
<https://tinyurl.com/CCFLW2018>

For More Information:
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Performing Provider System (PPS)

Westchester Medical Center Health Network