



1199SEIU Training and Employment Funds

CARE COORDINATION

Care Coordination- History

- Changes
 - Health care reform
 - New models of care
 - New business/payment models



- NYS DOH/DOL HWRI grant funds to pilot training
- Partners include CHCANYS, IFH, PCDC



Care Coordination- Evolution

- Emerging health settings- ACOs, Health Homes and Patient Centered Medical Homes
- Preventative and primary care incentives



Care Coordination- Curriculum Development

- Evolved out of core competencies identified by NYC employers and grant partners, including:
 - Bronx Lebanon Hospital Center
 - Lutheran Medical Center
 - Montefiore Medical Center
 - Maimonides Medical Center
 - Institute for Family Health
 - Community Health Care Association of NY State



Care Coordination- Training

- 48 hours, 24 modules
- Flexible delivery
- Designed for all paraprofessional staff who deliver any type of care coordination and for prospective health care workers
- Foundation training



Care Coordination- Content

- Communication
- Wellness/Basics of Chronic Disease
- Psychosocial Factors
- Professional Boundaries
- Resources
- Third Party Payer Systems
- Electronic Medical Records
- Health Disparities & Cultural Competencies
- Home Visits (if applicable)



Care Coordination- Participants

- PCTs
- MAs
- Social Work Assistants
- Community Health Workers
- Customer Service Reps
- Registrars
- Unit Clerks
- Patient Navigators



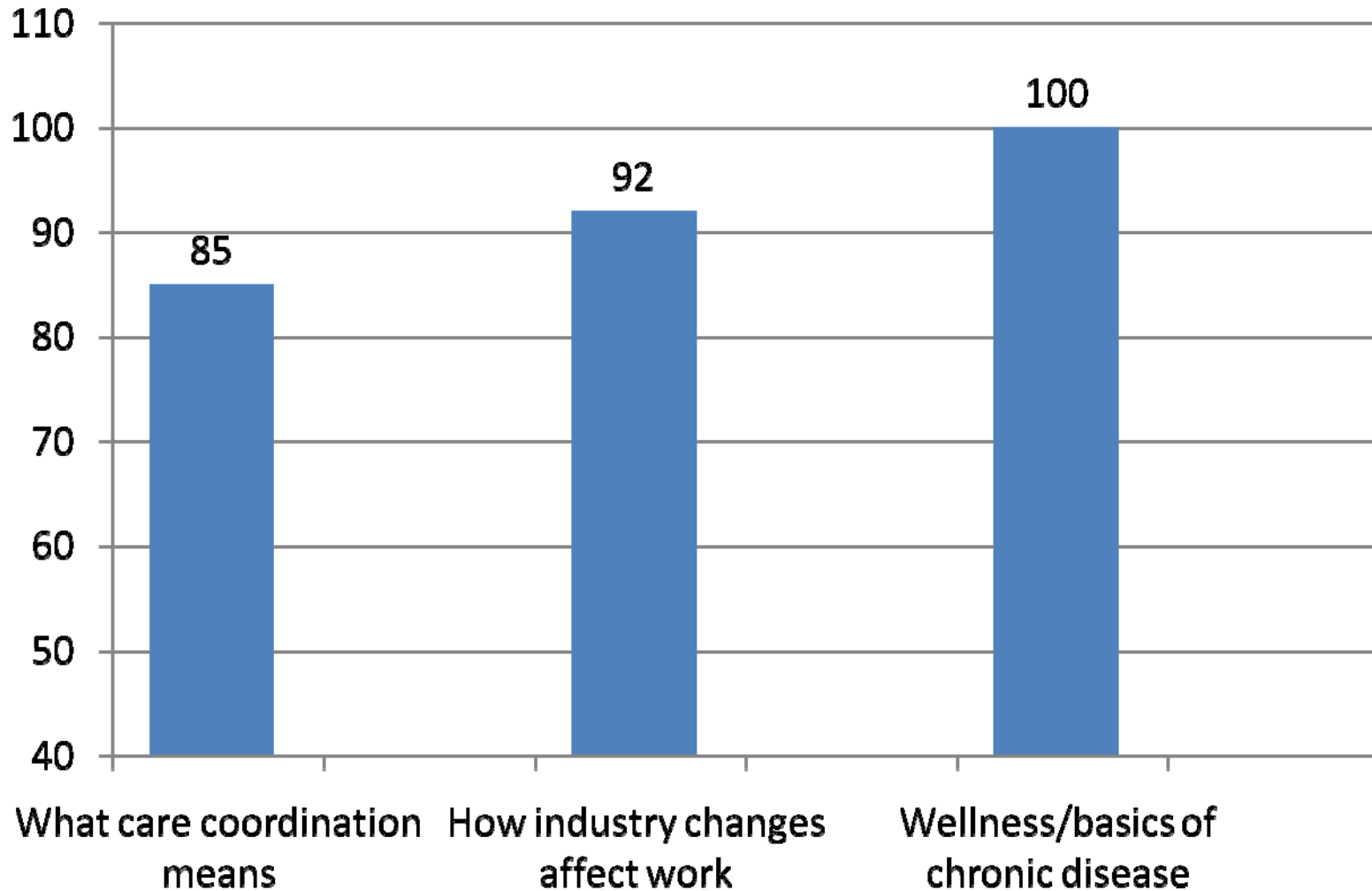
Care Coordination-

- Pilot began at Bronx Lebanon Hospital in September
- Train-the Trainer
- Additional centralized programs planned for the Bronx & Manhattan
- 2013 offerings in all 5 boroughs at hospitals, health homes, ACOs, clinics



Care Coordination- Feedback

% of Participants Expressing a better understanding of.....





Care Coordination- Feedback

“The course has helped gain buy in of the care teams more than anything. Including the existing workforce has brought positive feedback and a sense of inclusiveness. Participants have talked about the training to others and word has spread; others have asked to participate. One staff member was so excited about the concepts learned that she approached leadership about being trained to be a Community Health Worker - evidence of true workforce engagement and development. I hope we can continue to work to expand the program - it is doing more than simply educating our staff.”

Isaac Dapkins, MD

Medical Director at Bronx Lebanon Integrated Services System



Questions, Comments, Feedback



Sandi Vito, Director

199SEIU/League Training and Upgrading Fund

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Care Coordination- Resources

- Suggested Reading:

- Gawande, Atul. “The Hot Spotters.” New Yorker Magazine 1/24/11

- www.newyorker.com/reporting/2011/01/24/110124fa_fact_gawande?printable=true

- Hansen, Suzy. “What Can Mississippi Learn from Iran?” NY Times Magazine 7/29/12

- <http://www.nytimes.com/2012/07/29/magazine/what-can-mississippis-health-care-system-learn-from-iran.html?pagewanted=all&r=0>

- Colorado Patient Navigator Training

- patientnavigatortraining.org