

Certificate in Health Coaching and Care Coordination at City University of New York

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Overview

- ▶ Program design and objectives
- ▶ Recruitment and student demographics
- ▶ Curriculum development
- ▶ Key features and supports
- ▶ Program evaluation & next steps

Context – Our Role within CUNY

- ▶ Leading public, urban university in US
- ▶ 24 colleges and institutions serving more than 540,000 students across NYC
- ▶ Our Role:
 - Provide technical assistance
 - Support frontline workers in health, education & human services fields
 - Workforce research
 - Collaboration with colleges, agencies

Certificate in Health Coaching & Care Coordination (CHCCC)

- ▶ Health Workforce Retraining Initiative
- ▶ 5-course, 10-credit undergraduate certificate
- ▶ Collaboration with Queensborough Community College (QCC)
- ▶ No tuition cost
- ▶ Currently recruiting for 3rd cohort

Program Design & Objectives

- ▶ Respond to changes, trends in health care and impact on the workforce
- ▶ Professional development & career ladder opportunity for frontline workers
- ▶ Support access to higher education
- ▶ “Stackable credential”

Eligibility and Recruitment

- ▶ NYS Resident
- ▶ HSD or GED
- ▶ Frontline worker in Allied Health field
- ▶ Recruited through agency partners, program alumni, webinar series
- ▶ Admissions process: application, essay, recommendation, interview
- ▶ Agency Partnership

Students at a Glance

- ▶ 60 students currently enrolled
- ▶ Employment Setting:
 - Intellectual Disabilities: 44%
 - Mental Health: 35%
 - Health Care/Primary Care: 21%
- ▶ Job titles:
 - Medical Assistant, Peer Specialist, Direct Support Aide, Patient Care Associate, Care Navigator, Case Manager, Housing Counselor

Curriculum Development

- ▶ Collaboration– agency partners, faculty
- ▶ Research–understand best practices/trends
- ▶ Design– support a broad and diverse workforce

- ▶ 4 credited courses from QCC curriculum:
 - Current Issues in Health Care Administration
 - Organization and Delivery of Health Care
 - Introduction to Health Education
 - Introduction to Social Work

Course Content

- ▶ Topics and principles central to care coordination are updated and infused into curriculum–
- ▶ Chronic care issues, innovative models, EHR, healthcare reform, policy, health coaching and wellness, social welfare, cultural competency, disability
- ▶ Faculty expertise and guest lecturers enhance learning

Key Features & Supports

- ▶ College Bridge
 - 45 hours, non-credit
 - Writing, reading, critical thinking support
 - Contextualized around food insecurity
- ▶ New Student Orientation
- ▶ Enrollment at QCC
- ▶ Faculty Advisement
- ▶ Computer support

Program Evaluation & Next Steps

- ▶ On-going process
 - Debriefing throughout, feedback from students and faculty
- ▶ New student, midpoint and exiting assessments
- ▶ Rubrics as a key measurement
- ▶ Tracking outcomes –i.e. agency incentives, professional development, academic goals