

Care Coordinator Certificate Program

An ATHOS training program of WNY Rural Area Health Education Center

(Funding provided by a grant from Empire State Development administered by the Community Foundation for Greater Buffalo.)

36-40 hr. certificate
program



Free for selected participants in
Allegany, Cattaraugus, Chautauqua,
Erie, & Niagara counties

Please note that this is a non-clinical care coordination course

Introduction to New Models of Care and Healthcare Trends

- Affordable Care Act and resulting changes
- Value-based payments and insurance plans
- Other programs that improve healthcare

Cultural Competency and Health Literacy

- Cultural awareness, sensitivity and humility in healthcare
- Cultural awareness, biases and working with others
- Understanding health literacy, tools and resources for low health literacy

Professionalism and Ethics

- Definition and core values of professionalism
- Etiquette in the health care workplace
- Workplace conflicts and resolution
- Ethical decision-making frameworks
- Boundaries, crossings and violations
- Moral distress and the burnout-resilience spectrum

Quality Improvement in the Healthcare Setting

- PDSA and the Model for Improvement
- Registries and gap lists
- Useful charts for documentation of projects
- Target and vulnerable populations

Interdisciplinary Teams

- Communication styles and tools
- Types of and roles within a team
- Stages of team development
- Advocating for patients
- Reflective listening and teach-back

Person-Centeredness and Communication

- Definition and concepts of person-centered care
- Recognizing family and patient needs
- Strategies to improve communication
- Shared and informed decision-making
- Motivational interviewing
- Empathy

Chronic Disease and Social Determinants of Health

- Overview of common chronic conditions
- Stigma
- Risk stratification
- Explore social determinants of health
- Trauma-informed care
- Self-management

HIT Documentation and Confidentiality

- Organization and time management
- Electronic health record and documentation
- Warm handoffs
- HIPAA
- Personal health information security
- RHIOs

Community Orientation

- Assessment of needs
- Types of communities and their influences
- Care coordination role and goals
- Types of resources
- Community resources and building a resource guide



Hurry, free slots
are limited *

Register online at: <https://www.r-ahec.org/athos-care-coordination-registration/>

**For questions or more information,
please contact us at (585) 786-6275.**



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