



**NATIONAL
NURSE-LED CARE
CONSORTIUM**
a PHMC affiliate

TRAIN THE TRAINER, IN-PERSON WORKSHOP

Optimizing Care Coordination Through Teams and Teamwork

Today's healthcare environment is complex—but CARE COORDINATION can help! Only a cohesive healthcare team and medical neighborhood working together can ensure that patient's health needs are being met and that the right care is being delivered in the right place, at the right time, and by the right person. This highly interactive in-person workshop was designed with you in mind!

AUDIENCE:

- TCPi Practice Transformation Network Quality Coaches and other staff
- Healthcare Staff: Clinicians, Nurses, Medical Assistants, Front Desk Staff, Behavioral Health Providers, Dieticians, QI Managers

WORKSHOP DELIVERY:

- I. Foundations & Decision Points for Care Coordination** **TCPI CHANGE DRIVER 1.5.2, PAT MILESTONE #12**
 - a. *Recognize* role and scope of patient and family responsibility for care coordination as members of the primary care team.
 - b. *Map* the medical neighborhood for care coordination roles and responsibilities.
 - c. *Identify* major decision points in implementing care coordination in primary care practice.
- II. Strategies and Tools for Successful Care Coordination** **TCPI CHANGE DRIVER 1.5.3, PAT MILESTONE #14**
 - a. *Explore* selected strategies and tools that support effective care coordination in primary care.
 - b. *Practice* key elements of care coordination, including:
 - i. Risk screening
 - ii. Shared care plan / action plan
 - iii. Huddles and team meetings
 - iv. Transfer of information / transitional care
 - v. Consultation and referral forms / consultation agreements
- III. Teamwork and Recognizing Care Coordination Success** **TCPI CHANGE DRIVER 1.2.3, PAT MILESTONE #7**
 - a. *Examine* team roles to optimize care coordination practice.
 - b. *Identify* strategies to work effectively with care coordinators and case managers on the primary care team and in the medical neighborhood.
 - c. *Explore* measures to evaluate successful care coordination processes and outcomes.

All attendees will receive a customized Training Guide filled with content and tools for immediate use.

Tiffanie Depew, NP SAN Project Manager, tdepew@ncc.us

in partnership with:



Training delivered as part of the:



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