Overview

Introduction to Care Coordination explores the importance of understanding a patient’s illness, patient’s needs, and care of the patient as it relates to cultural and ethical norms. This course explores role development as a care coordinator, teaches understanding of the patient’s health goals in alignment with activities of daily living, and explores the influences of an interdisciplinary approach to care and how a team approach facilitates a patient’s desired outcome. This course investigates the importance of a patient- and family-centered care approach as it relates to a desired health outcome. There are no prerequisites for this course.

Competencies

- **Resources and Case Management Models**
  The graduate identifies appropriate resources and case management models to support patient’s needs to provide optimal support.

- **Treatment Plans, Resources, and Engagement Principles**
  The graduate applies treatment plans, associated resources, and client engagement principles based on the client’s condition and circumstances to provide optimal support.

- **Assessment Practices and Intervention Techniques**
  The graduate applies appropriate intervention techniques for unique populations to enable optimal care coordination intervention.

- **Technology and Patient Information**
  The graduate applies technology and patient information security practices for care coordination and case management to ensure privacy and security of patient information.

- **Financial Policies and Insurance Regulations**
  The graduate identifies value-based financial models to ensure the protection of the healthcare organization, the protection of the patient, and provide optimal patient care.

- **Care Concepts and Services**
  The graduate identifies concepts and services associated with chronic illness.

- **Health Services Concierge**
  The graduate differentiates the elements of professional practice of a health services coordinator.

- **Certification and Credentialing**
Learning

Getting Started
Welcome to Introduction to Care Coordination! This course explores the importance of understanding a patient’s illness, patient’s needs, and care of the patient as it relates to cultural and ethical norms. When you are ready to begin the course, select the “Go to Course Material” button to access the course content and learning resources. Each course topic will be included via the course’s learning platform. A pacing guide is provided as a suggestion for weekly goals and time management. Your course instructor will inform you how best to schedule time for reading and coursework, help you prepare for the pre-assessment, and provide feedback on your progress. Frequent communication with your program mentor will help you succeed. Competency will be demonstrated by the successful completion of an objective assessment.

GO TO COURSE MATERIAL

Failed to retrieve assessments

COURSE INSTRUCTOR

Student Services
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IT Service Desk
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Course Instructor Responsibility
How to Work with Course Instructors

ANNOUNCEMENTS

COURSE TIPS