

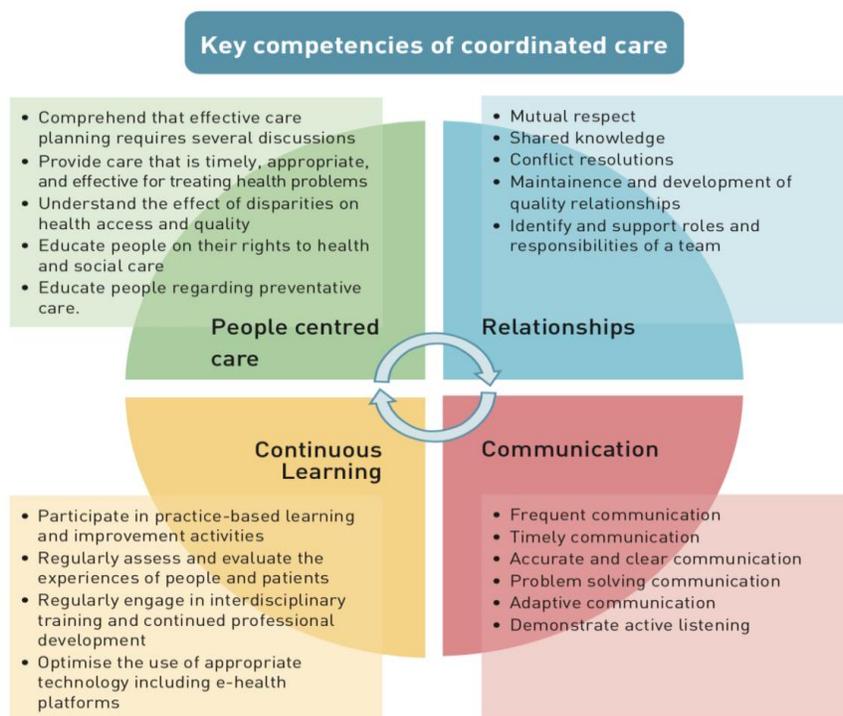
Care Coordination Course 2020

What's covered in the training?

Care coordination is a tried and tested model that improves access to services for patients and reduces pressures on hospitals and GP's. Care coordinators play a crucial role in helping people to get the right support, at the right time, to help manage a wide range of needs. Where emerging primary care networks are in place in parts of the country, there are clear benefits for patients and clinicians. Birmingham City University has developed a care coordination training programme that offers a practical, step-by-step approach for the implementation of safe and successful care coordination.

This training at its core will enable staff the confidence to offer a proactive, personalised, coordinated and more integrated care service to patients.

The training follows the Coordinating Care competency framework which was produced by the Health Education England and Birmingham City University in 2019 (see below). The framework outlines the competencies for staff working in a care coordination role. The training also makes use of care coordination best practice (nationally and internationally).



The programme aims to enable students to be a creative, confident and forward-thinking care coordinator who are: competent, well informed, take an evidenced based approach to practice, and prepared for the rapidly evolving world of modern care coordination.

Topic 1: Expert Communication skills and building and sustaining professional relationships:

Communication may occur through a wide variety of channels. Four main overarching themes:

Frequent communication: *Frequent communication helps to build relationships through the familiarity that grows from repeated interaction.*

Timely communication: *Communication can be frequent and still be of poor quality. For one thing, it can lack timeliness. In coordinating highly interdependent work, timing can be critical.*

Accurate communication: *The effective coordination of work depends not only on frequent and timely communication, but also on accurate communication.*

Problem solving communication: *Task interdependencies often result in problems that require joint problem solving. Hence, effective coordination requires that participants engage in problem solving.*

Sustaining professional relationships

Relationships underpin effective inter-boundary working and are skills people in coordination roles need to develop. The ability to engage and sustain key working relationships is fundamental to work with patients, their family and with multidisciplinary team members.

Topic 2: Aligning resources with patient needs, establishing accountability and creating proactive care plans

Making clear the responsibility of participants in a patient's care for a particular aspect of that care. The accountable entity (whether a health care professional, care team, or social care organisation) will be expected to answer for failures in the aspect(s) of care for which it is accountable.

Be able to specify who is primarily responsible for key care and coordination activities, the extent of that responsibility, and when that responsibility will be transferred to other care participants.

Establish and maintain a plan of care, jointly created and managed by the patient/family and health care team, which outlines the patient's current and longstanding needs and goals for care and/or identifies coordination gaps.

Monitor for successes and failures in care and coordination.

Refine the care plan as needed to accommodate new information or circumstances and to address any failures. Provide the necessary follow up care to patients.

Tailor education and support to align with patients' capacity for and preferences about involvement in their own care. Education and support include information, training, or coaching provided to patients or their informal caregivers to promote patient understanding of and ability to carry out self-care tasks, including support for navigating their care transitions, self-efficacy, and behaviour change.

Make clear the responsibility of participants in a patient's care for a particular aspect of that care.

Topic 3: Linking to community resources and how best to align resources with the patient

Provide information on the availability of and, if necessary, coordinate services with additional resources available in the community that may help support patients' health and wellness or meet their care goals. Community resources are any service or program outside the care system that may support a patient's health and wellness.

Within the care setting, assess the needs of patients and populations and allocate health care resources according to those needs. At the population level, this includes developing system-level approaches to meet the needs of particular patient populations. At the patient level, it includes assessing the needs of individual patients to determine whether they might benefit from the system-level approach.

What would be covered across the two-day training? **draft**

The two one day sessions cover the key elements of care coordination. The training covers four important areas of care coordination and is based on the HEE Care Coordination Competency framework (each session would be a half day).

Session 1: What is Care Coordination and its importance.

Session 2: Effective Communication and relationship management.



Session 3: Aligning resources with patient needs, establishing accountability and creating proactive care plans

Session 4: Implementing Care Coordination

Session 1 What is Care Coordination?

- What is care coordination and the benefits to the patient?
- Why do I need to do this training?
- Where do care coordinators fit locally?
- Care coordinators success stories
- Key skill required to be a good coordinator.

Session 2 Effective communication and relationships

This session will deal with two key issues:

- What does good effective communication look like? (active listening, ability to quickly establish rapport with patients, adapting style, ect).
- Dealing with challenging patients
- Sustaining and creating professional relationships.

Session 3 Aligning resources with patient needs, establishing accountability and creating proactive care plans

This session includes:

- Understanding the importance and purpose of health promotion.
- Provide coordinators with the knowledge about the range of services available.
- Help develop confidence in understanding suitability for different patient requests and practice in the process of matching a patients need to a service.

Session 4 Implementing Care Coordination in practice

This session is focused on how practical information and tips about how care coordination will be implemented within organisations after this training.

Specifically, this includes:

- What to expect and examples of best practice
- How this will be communicated to patients
- Information regarding further support and learning from each other

Online Learning Hub and a Mahara: Reflective Portfolio

A key part of the training will be an online forum for staff to discuss the role and reflect on their own best practice.

At the simplest level, Mahara is two things: an [ePortfolio](#) and a micro [social networking](#) system combined. The ePortfolio system allows students to record 'evidence of learning' – such as case studies, reflection videos or other such things they produce that can be stored digitally. Social networking systems give a way for people to interact with their colleagues and create their own online micro communities around a specific topic.

Draft timeline for students:



Why choose us:

- A strong focus on current issues and an emphasis on the practical application of knowledge. We are flexible, we firmly believe in making sure the course fits the needs of your locality and can tailor the training to your liking.
- The course is based on the skills and competencies model BCU developed for Health Education England and who we still work closely with.
- The training has a bespoke "Moodle" and "Mahara" online learning platform which contains all module documentation, handouts, links to key documents, an e-portfolio and a micro community.
- Proven track record in delivering high quality and flexible bespoke training.
- The programme's teaching team are experts in their fields and passionate about sharing their knowledge and experience.
- Everyone who completes the course will get a certificate of completion from Birmingham City University.



Cost:

£850 per person with a minimum of 10 trainees.

The PCN induction process will cover additional learning requirements for the role relating to; safeguarding, appropriate handling of data, equality and diversity, health and safety and induction to PCN policies and procedures.