

# Train the Trainer, In-person Workshop

## Optimizing Care Coordination Through Teams and Teamwork



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

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

Quality Improvement technical advisors and Healthcare Staff including but not limited to: Clinicians, Nurses, Medical Assistants, Front Desk Staff, Behavioral Health Providers, Dietitians, QI Managers

### Workshop Delivery

- I. **Foundations & Decision Points for Care Coordination**
  - 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**
  - a. Explore selected strategies and tools that support effective care coordination in primary care
  - b. Practice key elements of care coordination, including: Risk screening, shared care plan/action plan, huddles and team meetings, transfer of information/transitional care, consultation and referral forms/consultation agreements
- III. **Teamwork and Recognizing Care Coordination Success**
  - 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 with content and tools for immediate use.

Register by contacting: **Tiffanie Depew, [tdepew@ncc.us](mailto:tdepew@ncc.us)**

In partnership with:



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