



Coordinated Care

Course Description

This short course will present you with the key constructs of effective, coordinated care and provide you with the opportunity to explore factors that influence health and social care needs. You will also explore a holistic, collaborative and person-centred approach to the management of health and social needs in clients, their carers, their families and their communities, and the contribution of a regional network of service providers that support clients and their families.

This short course credentials clinicians who coordinate care that is person-centred, effective, efficient, research informed, collaborative and innovate.

It comprises three stand-alone modules, 40 hours each (credentialed as 120 hours for all three) of continuing professional development.

The short course is offered by the **Newcastle Academy of Health Professional Development** with the potential of providing recognition of prior learning for a post-graduate course and requirements for entry into courses are based on the Australian Qualifications Framework.

On completion of the three modules a Professional Certificate in Care Coordination will be awarded.

Each module may be a standalone learning to attain CPD points.

Course Learning Outcomes

On the successful completion of this course, you should be able to:

1. Describe and communicate an understanding of coordinated care that is collaborative, holistic, and person-centred
2. Explore health and social theories to identify and manage the needs of “at risk” individuals and groups
3. Identify, assess, monitor and document the social, behavioural and environmental factors that influence health and social outcomes in clients, families, carers and communities
4. Construct and defend a person-centred, holistic, effective, safe, integrated and efficient care plan specific to an organisation, that proactively advocates on behalf of a client and collaborates with other service providers
5. Critically appraise evidence that informs the coordination of care in the context of service delivery
6. Reflect upon and examine personal and professional skills, knowledge, behaviours, attributes, strength and limitations relevant to the coordinated care, and create an ongoing professional development plan

Module 1: Introducing Coordinated Care

Module 1	Introducing Coordinated Care
Targets	Module Learning Objectives:
Learning objectives	• Describes roles, responsibilities and requirements associated with coordinating care • Define the contribution of care coordination in the context of clients, carers, families and communities • Demonstrate an understanding of risk, in regard to the level of care intervention
Formative tasks	<i>Online activity:</i> Complete online reflections and activities throughout the module.
Assessment	<i>Written submission:</i> Within the context of a nominated region's health and social networks, develop a response to a job advertisement for a position that involves coordinating care
Topic 1A	Focus: Defining and describing coordinated care
Topic 1B	Focus: Self Management and the person
Topic 1C	Focus: Inclusive care
Topic 1D	Focus: Considerations and complexities

Module 2: Coordinating Person-Centred Care

Module 2	Coordinating Person-Centred Care
Targets	Module Learning Objectives:
Module's Learning Objectives	- Identify, assess, monitor and document the social, behavioural and environmental factors that influence health and social outcomes in clients, carers, families and communities. - Demonstrate management of risk in relation to the individual's needs. - Construct and defend a person-centred, goal-directed, holistic, effective, safe, integrated and efficient care plan specific to an organisation, that proactively advocates on behalf of a client and collaborates with other service providers.
Formative tasks	<i>Online activity:</i> Complete online reflections and activities throughout the module
Assessment	<i>Written submission:</i> Within the context of a nominated region's health and social networks, develop a client-centred case scenario and defend the proposed care plan
Topic 2A	Focus: Understanding Health and Wellbeing
Topic 2B	Focus: Disease, Disadvantage and Disability
Topic 2C	Focus: Clients, Carers, Family and Cultures
Topic 2D	Focus: Person Centered Goal and Care Plans

Module 3: Coordinated Care in Practice

Module 3	Coordinated Care in Practice
Targets	Module Learning Objectives:
Module's Learning Objectives	- Describe the behaviours, attitudes, values & norms that facilitate or challenge the roles and responsibilities of care coordinators. - Review and critically appraise evidence that reports on the coordination of health and social care needs in clients, families and communities.
Formative tasks	<i>Online activity:</i> Complete online reflections and activities throughout the module
Assessment	<i>Written submission:</i> Review and critically appraise one source of evidence that informs the effective coordination of health and social care needs in the person, their carer, families and/or communities.
Topic 3A	Focus: Collaborative Communication and Coordination
Topic 3B	Focus: Care Continuums, Advocacy, Referrals and Discharge
Topic 3C	Focus: Managing myself and my practice
Topic 3D	Focus:: Research, Evidence and Scientific theory

Intended Audience

The minimum requirement for the short course Professional Certificate in Coordinated Care, provided by the University of Newcastle, Academy of Health Professional Development, is the minimum requirement of a Bachelor-level degree in a health or related science.

The course is designed to support assessing, coordinating, supervising the managing the health and well-being outcomes of clients, carers and communities, those seeking to develop their care coordination competencies and support their organisation, and those considering employment in care coordination.

The care coordination concepts and skills covered in this course will provide guidance to any health profession in their clinical role. Working in partnership with consumers and their carers, using the principles outlined will improve outcomes for the person and satisfaction for the clinician in any role involving coordination of care.

Delivery Style

This course utilises an online, multi-professional, interactive and self-directed format that includes instructor-led, components, and individual activities and reflections. Participants will work through concepts introduced by expert contributors in a self-directed learning environment.

Each module will be open for 8 weeks with a marked assessment task to be completed at the end of each module. Interaction with other students and the facilitator is expected throughout the course.

