

# North Country Care Coordination Certificate Program

Preparing the regional workforce to provide services in the **RIGHT PLACE**, at the **RIGHT TIME**, and in the most **COST EFFECTIVE** way

*SUNY Jefferson (JCC) and SUNY Canton, in partnership with the Fort Drum Regional Health Planning Organization (FDRHPO) & the North Country Initiative (NCI) are offering a Care Coordination Certificate Program designed to prepare and train new & existing care coordination professionals who will play a critical role in supporting health transformation in the Tug Hill Seaway Region.*

The program consists of 12 modules:

1. Introduction to Care Coordination
2. Knowledge of Behavioral Health
3. Medical Terminology
4. Cultural Competency, Awareness of Individual Bias, Ethics and Customer Service
5. Documentation, Privacy and Security, and Electronic Health Records
6. Engagement and Assessment
7. Quality, Accountability, Performance and Process Improvement, and Evidence-based Practice
8. Crisis Intervention, Safe Environment and Conflict Management
9. Self-Care
10. Networking and Knowledge of Community Resources
11. Motivational Interviewing, Communication and Health Literacy
12. Payment Systems

**WHO:** *NEW students interested in the care management field AND EXISTING care coordination professionals* from hospitals, the health home, behavioral health facilities and/or community-based settings

**WHAT:**

36 non-credit hours  
(12 modules, 3 hours each)



**WHY:**

- Better prepare new or existing professionals to work in interdisciplinary teams
- Help deliver services to improve outcomes for patients, providers and payers
- Assist regional and statewide initiatives to reduce potentially preventable hospital admissions and emergency department use

**WHEN:** Mondays, April 2, 2018 – June 25, 2018 from 5:30 – 8:30 PM (SUNY Jefferson)  
Tuesdays, April 24, 2018 – July 17, 2018 from 5:00 – 8:00 PM (SUNY Canton)

**TUITION:** \$365 – must be paid to respective college upon acceptance into the program

**APPLICATION DEADLINE:** March 9, 2018

**FOR MORE INFORMATION:**

(315) 755-2020 ext. 13 or [leonard@fdrhpo.org](mailto:leonard@fdrhpo.org)

