



Patient Centered Care Coordination

NURS406

Southwestern College Professional Studies

COURSE SYLLABUS

I. Course Catalog Description

The approach toward medical care has evolved from considering the patient a subject to treat to inclusion of the patient as a member of his or her care team. This course explores the importance of understanding a patient's genetic profile, the patient's understanding of his or her illness, the patient's culture's values, beliefs, and norms to be considered toward illness and treatment, and the patient's own goal for treatment and its outcome help form the basis for a team - based decision regarding the patient's care. Because each person is a member of a community, the course includes a focus on the social and economic principles that contribute toward the formation of a community's culture. Learners gain knowledge in inter - professional communication and the optimization of expertise. Prerequisites: NURS309 and PSY 110.

II. Required and Supplementary Instructional Materials

American Psychological Association. (2010). *Publication manual of the American Psychological Association*. (6th ed.). Washington, DC: Author.

Fero, L. J., Herrick, C., & Hu, J. (2011). *Introduction to Care Coordination and Nursing Management*. Sudbury, MA: Jones & Bartlett Learning. ISBN: 13: 978-0-7637-7160-7

Shaller, D. (2007). *Patient-centered care: What does it take?* Shaller Consulting. The Commonwealth Fund. http://www.commonwealthfund.org/usr_doc/Shaller_patient_centeredcarewhatdoesittake_1067.pdf

Lamb, G. (2013). *Care coordination: The game changer*. Silver Spring, MD: Nursebooks.org ISBN – 978-I-55810-543-0

Other Resources:

American Psychological Association. (2010). *Publication manual of the American Psychological Association*. (6th ed.). Washington, DC: Author.

American Association of Colleges of Nursing (AACN). (2008). [*The essentials of Baccalaureate education for professional nursing practice*](#). Washington, DC: Author.

III. Learning Outcomes

Learning outcomes describe the knowledge, skills, values, and attitudes that learners gain as the result of a particular learning experience. Southwestern College Professional Studies has [learning outcomes specific to the Nursing Program](#), as well as [institution-wide outcomes](#) related to the mission and vision of the college. Outcomes can help learners and instructors focus on the big picture of the learning experience and can help inform potential employers about a graduate's knowledge and skills.

Upon successfully completing this course, the learner will be able to:

Learning Outcome	Related Program Outcome(s)
1. Define case management including its processes and characteristics	1, 3, 5, 10
2. Acknowledge the benefit of inter-professional communication and practice	1, 3, 5, 7
3. Apply case management principles to clinical situations and disease management	1, 3, 5, 6, 7, 9

Learning Outcome	Related Program Outcome(s)
4. Identify methods to coordinate services to meet client needs	3, 5, 6, 7, 9
5. Identify the impact the case manager has on outcomes management	2, 6, 9, 10
6. Define the legal and ethical issues associated with case management	4, 8

At the end of the course, learners may vary in their ability to achieve these outcomes. You are more likely to achieve these outcomes only if you attend class and/or online activities as required by the syllabus, complete the requirements for all assignments to the best of your ability, participate actively in class activities and group work as directed, and study diligently for exams.

IV. [Course Policies](#)

Students are expected to read and abide by the course policies. located in the instructor-specific syllabus in the blackboard course.

V. [Course Requirements:](#)

Requirements	Number of Assignments	Points Possible	Percent of Grade
Unit Discussions	7	250	25%
Unit Assignments	5	250	25%
Unit Team Assignments	3	180	18%
Final Team Project	1	320	32%
Total Points		1000	100%

VI. [Course at a Glance:](#)

Unit	Unit Learning Objectives	Reading & Preparation Activities	Graded Work Due	Related Learning Outcomes
1	<ul style="list-style-type: none"> Review the historical perspectives of care coordination Describe the role of the care coordinator Recognize basic case management processes & characteristics Recognize various aspects of quality and safety initiatives Discuss the importance of cultural competence for case managers Describe managed care as part of the healthcare system Understand issues with healthcare disparities Explain patient navigation Identify the importance of patient and family--centered care 	<ul style="list-style-type: none"> Read Fero Herrick & Hu - Chapters 1 – 4 Read Lamb Chapter 1 & 2 Read "Can we lower medical costs by giving the neediest patients better care?" by Atul Gawande, from The New Yorker, January 24, 2011 Read "Broad Racial Disparities Seen in American's Ills" by Donald G. McNeil Jr Watch Incompetent vs, Competent Nursing Care Watch Eye to Eye: Dr. Harold Freeman Watch Patient Navigation Review CDC: Social Determinants of Health Review NIH Fact Sheets Health Disparities Review the NURS406 - Final Team Project Guidelines and continue working with your team. 	<ul style="list-style-type: none"> Unit 1 Introduction Discussion Unit 1 Discussion Unit 1 Assignment Begin working on your team assignments 	

Unit	Unit Learning Objectives	Reading & Preparation Activities	Graded Work Due	Related Learning Outcomes
2	<ul style="list-style-type: none"> • Describe models and tools for improving healthcare quality & safety • Review evidence-based care coordination • Acknowledge the importance of partnerships in care coordination • Explain the different models of care 	<ul style="list-style-type: none"> • Read Fero, Herrick & Hu Chapters 5 - 6 • Read Lamb Chapter 3, 4 & 10 • Read the Cancer Patient Navigation Toolkit • Read “What Can Mississippi Learn from Iran?” • Read Teamlet Model: A Case Study, Department of Family and Community Medicine • Watch Comparing Health Care Quality: A Road Map to Better Care • Review Patient Safety and Quality: An Evidence-Based Handbook for Nurses, Chapter 32. Professional Communication • Review Patient Safety and Quality: An Evidence-Based Handbook for Nurses, Chapter 33. Professional Communication and Team Collaboration • Review Conflict Resolution: What Nurses Need to Know, Pam Marshall • Review Customer Service in Health Care Optimizing Your Patient’s Experience by Karen A. Meek • Review Hope for customer service in health care? • Review the NURS406 - Final Team Project Guidelines and continue working with your team. 	<ul style="list-style-type: none"> • Unit 2 Discussion Board • Unit 2 Assignment • Unit 2 Team Assignment 	
3	<ul style="list-style-type: none"> • Identify the benefits & challenges of entrepreneurship • Discuss the importance of networking • Describe different types of consultation • Review the collaborative process • Recognize care coordination in nurses’ practice • Evaluate the role of nursing leaders in advancing care coordination 	<ul style="list-style-type: none"> • Read Fero, Herrick & Hu Chapters 7-9 • Read Lamb Chapter 5-6 • Read ANA's The Value of Nursing Care Coordination • Read ANA’s Framework for Measuring Nurses' Contribution to Care Coordination • Watch Nurse Home Visiting at Commonwealth Care Alliance • Watch Health Care Should be a Team Sport 	<ul style="list-style-type: none"> • Unit 3 Discussion Board • Unit 3 Assignment • Unit 3 Team Assignmen 	

Unit	Unit Learning Objectives	Reading & Preparation Activities	Graded Work Due	Related Learning Outcomes
4	<ul style="list-style-type: none"> • Discuss the various components of disease management • Describe the utilization of health information systems in case management and disease management • Recognize the importance of transitional care 	<ul style="list-style-type: none"> • Read Fero, Herrick & Hu - Chapters 11 & 12 • Read Lamb Chapter 9 & 11 • Watch Coaching for Safer Healthcare Transitions • Watch U of U Health Care-Transitions Program 	<ul style="list-style-type: none"> • Unit 4 Discussion • Unit 4 Assignment • Unit 4 Team Assignment 	
5	<ul style="list-style-type: none"> • Define the roles, functions and skills of the faith community nurse with the community nurse case managers • Describe the concepts related to outcomes management and outcomes measurement • Recognize the impact care coordination can have on improving quality care • Evaluating outcomes related to the utilization of care coordination • Acknowledge the importance of inter-professional collaboration 	<ul style="list-style-type: none"> • Read Fero, Herrick & Hu Chapters 10 & 13 • Read Lamb Chapter 7, 8 & 10 • Review the United Way 211 website • Watch Comparing Health Care Quality: A Road Map to Better Care • Watch Northern Piedmont Community Care 	<ul style="list-style-type: none"> • Unit 5 Discussion • Unit 5 Assignment 	
6	<ul style="list-style-type: none"> • Identify ethical issues in nurse case management • Discuss legal issues and concerns related to case management • Review how care coordination research can influence public policy 	<ul style="list-style-type: none"> • Read Fero, Herrick & Hu Chapters 14-15 • Read Lamb Chapter 12 • Watch Coaching Patients for Successful Self-Management • Watch The Difference Between Prior Authorizations and Referrals • Watch The YouToons Get Ready for Obamacare 	<ul style="list-style-type: none"> • Unit 6 Discussion • Unit 6 Final Team Project Presentation • Unit 6 Final Team Paper 	

VII. Other Policies and Requirements

Follow this link to the Southwestern College Professional Studies [Standard Syllabus](#) in Blackboard. You may be required to log in.