



Best Practices: The North Country Initiative - Standardized Training Certificate Program for Care Transitions

- **Spotlight Initiative:** Along with various partners, SUNY is interested in partnering with the North Country Initiative to develop a standardized training certificate program for care transitions. The curriculum will incorporate key DSRIP project deliverables to include things such as linkages to PMCH 2014 standards, depression and substance abuse screenings (PHQ2/9 and SBIRT), the IMPACT model, electronic health records, privacy and security, health behavior change and payment reform. This training program will focus on growing, retraining and retaining the current workforce as well as strengthen the care continuum.
- **Impact:** This initiative is expected to improve coordination of care by identifying and defining key roles and responsibilities related to care coordination, standardizing care transition protocols, and creating workforce opportunities through enhancing partnerships with undergraduate academic institutions, hospitals, nursing homes, public health agencies, primary care practices, community-based organizations, health homes, etc. By focusing on standardizing and integrating care across the continuum, the NCI is working toward achieving the Triple Aim.
- **Next Steps:** A care coordination curriculum committee consisting of academic institutions, frontline workers and community-based partners has been assembled. An assessment of state and national training programs has been conducted and research is underway to identify best practices. A Regional Care Transition "fact sheet" has been created and shared with SUNY and other PPS across the state in attempts to standardize strategies, roles, as well as responsibilities of workers. The NCI is identifying key modules/components that will shape the curriculum for both new and existing care coordinators. Regional subject matter experts will be identified and leveraged as instructors for the program. The hybrid format will offer both flexibility as well as face-to-face interactions thus enhancing the trainees learning experience. The certificate program for new care coordinators is expected to begin in the summer of 2015 and an online-based program for existing workers will follow.
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- **Attachments:** Regional Care Transition Fact Sheet

[Fact Sheet.pdf](#)  
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