Patient-Centered Healthcare (PCH)

Building relationships and managing care coordination

Patient-Centered Healthcare is an online e-learning course for nurses, social workers, and those in allied health professions whose role it is to support patients in primary care by helping them navigate the healthcare system and encouraging them to become active participants in their own healthcare.

Whether the title is Care Manager, Care Coordinator, Patient Navigator, coach, or advocate this course aims to provide a solid grounding in the issues of coordinating care for primary care patients in integrated settings. This course covers topics from developing care plans and fostering patient activation to dealing with the elderly, children and families. We explain patient registries and the value of population management.

Patient-centered support and interventions can help motivate and guide patients while monitoring their progress. It is the cornerstone of successful integrated care. Our online training is appropriate for group training in practices, medical groups, and ACOs. Individual participants can learn or refresh their knowledge of medical topics or explore psychosocial content and the issues of special populations.

What differentiates our course?

- appropriate for many members of an integrated team, flexibility is built into the curriculum
- built by faculty from the Center for Integrated Primary Care at UMass Medical School
- based on the most current research
- modules and materials are accessible 24/7

Read what participants have said about "Integrated Care Management"

- *The course was very informative...I am looking forward to using it within my practice and with my clients.*
- *Great Course! I feel I gained a good knowledge of how the roll of the care manager fits into Integrated Primary Care.*
- *I appreciated the chronic pain and care management for the elderly. I have gained new insight on how to help those populations*
- *This course has been extremely helpful not only for my career, but for my personal growth.*
- *Courses were spread out in a way that it was easy to complete and grasp material... The videos were very helpful. Resources were very helpful.*

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Curriculum Topics in Patient-Centered Healthcare

The core modules serve as a foundation in care coordination as it is commonly practiced in integrated primary care settings. The elective modules allow participants to explore knowledge they may lack, or topics that are of particular importance in their practices.

Core Modules (all 6 must be completed)

1. Introduction to Integrated Care Management in Integrated Primary Care
2. Effective Patient-Centered Care Plans
3. Networking in the Medical Neighborhood
4. Fostering Patient Activation Through Shared Decision Making
5. An Introduction to Motivational Interviewing
6. Effective Use of Registries to Improve Care for High-Risk Patients

Elective Modules (Participants may view all of these but must complete at least 9 from any of thematic groups. No matter how many are viewed or completed, we can only award 15 CEs)

Biomedical Topics
- Cardiovascular Disease 101
- Helping Patients Achieve Healthy Lifestyles for Weight Reduction
- Diabetes Care
- Behavior Change For Chronic Illness Management
- Helping Patients With Chronic Pain
- Caring for Patients with COPD

Psychosocial Topics
- Caring for Patients with Trauma and PTSD
- Identifying and Managing Mental Health Crises
- Working With Unhealthy Substance Use
- Smoking Cessation: What a Care Manager Can Do
- Working With Patients with Serious and Persistent Mental Illness

Special Populations
- Caring for Patients with Housing Insecurity
- Working with Children and Families
- Working with Older Patients
- Working With and Caring for Caregivers

The PCH Certificate Program – $600 with CE

- All modules are accessible 24/7 once the course opens
- Participants receive invitations to optional monthly Q&A sessions online
- 15 hours Continuing Education credits are offered in a variety of disciplines
- There are no prerequisites
- We offer discounts for groups of 10 or more, and for those individuals affiliated with UMass

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