

Changing the Game of Health Care Delivery

A GUIDE TO CARE COORDINATION



CAPELLA UNIVERSITY



What is Care Coordination?

Care coordination is an emerging role, growing primarily due to the Affordable Care Act which introduced many new initiatives to improve health care and lower costs.

Hospitals receive payments for Medicare patients based on how well they perform on quality measures. Additionally, care coordination is identified as one of six priorities of the National Quality Strategy – established as part of the Patient Protection Act. As hospitals and clinics embrace a more outcomes-based approach to health care, nursing professionals with care coordination skills will be seen as leaders and advance quickly.

Care coordination ensures that patients get the quality care they need in a cost effective and efficient way. Care coordinators work as liaisons between providers and patients in order to provide patients with the best care possible—as well as a comprehensive understanding of their chronic or complicated medical condition.



This might sound similar to what nurses do. Or case managers. But care coordination is more comprehensive in scope.



Care coordinators are tasked to do the following:

Manage all aspects of transitional care.

Educate patients and their support system.

Navigate health and wellbeing issues during recovery.

Strengthen the relationship between patients and providers.

Foster a holistic view of patient health care among various providers.

Care coordinators serve as a hub for information, navigation, and reassurance—serving patients with the best quality care and rewarding providers with a process that is effective and efficient.



Care coordinators are also sometimes called:

- Patient care coordinator/educators
- Nurse care coordinators
- Population care coordinators
- Nurse navigators
- Nurse care managers
- Patient/Nurse advocates
- Patient case managers





IS CARE COORDINATION A GOOD FIT FOR YOU?

A 12-POINT CHECKLIST

Special traits and talents are required of nurses who move into the field of care coordination. Is this career path right for you?

Take our test. Check all that apply.

I...

- ☐ Am a nurse with an RN or a BSN who wants to have a bigger impact on patient care.
- ☐ Have enjoyed the care coordination I've already experienced.
- ☐ Care deeply about improving total patient care and maximizing efficiency.
- ☐ Like opportunities to network and develop relationships.
- ☐ Have a knack for detail, diplomacy, and getting things done.
- ☐ Want a role in the holistic care of patients with chronic or complicated medical conditions.
- ☐ Want to become a member of an effective and efficient clinical management team.
- ☐ Want to move into a role that impacts how health care is delivered and how patients are educated.
- ☐ Have a vision for how to improve patient care and experiences.
- ☐ Want to open the door to future opportunities elsewhere—perhaps in the private sector.
- ☐ Want to distinguish myself from my peers as management and leadership experience become increasingly vital to transforming health care delivery.
- ☐ Want to manage my own daily schedule.

If you checked 6 or more of the above, you're likely a prime candidate for care coordination. To get there, however, you'll need an advanced degree or certificate that allows you to enter this fast-growing field.



THE GROWING NEED FOR **CARE COORDINATION**

Most nurses recognize that care coordination is not a new idea. Informally, nurses and others with vision, skills, and time have always coordinated the care of patients.

However, a deliberate care coordination role within a health care team may be new to many health care delivery systems. These systems are seeking nurse leaders in a care coordination role to help transform the delivery of health care.



Four seismic changes are fueling the demand for care coordinators:

1. The Affordable Care Act

The law pivots heavily on patient safety and outcomes—and care coordination is at the center of such issues. Plus, improved patient experiences mean higher ratings and higher reimbursement for hospitals. Optimizing patient experiences is where care coordinators excel.

2. An Aging Population

As baby boomers age, the health of this large demographic will become a significant issue. They will demand outstanding care and lots of options, and there will be an ever-rising need to manage costs and expectations. Care coordinators are uniquely suited to deal with the demands of such a population.

3. Technology Shifts

As health care providers move to digital record-keeping, care coordination is becoming increasingly important for updating and managing access to these records. Care coordinators are vital for managing longitudinal access in care.

4. The Need to Control Costs

The rise in health-care costs can only be contained if providers are vigilant and focus on individual patient needs and outcomes. Because care coordinators are at the center of care information, they can help drive decisions that provide the highest quality at the lowest cost.

Source: <http://www.nursingworld.org/care-coordination>



Growing Need

According to the American Nurses Association, care coordination is now being highlighted by hospitals, health systems, and insurers as a key tool in improving patient health and controlling health care costs. That emphasis means a **growing need for care coordinators**.

Source: <http://www.nursingworld.org/care-coordination>

Economic Forecast: Bright

According to the Bureau of Labor Statistics, the **job outlook** for those who coordinate medical and health services for patient care is **expected to grow 22% by 2022**.

Source: <http://www.bls.gov/ooh/management/medical-and-health-services-managers.htm>



How Care Coordination Makes a Difference

Care coordinators have a positive and valuable impact on patient care and the overall delivery of health care in many diverse ways. They play a vital role in controlling costs and a serve as pivot point for all aspects of the patient experience.

Among them:

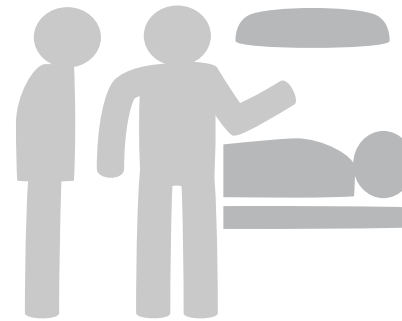
VALUE TO PATIENTS

Relationship-building with provider
Care plan development
Conflict resolution
Documentation of care
Prescription management
Problem solving
Progress assessments
Resource knowledge
Ability to negotiate and educate

VALUE TO PROVIDER

Positive outcomes of care coordination
Significant reduction in ER visits
Decrease in medication costs
Reduction in inpatient charges
Increase in survival with fewer readmissions and improved quality of care

What kind of patients do care coordinators work with?



Care coordinators are often paired with patients who:

- Juggle multiple medications.
- Need frequent lab work.
- Require ongoing monitoring.
- Frequent the ER or urgent care and could be better monitored and guided with the help of a care coordinator.
- Lack a support system to assist in coordinating their needs.



6 reasons why you should get a degree in care coordination

A certificate in care coordination is a good way to set yourself apart from other nurses.

A degree in the field brings even greater benefits—it demonstrates your passion and commitment to delivering and coordinating expert care. It also shows that you have the knowledge and skills to assume a leadership role and make a difference in patient care. Here are five reasons why you should consider a degree in care coordination. You will:

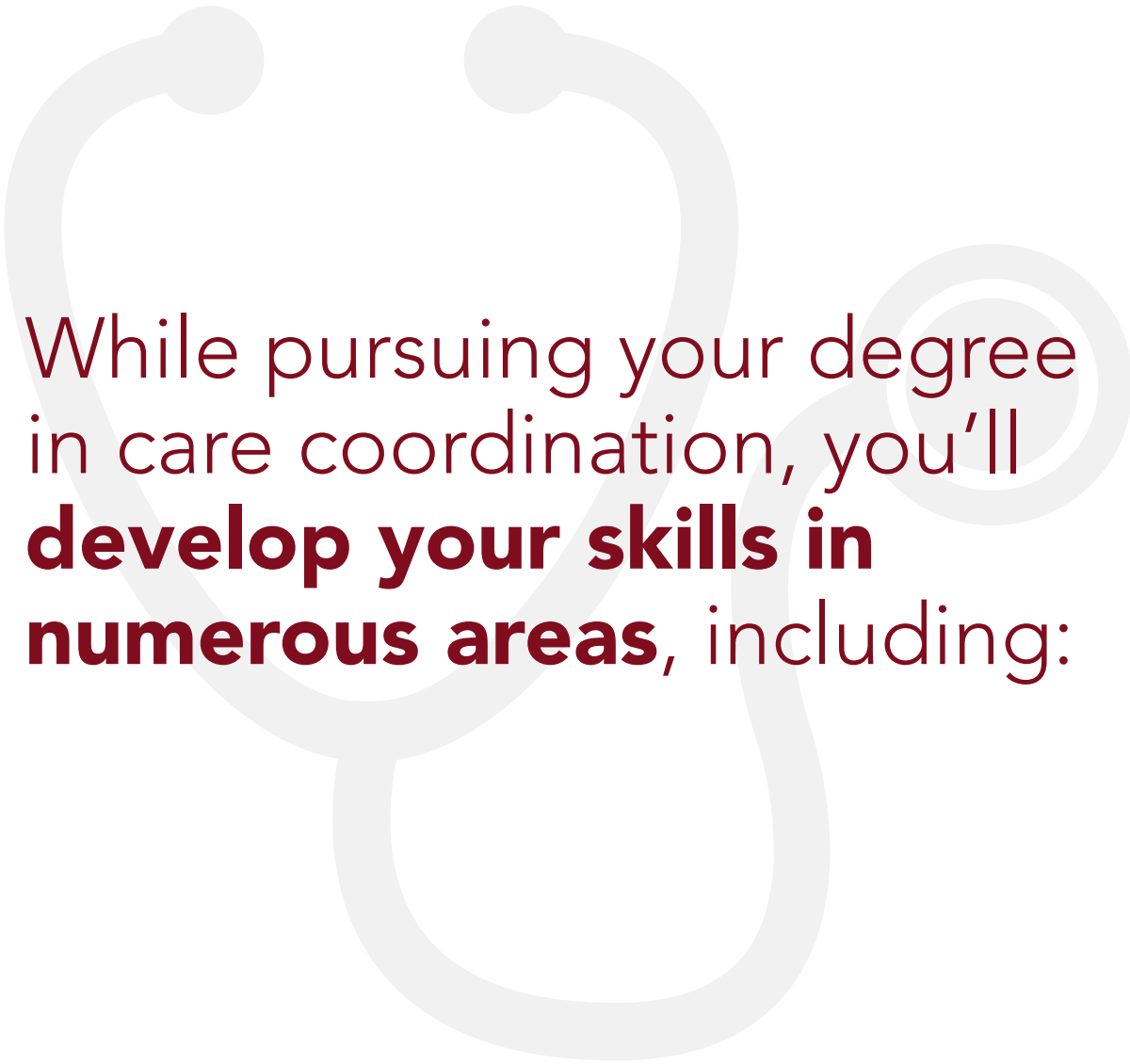
1. **Have more control of your schedule.** Unlike nurses, care coordinators have more predictable hours. You'll manage yourself and the team you're working with by setting meeting times.
2. **Be part of a high level, clinical management team.** Care coordinators help patients by facilitating the decision-making of the many experts that serve them.
3. **Be more involved in the total care of a patient, and how care is delivered.** As the hub of transitional care, you'll get a holistic view of the patient experience and care plan.
4. **Learn from other health care providers.** Care coordination requires networking and communicating with doctors, nurses, and specialists—as well as the patient. Every day is interesting and information-packed.
5. **Develop the skills needed to be an effective liaison** between providers and patients, thereby providing them with the best care and a comprehensive understanding of their medical conditions.
6. **You'll have an edge in this growing specialty with a degree.** Why? Because it communicates that you're serious about being a LEADER in this fast-growing field.



Leadership is crucial.

The care coordinator supports the work of the clinical team and it's that person's direct contact and communication with the patient that ultimately helps bring them to a better level of wellness.

— **Honor Martin**, RN, MS, VP of Clinical Services, Aspire of Western New York and member of the Capella University Nursing Advisory Council

A large, light gray stethoscope is positioned in the background, with its chest piece centered behind the text.

While pursuing your degree in care coordination, you'll **develop your skills in numerous areas**, including:

- Assessing needs
- Establishing relationships with patients and patient families
- Advocating for patients
- Creating care plans
- Monitoring progress
- Resolving conflict
- Solving problems
- Managing documentation
- Connecting resources
- Educating/training clients/patients
- Prescription management
- Transition care
- Medical case management



WHY SHOULD YOU **CHOOSE CAPELLA?**

- **Degree programs aligned** to industry standards
- **Learning experiences** that can be applied immediately in the field
- **Up-to-date curriculum** and knowledgeable faculty who are experts in the care coordination specialty
- **The most direct path** to your goals with 100% online courses for the ultimate flexibility
- **An affordable education** with many financial support options.



What sets Capella apart?

Capella University is leading the way as one of the first schools to offer an online MSN in Care Coordination.

Our graduate program prepares nurses like you to be leaders and advocates for patients. You'll develop the skills needed to be an effective liaison between providers and patients and learn how to provide patients with the best care as well as a comprehensive understanding of their medical conditions.

What programs does Capella offer?

Capella's MSN Care Coordination specialization, RN-to-MSN Care Coordination specialization, and Care Coordination certificate are not designed to prepare graduates for entry-level or advanced practice licensure as a nurse.



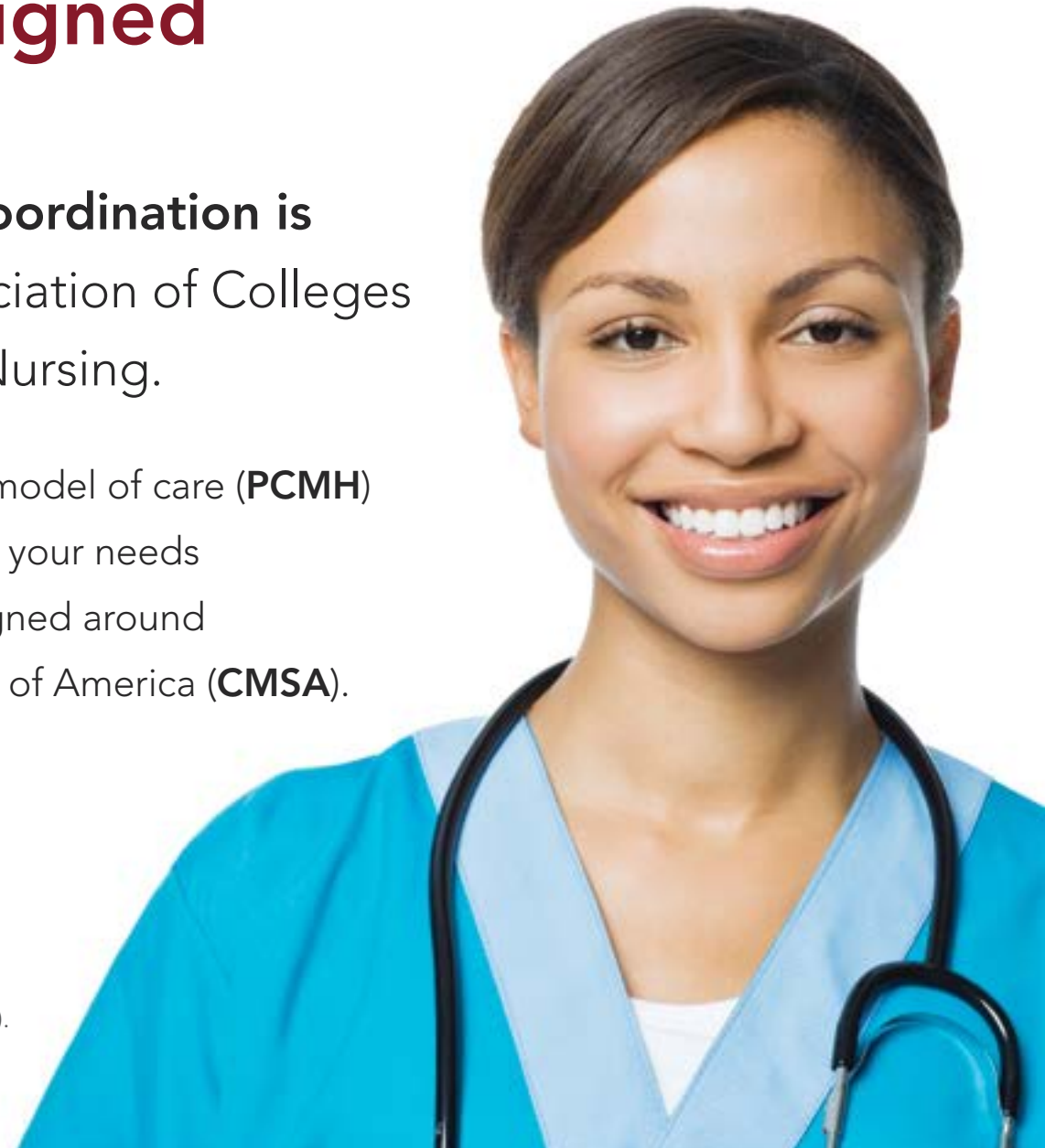
A program that's professionally aligned

Like all of our MSN programs, **Capella's MSN in Care Coordination is CCNE-accredited*** and incorporates the American Association of Colleges of Nursing's (AACN) Essentials of Master's Education in Nursing.

Additionally, the program integrates the Patient Centered Medical Home model of care (**PCMH**) principles to deliver the most relevant, personalized program designed for your needs and interests as a nurse. Capella's Care Coordination program is also designed around National Practice Standards, including those of Case Management Society of America (**CMSA**).



* The BSN, MSN, and DNP degree programs at Capella University are accredited by the Commission on Collegiate Nursing Education (<http://www.aacn.nche.edu/ccne-accreditation>).





The most direct path to your goals

Capella's care coordination programs are focused on the skills and knowledge you need to succeed, and are designed to put you on a direct path to your goals in as little as:

PROGRAM	COMPLETE THE PROGRAM IN AS LITTLE AS:
Graduate Certificate	9 Months
MSN	2 Years
RN-to-MSN	2.5 Years

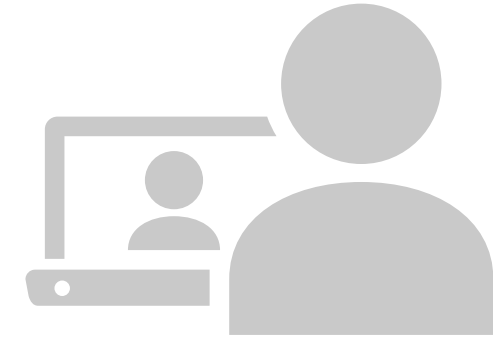
In addition, our care coordination courses are focused on real-world applications to ensure you'll gain skills and knowledge you can immediately use in your career.

Capella's approach to education designed around the critical skills, knowledge, theories, and abilities — or "competencies" — required to master the subject matter in your degree program. Learners gain the relevant competencies they need to advance their career — and in the most efficient way

You also have the opportunity to earn a Graduate Certificate along the way to your degree—allowing you to earn a marketable credential in as little as a year.



A faculty that's **outstanding in the field**



Every member of Capella's Nursing faculty holds a doctoral degree, combined with a background in frontline nursing and leadership experience—in regional, national, and international organizations, hospitals, and consulting firms—so you'll be practicing skills on the forefront of patient care.

FEATURED INSTRUCTOR



Dr. Marie-Elena Barry, DNP, RN, earned her BSN from The College of Notre Dame, her MSN at Stevenson University, Business of Nursing degree at Johns Hopkins School of Nursing, and her DNP at Chatham University. She has 25 years of nursing experience in clinical and administrative roles. Currently, she is adjunct faculty in the MSN program at Capella University School of Nursing and Health Sciences, and is a full-time assistant clinical professor at the College of Health Sciences at Boise State University.



Affordability

Capella offers an affordable per credit cost with a variety of ways to make your degree even more affordable.



Employer and association discounts

Tuition discounts from Capella-affiliated employers, colleges, and professional associations can make your degree more affordable. Many employers offer tuition reimbursement to their employees—even those without a formal program. Check with your HR department or manager to see if you are eligible.



Scholarships

Capella frequently offers scholarship opportunities for new students to save thousands on their degree.



Military discount

Capella offers a discount of 10 percent to 15 percent to members of the military.



Credit for prior learning

To recognize what you've previously accomplished, Capella lets you earn credit from prior learning and knowledge gained from professional certifications. You can reduce the time and cost of finishing your degree by maximizing transfer credits.

The knowledge you've demonstrated by earning select certifications that align with Capella's curriculum can help you earn credit toward a Capella master's program. You can reduce the time and cost of finishing your degree by maximizing your transfer and Prior Learning Assessment opportunities.



Hands-on learning

Our care coordination programs give you access to an immersive, simulated system of health. This virtual lab—available only at Capella—allows you to practice real-world situations and challenges, including:

- Interdisciplinary communication strategies
- On-going plan refinement
- Support structure setup in the home

With these simulations, you'll gain authentic experience working with the various interdisciplinary roles required in a real-world care coordinator position.



Earn Free CE Credit¹ with on-demand videos



The what, why, and how of care coordination

Hear about the care coordination role and why it's critical to revolutionizing quality care. Expert panelists include a contributing author of *Care Coordination: The Game Changer*, CMSA and ANA leaders, and Capella care coordination faculty.

¹This continuing nursing education activity was approved by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.





Resources

CAPELLA RESOURCES

PROGRAMS

[MSN, Care Coordination](#)

[RN-to-MSN, Care Coordination](#)

[Graduate Certificate in Care Coordination](#)

[Demo the Vila Health™ virtual lab environment](#)

[Calculate your costs and graduation date](#)

[Online learning at Capella](#)

[Scholarships for new students](#)

[Try a Capella trial course](#)

[Learn more about Capella](#)

INDUSTRY RESOURCES

[Patient Centered Medical Home \(PCMH\)](#)

[Accountable Care Organizations \(ACOs\)](#)



CONTACT US:

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Capella's MSN Care Coordination specialization, RN-to-MSN Care Coordination specialization, and Care Coordination certificate are not designed to prepare graduates for entry-level or advanced practice licensure as a nurse.

See graduation rates, median student debt, and other information at www.capellareresults.com/outcomes.asp Accreditation: Capella University is accredited by the Higher Learning Commission. Capella University: Capella Tower, 225 South Sixth Street, Ninth Floor, Minneapolis, MN 55402, 1.888.CAPELLA (227.3552), www.capella.edu.

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