

Procedure Number & Title:	C02-06 Care Coordination Training and Responsibilities
Responsible Department:	Clinical
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Purpose: OneCare Vermont (OneCare) is responsible for providing clinical leadership and management of the daily operations of OneCare’s Care Coordination program. This procedure details our training to network organizations and individuals who will provide person-centered care coordination services to individuals attributed to the OneCare network.

Scope: OneCare will provide training to the participant care coordinator staff to meet the care coordination goals as determined by OneCare. OneCare will support partner competency training series curriculum and provide supplemental tools, processes, and other training resources as necessary.

Procedure:

1. Contractual relationships with the participant organizations allow for specific resources to be focused on care coordination activities.
2. OneCare is responsible for creating and maintaining a care coordination curriculum and skills development program that will allow care coordination staff to successfully employ core skills in support of beneficiaries. This includes:
 - a. Ensuring that care coordination activities are person/family-centered
 - b. National care management guidelines and standards will be followed
 - c. Assessing services and resources in each Health Service Area (HSA) to assure care coordination services and resources are available for the highest risk patients
 - d. Providing the OneCare network with care coordination tools from subject matter experts
 - e. Providing guidance and education on implementation of care coordination tools
3. OneCare will provide the necessary training on care coordination in conjunction with state partners and community organizations that offer care coordination services through a series of scheduled training sessions and on an as needed basis when individual education is necessary or desired. Trainings are available on Vermont Health Learn as more care team members are identified and invited to support beneficiary engagement in care coordination. OneCare will also respond to ad-hoc training needs.
4. OneCare will continue to engage and collaborate with community organizations offering care coordination services to ensure our strategies remain coordinated and aligned.
5. In an effort to continually evaluate and improve our care coordination program, including its training and support for primary care and community-based care coordinators, OneCare will conduct ongoing evaluations of our care coordination training sessions by assessing learner knowledge and satisfaction and soliciting ideas from participants for future training topics, methods, and frequency.

Related Policies/Procedures:

- 02-04-PY-22 Community Care Coordination Program PY 2022 Policy

Location on Shared Drive: S:\Groups\Managed Care Ops\OneCare Vermont\Policy and Procedures\

Leader Approval:

_____**Jodi Frei**_____**7/17/22**_____
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