To determine impact and value, the following aim statements were established for the care coordinator training program:

- Zero care coordinator turnover within 6 months and 1 year of employment
- Patient panels will be stratified on risk every 6 months
- RN care coordinators will complete orientation within 12 months
- Care Coordinators will obtain professional certification within 2 years

In 2014, the Ambulatory Nursing department at TCH began to search the evidence to determine the following:

- Competencies for the practice of care coordination and transition management
- Pediatric models of hospital-based care coordination implemented in the United States

Once available evidence was reviewed, a CCTM training program was needed to:

- Deliver standard CCTM practice for care coordinators at Texas Children’s that meets patient and organizational needs and integrates accepted practice standards and evidence based practice
- Train all care coordinators in the organization using the newly created training model focused on pediatrics

Lessons learned:

- Care Coordinator training cohorts work best
- Placing TCH and clinic-specific training at first is best
- Originally planned 12 months, recommend 24 months is the right amount of time for a robust orientation
- Ensure operational processes are finalized before training
- Risk stratification tools require further development

Lessons Learned & Outcomes

Project Aim Performance

- 0% turnover in CC enrolled in program at 6 and 12 months
- 100% CC completed orientation program in 24 months
- Risk Stratification process not fully operationalized
- 0% CC eligible for certification<~24 months in role

Searching the Evidence

Meta-analysis of the evidence was performed; however it was clear that the sources to use to develop a pediatric CCTM program were focused upon materials from:

- American Academy of Ambulatory Care Nursing: Scope and standards of practice for care coordination and transition management
- American Academy of Pediatrics
- American Case Management Association
- Boston Children’s Hospital: Pediatric Care Coordination Curriculum
- Children’s Hospital Association
- NCQA Medical Home Requirements
- National Transitions of Care Coalition

Training Pathway

In October 2014, two care coordinators were hired. Using the evidence, TCH created a curriculum that layered didactic information along with supervised clinical practice as noted in the model below:

- Team Building Skills
- Patient Families
- Care Coordination and Transition Management

Competency Based on the evidence, the following domains were identified for coordinator competency:

- CC Competency Domains
  - Resource Utilization and Management
  - Knowledge of resources
  - Knowledge of care process
  - Risk stratification and patient management
- Communication
  - Interpersonal skills
  - Collaboration and coordination
  - Healthcare coordination
- Leadership
  - Leadership and management
  - Quality Assurance

Project Aims

- Zero care coordinator turnover within 6 months and 1 year of employment
- Patient panels will be stratified on risk every 6 months
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- Care Coordinators will obtain professional certification within 2 years