



# WESTERN GOVERNORS UNIVERSITY

## Behavioral Healthcare Coordination Certificate Program

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### Welcome from WGU

Welcome to the Behavioral Healthcare Coordination Certificate Program at WGU. This flexible, innovative program is designed with input from employers and industry experts to give you the skills and credentials you need to advance your career. We are excited you have decided to further your healthcare career by completing this program. During your time in the program, you will find a variety of resources to support your success. Our robust training curriculum provides the foundation to help you become proficient in care coordination. Our goal is to prepare you to pass the WGU Applied Care Coordination Assessment and to help you further develop the personal and professional skills needed to accelerate your career. Again, welcome to the program. We are glad to have you here!

## Welcome from WGU

Welcome to the Chronic Care Coordination Certificate Program at WGU. This flexible, innovative program is designed with input from employers and industry experts to give you the skills and credentials you need to advance your career. We are excited you have decided to further your healthcare career by completing this program. During your time in the program, you will find a variety of resources to support your success. Our robust training curriculum provides the foundation to help you become proficient in chronic care coordination. Our goal is to prepare you to pass the WGU Applied Chronic Care Coordination Certificate Assessment and to help you further develop the personal and professional skills needed to accelerate your career. Again, welcome to the program. We are glad to have you here!

## Chronic Care Coordination Overview

The purpose of the Chronic Care Coordination Certificate Program is to prepare individuals as members of the healthcare team through health services coordination education. According to the U.S. Bureau of Labor Statistics, jobs for care coordinators will increase 20 percent through 2026.<sup>1</sup> You can help meet this industry demand by completing the Chronic Care Coordination Certificate Program and taking the next step in a successful career in care coordination.

Chronic Care Coordination education and training provides the industry with highly skilled individuals who are ready to advance in the workforce when they leave the program. The courses offered in the program teach social, emotional, and leadership skills along with specialized care coordination content.

Our most successful students commit 20 to 25 hours per week to study, attend the required online cohort sessions, and practice self-directed learning techniques to adequately master the content. Transfer credit, advanced placement, and experiential learning credits are *not* accepted to fulfill any requirements associated with the Care Coordination Certificate Program.

## Chronic Care Coordination Certificate

Western Governors University offers a Chronic Care Coordination Certificate developed for those who already have a career, including nurses, social workers, and other healthcare professionals

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<sup>1</sup> U.S. Bureau of Labor Statistics

(licensed or unlicensed) who want to increase and strengthen the fundamental skills needed to navigate the healthcare system or advance their career opportunities.

The Chronic Care Certificate Program provides students the opportunity to develop as a care coordinator in collaboration with the interdisciplinary care team. The curriculum emphasizes the need to protect personal health information from security or data breaches and compliance with the Health Insurance Portability and Accountability Act (HIPAA) regulations. The role of the care coordinator is critical to the success of the patient reaching their healthcare goals. The care coordinator is the patient and family advocate who secures resources and referrals in support of the care plan. Through education, effective communication, cultural competence, and shared decision-making, the patient and family can focus on desired healthcare outcomes.

The following are a few key strategies for program success:

- ✓ Develop a thorough understanding of what is expected from you to complete each course.
- ✓ Read course content carefully to ensure you understand how to complete your course successfully.
- ✓ Plan a minimum of 20 to 25 hours weekly to meet the program's study time requirements.
- ✓ Establish a quiet place to set up your workspace and eliminate as many distractions as possible.
- ✓ Log in to your course each day to review your material and get an even clearer understanding of the course concepts.
- ✓ Designate time each day to study your coursework and complete your exercises.
- ✓ Technology Overview

### Technology Overview

The Chronic Care Coordination Certificate Program uses a variety of systems and platforms to support your learning experience. To complete this program, you must have access to high-speed, wireless internet and a desktop or laptop computer. You must also have access to an external webcam and microphone when the program begins. Ensure your systems meet the following recommended feature requirements. Systems purchased as new within the past two years will typically come with these features.

### Hardware Requirements

- 2 GHz processor or faster
- High-speed internet connection of 1.5 Mb/s or better
- WiFi Accessibility
- 4 GB RAM or greater

- Built-in or external speakers
- USB 2.0 port or adaptor
- Webcam

#### Supported Operating System(s)

- Windows 7 or higher
- macOS Sierra 10.12 or higher

#### Unsupported Operating System(s)

- Chrome OS
- Linux
- Unix

## Getting Started

During the orientation course, we will show you how your certificate program at WGU will work, where to go, what to do, and how to complete your coursework successfully. Your learning experience and all courses will begin in the Chronic Care Coordination Certificate Program Blackboard learning environment. Log in to the learning environment from the program landing page or from the [Blackboard portal](#). You will engage the proctored objective assessments through Blackboard and the final assessment through the HTC Vive Focus Plus Virtual Reality (VR) headset with an online proctor. The program's orientation course will introduce you to the full program experience and prepare you for success.

As a Chronic Care Coordination Certificate student, you are responsible for completing a variety of learning activities, including reading assignments, online assignments, practical applications, and knowledge checks. In addition, you are required to attend the live sessions for Interprofessional Communication and Leadership in Healthcare course.

## Instructional Resources

You will access the resources needed to complete the program by clicking on the links provided within the courses.

## Areas of Study for Behavioral Healthcare Coordination Certificate

### Interprofessional Communication and Leadership in Healthcare (SEL1010)

Interprofessional Communication and Leadership in Healthcare is designed to help you prepare for success in the online environment at WGU and beyond. Your success starts with social support and self-reflective awareness, which will prepare you for the challenges of academic programs and working as a professional in the healthcare field. In this course, you will participate in group activities and complete several individual assignments.

This course is a six-part intensive learning experience. You are required to attend six live, virtual group sessions during the course. Each two-hour session occurs synchronously and is facilitated live by your course instructor. In each session, you will engage in activities to help you understand your educational journey and find support and inspiration in the journeys of others. You will also record reflection videos on your own and participate in peer reviews in these meetings. The activities completed during each group meeting will give you several tools you can use to achieve success in the course. Preparing for each live session and creating and reviewing videos typically takes one to two hours, in addition to the time spent attending each live session.

Competency will be assessed through your participation in the live webcam group meetings and completion of the activities. You must complete all required activities within seven days of attending the final group meeting. Upon completion of this course, you will earn a WGU Professional Communication and Leadership badge.

Attendance is mandatory. You are required to attend all sessions. While accommodations will be considered, students who miss the first cohort will need to work with their course instructor to determine if they are eligible for a makeup session. Failure to attend a session will result in being dropped from the program.

The following are a few key strategies for success in this course:

- ✓ Review the content in the online course prior to attending each live session.
- ✓ Fully participate in each live session.
- ✓ Stay connected! Reach out to your course instructors when you need help.

### [Introduction to Care Coordination \(BHC2046\)](#)

Introduction to Care Coordination explores the importance of understanding a patient's illness, patient's needs, and care of the patient as it relates to cultural and ethical norms. The course also explores role development as a care coordinator, teaches understanding of the patient's health goals in alignment with activities of daily living, and explores the influences of an interdisciplinary approach to care and how a team approach facilitates a patient's desired outcome. You will also investigate the importance of a patient- and family-centered care approach as it relates to a desired health outcome.

### [Navigating Care Across the Continuum \(BHC2052\)](#)

Navigating Care Across the Continuum concentrates on how services are used to promote general well-being, resolve physical and/or behavioral issues, and support patients with palliative and chronic care needs. The course will prepare you to evaluate the barriers to providing the continuity of care and ways to resolve or navigate through these barriers. The course focuses on how historical factors play a role in how care and treatment are adjusted to meet the current needs of an individual, group, or population in a variety of care settings.

### [Care for Individuals and Families \(BHC2051\)](#)

Care for Individuals and Families focuses on the education of individuals and families with multifaceted healthcare needs. The course examines how the care coordinator identifies prevention practices and applies intervention strategies created through shared decision making to support individuals and families in meeting the patient's healthcare goals.

### [Advanced Behavioral Health Care Coordination \(BHC3510\)](#)

Advanced Behavioral Health Care Coordination focuses on professional leadership and communication in the role of a patient care coordinator within acute care hospitals, extended stay facilities, ambulatory care, residential or home care, wellness, and outreach. The discussion is geared toward the care coordination of individuals with acute or chronic behavioral health, and behavioral health-specific population needs. The course focuses on patient-centered collaborative care, culturally diverse interdisciplinary teams, navigating care across the continuum, operationalizing how to provide care coordination for patients with behavioral health needs, and ensuring health equity and social determinants are addressed. The course facilitates increased knowledge of ethical and legal constraints, privacy regulations, shared decision-making, and the communication strategies needed to work with patients, families, advocates, court-appointed or private conservators, and caregivers related to patients with DSM 5 diagnoses. The role of assessment and the impact of acute onset and chronic conditions is emphasized as key considerations for developing strategies to engage and motivate patients and families in need of behavioral health care.

## Applied Behavioral Health Coordination Assessment (BHC3550)

Advanced Applied Behavioral Health Coordination is a high-fidelity immersive experience where students apply knowledge and skill to demonstrate competency. This virtual reality experience will assess skills defined and validated by industry leaders and subject matter experts to include but not limited to working with culturally diverse interdisciplinary teams, operationalizing care coordination of patients, applying knowledge of ethical and legal constraints, privacy regulations, shared decision-making, and communication strategies, applying their understanding of health disparities across populations and the interventions that promote health equity.

## Behavioral Healthcare Coordination Certificate

The Behavioral Healthcare Coordination Certificate provides students the opportunity to develop as a care coordinator in collaboration with the interdisciplinary care team. The role of the care coordinator is critical to the success of the patient reaching their healthcare goals. Students will focus on patient-centered collaborative care with interdisciplinary teams, navigating care across the continuum, and operationalizing how to provide optimal care coordination for patients with behavioral health needs. Students will gain increased knowledge of ethical and legal constraints, privacy regulations, shared decision-making, and the communication strategies needed to work with patients, families, and a variety of others as it is related to patients with DSM IV/DSM V diagnoses.

## Program Outcomes

Upon completion of the Behavioral Healthcare Coordination Certificate Program students will:

- ✓ Demonstrate core competencies associated with skilled industry professionals
- ✓ Demonstrate proficiency in social and emotional leadership
- ✓ Exhibit legal, ethical and professional standards as a care coordinator
- ✓ Demonstrate a patient-centered, value-based approach to care coordination

## Badges and Transcript

The Behavioral Healthcare Coordination Certificate Program provides a badge for a key milestone in the program. This badge will show that you have completed the course, developed the skills, and proven competency. You will be awarded the Professional Communication and Leadership badge, which will be received after you complete the Interprofessional Communication and Leadership in Healthcare course and will be recorded on your transcript. You can use this transcript to demonstrate your mastery of skills important to success in the field of care coordination.

## Certificate

At the end of this program, you will be awarded a Certificate of Completion for the Behavioral Healthcare Coordination Certificate Program.

## Behavioral Healthcare Coordination Certificate Attendance Policies and Requirements

WGU is committed to facilitating student success toward program completion. WGU, in collaboration with you, requires consistent engagement and activity. Students who do not meet the requirements for engagement will be dropped from the Behavioral Healthcare Coordination Certificate Program.

## Nursing Continuing Education

Licensed nurses can earn continuing education/professional development contact hours with the completion of this certificate. This certificate program has been carefully evaluated by the WGU Accredited Provider Unit ensuring American Nurses Credentialing Center (ANCC) criteria are maintained. The high-quality curriculum in this program is guided by evidence-based best practice and current industry standards. This course is designed to support professional development to enhance the healthcare industry through contributions to quality patient care.

### Disclosures

- There is no conflict of interest for anyone with the ability to control the content of these educational activities.
- Nursing professional development contact hours awarded after program completion.
- Contact hour expiration date will be clarified at the beginning of the program.
- Western Governors University designates this learning experience as Outcome Levels 1-3.
- Western Governors University is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.



To earn nursing continuing professional development contact hours, you must successfully complete each course and the Nursing Continuing Education survey at the conclusion of the certificate. The survey will be made available to you, after you complete the Virtual Reality Assessment In the final course, Applied Chronic Care Coordination. In that survey, you will enter your name and email address.

When the survey is submitted, your contact hour certificate will be emailed to you. If there are any contact hour questions, please contact Beth Stuckey at [beth.stuckey@wgu.edu](mailto:beth.stuckey@wgu.edu).



We believe that education provides individuals and families with one of the surest pathways to a better life, and WGU has established and maintained our leadership position through obsessive focus on the student and consistent adherence to our mission.

- President Scott Pulsipher