

**STATE UNIVERSITY OF NEW YORK
COLLEGE OF TECHNOLOGY
CANTON, NEW YORK**



COURSE OUTLINE

HUSV 350 – CARE COORDINATION, DOCUMENTATION, AND REFERRAL SKILLS

Prepared By: Jennifer Waite, LMSW, CASAC, HS-BCP

**SCHOOL OF BUSINESS AND LIBERAL ARTS
SOCIAL SCIENCES
MAY 2015**

- A. **TITLE:** Care Coordination, Documentation, and Referral Skills
- B. **COURSE NUMBER:** HUSV 350
- C. **CREDIT HOURS:** 3
- D. **WRITING INTENSIVE COURSE:** No
- E. **COURSE LENGTH:** 15 weeks
- F. **SEMESTER(S) OFFERED:** Fall
- G. **HOURS OF LECTURE, LABORATORY, RECITATION, TUTORIAL, ACTIVITY:**
3 lecture hours per week
- H. **CATALOG DESCRIPTION:** This course offers specialized, applied knowledge in the development of skills for the care coordination process, from intake to termination. Actual agency documentation forms give students the opportunity to prepare and manage files using electronic means. Referral skills are also be emphasized.
- I. **PRE-REQUISITES/CO-REQUISITES:**
a. Pre-requisite(s): SSCI 181 and HUSV 281 or permission of the instructor
- J. **GOALS (STUDENT LEARNING OUTCOMES):**
By the end of this course, the student will be able to:

<i>Course Objective</i>	<i>Institutional SLO</i>
a. Analyze decisions made in the care coordination process.	2. Crit. Thinking 3. Prof. Competence
b. Demonstrate skills used in care coordination situations.	1. Communication 3. Prof. Competence 4. Interpersonal- Intrapersonal Skills
c. Develop appropriate documentation skills.	1. Communication 3. Prof. Competence
d. Determine what and when community resources are needed for referral.	2. Crit. Thinking 3. Prof. Competence
e. Evaluate the care coordination process for clients in its entirety.	2. Crit. Thinking
f. Construct a professional electronic client record.	2. Crit. Thinking 3. Professional Competence

- K. TEXT:**
Summers, Nancy. (2015). *Fundamentals of Case Management Practice: Skills for the Human Services*, (5th ed.). Boston, MA: Cengage Learning
- L. REFERENCES:**
American Psychiatric Association. (2013). *Diagnostic and statistical manual of mental disorders: DSM-5*. Washington, DC: Author.
Frankl, A.J., & Gleman S.R. (2004). *Case management: Integrating individual and community practice* (2nd ed.). Chicago, IL: Lyceum Books.
Holt, B.J. (2000). *The practice of generalist case management*. Boston, MA: Allyn and Bacon.
Rothman, J., & Sager, J.S. (1998). *Case management: Integrating individual and community practice* (2nd ed.). Needham Heights, MA: Allyn and Bacon.
- M. EQUIPMENT:** Technology-enhanced classroom
- N. GRADING METHOD:** A-F
- O. MEASUREMENT CRITERIA/METHODS To be determined by instructor**
- Quizzes
 - Exams
 - Papers
 - Oral Presentations
 - Participation
- P. DETAILED COURSE OUTLINE:**
- I. Overview of Care Coordination
 - A. Definitions
 - B. Professional Responsibilities
 - C. Ethical Responsibilities
 - D. Theoretical Foundation
 - II. Professional Characteristics
 - A. Boundaries
 - B. Attitudes
 - C. Cultural Competence
 - III. Effective Communication
 - A. Responses
 - B. Listening
 - C. Questioning
 - D. Difficult Issues
 - E. Handling Anger
 - F. Collaborating for Change
 - IV. The Initial Care Coordination Process

- A. Meeting Clients
- B. Documenting Inquiries
- C. Conducting the First Interview
- D. Developing Social Histories
- E. Using the DSM 5
- F. Understanding Mental Status Examination
- G. Completing Releases of Information

- V. Developing a Treatment Process
 - A. Completing a Service Plan
 - B. Taking Part in a Service Planning Conference
 - C. Making a Referral
 - D. Assembling the Electronic Record
 - E. Documentation and Recording

- VI. Monitoring and Termination
 - A. Following the Client
 - B. Service Plan Updates
 - C. Discharge Plans
 - D. Discharge Summaries
 - E. Terminating the Case

Q. LABORATORY OUTLINE: NA