Course Syllabus: Care Coordination Across the Continuum of Care
College of Robert D. & Carol Gunn College of Health Sciences & Human Services
NURS 4743
Summer I and Summer II 2023
Contact Information

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Course Description

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1. This course focuses on the concepts and principles underlying coordination of care for patients across the continuum of care. Communication and assessment skills are developed with an in-depth coverage of practical tools and strategies for connecting care for patients by describing research and evidence-based techniques while translating them into actionable tools.
2. AACN Essentials: For further information regarding the AACN Essentials identified for each course objective, refer to: The Essentials of Baccalaureate Education for Professional Nursing Practice
3. DEC Competencies: In the DEC Competencies below, the following designations apply: I: Provider of Patient-centered Care, II: Coordinator of Care, III: Patient Safety Advocate, and IV: Member of the Health Care Team. For further information regarding the competencies identified for each course objective, refer to http://www.bon.texas.gov/pdfs/publication_pdfs/delc-2010.pdf

Course Objectives		
Upon completion of this course the student should be able to:	**AACN**	**DEC**
1. Describe the nurse's role in connecting the elements of care in our complex healthcare environment to create the best outcomes for patients while achieving organizational outcomes.	II,III, IV, V, VI,VIII.	IA,IB,IC,IIB,IIC,IID,IIE,IIIB,IVA,IVB,IVD.
2. Define care coordination as defined by governmental and professional organizations as it relates to organization of patient care activities across the continuum of care.	II,III,V, VI,VIII.	IB,ID,IIB,IIC,IID,IIIB,IVA,IVD.
3. Analyze a realistic patient-center plan of care that will ensure effective workflow, good use of resources, and positive patient outcomes and satisfaction.	II, III,IV,V, VI,VIII.	IA,IB,IC,IIB,IIC,IID,IIE,IIIB,IVA,IVB,IVC,IVD.
4. Describe the role of the nurse in effective care coordination model.	II,III,IV, V,VI,VIII.	IA,IB,IC,IIB,IIC,IID,IIE,IIIB,IVA,IVB,IVC,IVD.
5. Describe the principles of team-based health care.	II,III,IV, V,VI,VII,VIII.	IB,IC,IID,IIE,IVA,IVB,IVD.
6. Describe the key domains and activities of patient-centered and team-based care coordination	II,III,IV, VI,VI,VII,VII	IB, IC,ID,IIA,IIB, IIC, IID, IIH,IVA, IVC, IVD.
7. Apply effective communication techniques to interactions with patients, families, and health care members.	I, VI,VIII.	IVA, IVB, IVD, IVE.
8. Describe the impact of care coordination services on patient outcomes, reduced costs, and improved patient experience.	V, VII, IX.	IIB,IIC,IID, IIE, IIF, IIF, IIH,IIIB, IIIC, IVA, IVB.

Textbook & Instructional Materials

Required textbooks

American Psychological Association (2019). Publication Manual of the American Psychological Association (7th ed.). Washington D.C.

Katz, B. (2020). Connecting care for patients: Interdisciplinary care transitions and collaboration. Burlington, MA: Jones & Bartlett Learning

Optional resources

Haas, S., Swan, B. & Haynes, T. (2014). Care coordination and transition management: Core curriculum. Pitman, NJ: American Academy of Ambulatory Care Nursing.

Lamb, G. Care coordination: The game changer: How nursing is revolutionizing quality care. (2014). Silver Spring, MD: American Nurses Association.

Lamb, G. & Newhouse, R. (2018). Care coordination: A blueprint for action for RNs. Silver Spring, MD: American Nurses Association.

Student Handbook

Refer to: Student Handbook 2022-2023

Academic Misconduct Policy & Procedures

Academic Dishonesty: Cheating, collusion, and plagiarism (the act of using source material of other persons, either published or unpublished, without following the accepted techniques of crediting, or the submission for credit of work not the individuals to whom credit is given). Additional guidelines on procedures in these matters may be found in the Office of Student Conduct.

Grading

Table 1: Points allocated to each assignment –

Item	Percentage
Discussion post (3)	25%
Assignment 1	25%
Assignment 2	25%
Assignment 3	25%
Total	**100%**

Table 2: Total points for final grade. No rounding of final course grade.

Grade	Points
A	90 to 100
B	80 to 89
C	79 to 74
D	65 to 73
F	64 and below

Projects Required

Assignments vary in each module and each assignment has its own rubric for completion and grading. Written work is to be completed and submitted electronically in the appropriate assignment (drop box) on D2L and submitted by 10:59 pm Central Time on due date. A course average of at least 74% is required to pass this course. No rounding of final grades per the WSON handbook. Faculty reserves the right to make changes at any time to this syllabus. Students are to be accountable for all communications sent by faculty on Desire 2 Learn; therefore, you **must** check the site for announcements, assignments, and messages. Faculty prefers students use D2L as a means to make a specific request or to ask for content clarification. I forward your D2L emails to my MSU email. If you are unable to access D2L, you may contact faculty via campus email. Virtual and phone appointments are available upon request.

Discussion Board

You must post a substantive response to each of the required questions. A substantive response is constructive and adds value to the weekly discussions. Substantive responses should be at least 150 words in length. Your responses need to reflect critical thought and demonstrate an understanding of the relevant concepts. All factual knowledge must be supported with appropriate APA citation of source. Response to the discussion board questions must be posted by 10:59 PM Central Standard Time on or before the due date on the Discussion Board section in the appropriate Discussion Question thread as stated in the course outline. **Discussion responses (initial) posted more than 2 days late and or in the wrong thread will not be accepted. Peer response post will not be accepted late.**

Late initial postings will receive a 10 point deduction for each day late and will not be accepted if posted more than 2 days late. It is the responsibility of the student to post the assignment on the correct thread by 10:59 PM Central Standard Time on or prior to the due date. Participation in the classroom discussion is required. In addition to posting your responses to the discussion questions you must post a substantive comment to at least two of your classmate's posts. This post may be made anytime during the week but must be made prior to the close of the week before the due date and time. Each peer response must have at least one accompanying APA citation. **Peer Posts made after the due date and time of the week will not be accepted for credit.**

Late Work

Assignments more than three days late will not be accepted. Assignments submitted late which are within three days of the due date will receive a ten point deduction for each day they are late.

Important Dates

Last Day to drop with a grade of "W:"

June 23, 2023 for Summer I
July 27, 2023 for Summer II
Refer to: Drops, Withdrawals & Void

Desire-to-Learn (D2L)
Extensive use of the MSU D2L program is a part of this course. Each student is expected to be familiar with this program as it provides a primary source of communication regarding assignments, examination materials, and general course information. You can log into D2L through the MSU Homepage. If you experience difficulties, please contact the technicians listed for the program or contact your instructor.

Online Computer Requirements
Taking an online class requires you to have access to a computer (with Internet access) to complete and upload your assignments. It is your responsibility to have (or have access to) a working computer in this class. ***Assignments and tests are due by the due date, and personal computer technical difficulties will not be considered reason for the instructor to allow students extra time to submit assignments, tests, or discussion postings.*** Computers are available on campus in various areas of the buildings as well as the Academic Success Center. **Your computer being down is not an excuse for missing a deadline!!** There are many places to access your class! Our online classes can be accessed from any computer in the world which is connected to the internet. Contact your instructor immediately upon having computer trouble If you have technical difficulties in the course, there is also a student helpdesk available to you. The college cannot work directly on student computers due to both liability and resource limitations however they are able to help you get connected to our online services. For help, log into D2L**.**

Instructor Class Policies
Instructor Drop. An instructor may drop a student any time during the semester for excessive absences, for consistently failing to meet class assignments, for an indifferent attitude or for lack of engagement in the online learning environment. For example, failure to participate in online discussions as schedule and on time is considered being absent. Prior to dropping a student from the class, the instructor must give the student a verbal or written warning. An instructor's drop of a student takes precedence over the student-initiated course drop at a later date. The instructor will assign a grade of WF or F the 6th week of a 10 week summer term. After this time, the grade will be an F. The date the Office of the Registrar receives the instructor drop form is the official drop date. If a student does not maintain enrollment for one long semester they will be placed on inactive status. If a student were to withdraw for a second time from the same and or any nursing course and or received a second D or F in the same and or any nursing course, even if the student has repeated a course and received a grade of C or above the student will be dismissed from the program. **All**

submissions earning a Turn-it In Similarity score above 20% will receive a 30-point deduction. Students may submit assignments as many times as needed before the due/date and time to review and revise as needed to earn a Turn-it In Similarity score at or less than 20%. Only the last submission before the due date and time will be graded.

Change of Schedule

A student dropping a course (but not withdrawing from the University) within the first 12 class days of a regular semester or the first four class days of a summer semester is eligible for a 100% refund of applicable tuition and fees. Dates are published in the *Schedule of Classes* each semester.

Refund and Repayment Policy

A student who withdraws or is administratively withdrawn from Midwestern State University (MSU) may be eligible to receive a refund for all or a portion of the tuition, fees and room/board charges that were paid to MSU for the semester. HOWEVER, if the student received financial aid (federal/state/institutional grants, loans and/or scholarships), all or a portion of the refund may be returned to the financial aid programs. As described below, two formulas (federal and state) exists in determining the amount of the refund. (Examples of each refund calculation will be made available upon request).

Disability Support Services

Midwestern State University is committed to providing equal access for qualified students with disabilities to all university courses and programs, and by law all students with disabilities are guaranteed a learning environment that provides reasonable accommodation of their disability. This guarantee is provided through Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. The ADA reads: "No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subject to discrimination by any such entity." The Director of Disability Support Services serves as the ADA Coordinator and may be contacted at (940) 397-4140, TDD (940) 397-4515, or 3410 Taft Blvd., Clark Student Center 168.

College Policies

Campus Carry Rules/Policies
Refer to: Campus Carry Rules and Policies
Smoking/Tobacco Policy
College policy strictly prohibits the use of tobacco products in any building owned or operated by WATC. Adult students may smoke only in the outside designated-smoking areas at each location.

Alcohol and Drug Policy
To comply with the Drug Free Schools and Communities Act of 1989 and subsequent amendments, students and employees of Midwestern State are informed that strictly enforced policies are in place which prohibits the unlawful possession, use or distribution of any illicit drugs, including alcohol, on university property or as part of any university-sponsored activity. Students and employees are also subject to all applicable legal sanctions under local, state and federal law for any offenses involving illicit drugs on University property or at University-sponsored activities.

Grade Appeal Process
Individual course grades are not allowed to be appealed. Students who wish to appeal a Final overall course grade should consult the Midwestern State University Undergraduate Catalog

Notice
Changes in the course syllabus, procedure, assignments, and schedule may be made at the discretion of the instructor.

Course Schedule

Week	Weekly Objectives (To be completed as independent study, building upon prior knowledge. Self-determined competence)	Assignment Due Date (Graded submissions)
Week 1 Course Orientation, Introductions on Discussion Board, Introduction to care coordination and transition management.	**Introduction to Care Coordination and Transition Management and Health Assessment:** 1. Define key care coordination and transition management terms. 2. Explain the significance of the care coordination transition management model and how the model standardizes the work of ambulatory, acute, subacute ad home care health care providers using evidence from interdisciplinary literature on care coordination and transition management. 3. Describe and differentiate robust patient engagement tools that can be used in care coordination. 4. Describe the impact care coordination has on improving the quality and safety	**Assignment #1** Due by Sunday 10:59PM Central Standard Time.

Week	Weekly Objectives (To be completed as independent study, building upon prior knowledge. Self-determined competence)	Assignment Due Date (Graded submissions)
	of patients and key quality measurement indicators. **Readings** Katz Chapter 1 **Videos** Music of Coordinated Care Anatomy of Care Coordination	
Week 2 Transitions: Fractured or Flowing? Care Coordination and Communication the Front Lines-The Clinician Role	**Care Transitions:** 1. Identify types of care transitions. 2. Describe the scope and impact of high-risk care transition gaps. 3. List care transition consensus standards and measures. 4. Describe evidence-based care transition programs. 5. Explain key elements of effective care transitions. 6. Assess the effectiveness of own organizational care transitions 7. Identify evidence-base transition tools and techniques for use in organization. 8. List common failures in care transitions **Readings** Katz Chapter 3 **Videos** What is integrated care Preventing re-admissions through care coordination **Care Coordination and Communication on the Front Lines: The Clinician Role** 1. Define teamwork and collaboration. 2. Demonstrate the knowledge, skills, and attitudes required for cross-setting communication and transitions in care. 3. Describe processes that provide sufficient, timely and useful information necessary to achieve successful patient care transitions. 4. Identify key characteristics of effective	**Discussion for Week 2** Initial discussion post due by Friday, 10:59PM Central Standard Time. The 2 peer posts are due by Sunday 10:59PM Central Standard Time.

Week	Weekly Objectives (To be completed as independent study, building upon prior knowledge. Self-determined competence)	Assignment Due Date (Graded submissions)
	communication for care transitions. **Readings** Katz Chapter 6	
Week 3 Leading for Connected Care-The Senior Management Role and Middle Managers and Connected Care	**Leading for Connected Care-The Senior Management Role and Middle Managers and Connected Care** 1. Describe the role of the senior leader in advancing care coordination. 2. Compare and contrast transactional leader and transformational leader and impact these leadership styles have on care coordination. 3. Describe how nurses are positioned to provide leadership to improve care coordination in every sector of healthcare and all nurse positions. 4. Describe behaviors of effective team leaders and these behaviors impact care coordination. **Readings** Katz Chapters 4, and 5	**Assignment #2** Due by Sunday 10:59PM Central Standard Time.
Week 4 Pulling Together for the Patient: Teamwork in Healthcare	**Pulling Together for the Patient: Teamwork in Healthcare.** • Teamwork Part 1- Team Research • Teamwork Part 2- Building an Effective Healthcare Team Step by Step **Readings** Katz Chapter 8 **Video** Healthcare should be a team sport	**Discussion for Week 4** Initial discussion post due by Friday, 10:59PM Central Standard Time. The 2 peer posts are due by Sunday

Week	Weekly Objectives (To be completed as independent study, building upon prior knowledge. Self-determined competence)	Assignment Due Date (Graded submissions)
		10:59PM Central Standard Time.
Week 5 Experiencing Connected Care-The Patient Role Digital Connections, Communication, and Collaboration Connected Care Trends and Collaboration Best Practices	**Experiencing Connected Care-The Patient Role** • Pulling Together for the Patient: Teamwork in Healthcare. • Digital Connections, Communication and Collaboration **Readings** Katz Chapter 6, and 7 **Videos** Coaching for safer healthcare transitions **Digital Connections, Communication and Collaboration** • The landscape of Healthcare Technology • Electronic Communication Tools for Connected Care • Telemedicine Cost and Quality • Nurses and the Technology Revolution **Readings** Katz Chapter 9 **High Risk Gaps and Cracks:** • Social Determinants of Health, Health Disparities and Mental Health • Caregivers, Dementia, and End-of-Life Care **Readings** Katz Chapters 10 and 11	**Assignment #3** Due by Friday 10:59PM Central Standard Time. **Discussion for Week 5** Initial discussion post due by Friday, 10:59PM Central Standard Time. **NO PEER POST Due** **No late submissions Accepted Course Closes**

Week	Weekly Objectives (To be completed as independent study, building upon prior knowledge. Self-determined competence)	Assignment Due Date (Graded submissions)