
Advanced Certificate in Case Management in Health and Social Care

Communication and Collaboration in Health and Social Care

****Advanced Certificate in Case Management in Health and Social Care:**** A professional certification program that provides healthcare and social service professionals with the knowledge and skills necessary to effectively manage and coordinate care for patients with complex needs.

****Asynchronous Communication:**** A type of communication in which there is a delay or gap between the sending and receiving of messages. Examples include email and messaging apps.

****Case Management:**** A collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote quality, cost-effective outcomes.

****Communication:**** The process of exchanging information, ideas, thoughts, feelings, and emotions through speech, signals, writing, or behavior.

****Collaboration:**** The act of working jointly on an activity or project, sharing knowledge, skills, and resources to achieve a common goal.

****Care Coordination:**** The deliberate organization of patient care activities between two or more participants (including the patient) involved in a patient's care to facilitate the appropriate delivery of health care services.

****Cultural Competence:**** The ability to understand, appreciate, and interact with people from diverse cultural backgrounds, and to provide care that is respectful of and responsive to their cultural health beliefs and practices.

****Data Sharing:**** The process of exchanging or sharing information, such as medical records, between different healthcare providers, organizations, or systems.

****Decision Support Tools:**** Tools that help healthcare professionals and patients make informed decisions about treatment options, based on clinical evidence and patient preferences.

****Electronic Health Record (EHR):**** A digital version of a patient's medical history, stored and shared securely in a computer system.

****Evidence-Based Practice (EBP):**** The integration of best research evidence with clinical expertise and patient values to make informed decisions about patient care.

****Health Information Exchange (HIE):**** The electronic sharing of health-related information between organizations, such as hospitals, clinics, and laboratories.

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- Health Literacy:** The ability to obtain, process, and understand basic health information and services needed to make appropriate health decisions.
- Interdisciplinary Team:** A group of healthcare professionals from different disciplines who work together to provide comprehensive care to patients.
- Interoperability:** The ability of different information systems, devices, and applications to access, exchange, interpret, and cooperatively use data in a coordinated manner, within and across organizational boundaries.
- Mobile Health (mHealth):** The use of mobile devices, such as smartphones and tablets, to deliver health information and services, including remote monitoring and telehealth.
- Patient-Centered Care:** An approach to healthcare that focuses on the needs, preferences, and values of the patient, and provides care that is respectful, coordinated, and compassionate.
- Patient Engagement:** The active involvement of patients in their own healthcare, including making informed decisions, managing their conditions, and communicating with healthcare providers.
- Person-Centered Planning:** A collaborative process that involves the person, their family, and healthcare professionals in planning and delivering care that is tailored to the person's needs, values, and goals.
- Population Health Management:** A systematic approach to improving the health of a population, including prevention, early detection, and management of chronic conditions.
- Secure Messaging:** A type of communication that uses encryption and other security measures to protect the confidentiality and integrity of medical information.
- Stakeholder Engagement:** The process of involving all relevant stakeholders, including patients, families, healthcare providers, and payers, in the planning, delivery, and evaluation of healthcare services.
- Telehealth:** The use of telecommunication and information technologies to provide healthcare services remotely, including video consultations, remote monitoring, and virtual care.
- Transparent Communication:** The open and honest exchange of information between healthcare providers, patients, and families, including discussing treatment options, risks, and benefits, and involving patients in decision-making.
- Triangle of Care:** A model that emphasizes the importance of involving patients, families, and healthcare professionals in the planning, delivery, and evaluation of mental health services.
- Value-Based Care:** A healthcare delivery model that focuses on providing high-quality care that is cost-effective and aligned with patient values and preferences.
- Virtual Care:** The use of digital technologies, such as video conferencing, to provide healthcare services remotely, including consultations, monitoring, and education.
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****Whole Person Care:**** An approach to healthcare that focuses on the physical, mental, and social needs of the person, and provides integrated and coordinated care across all levels and settings.