



The **Care Transitions Intervention®** (CTI) is a 4-week program for clients with complex care needs and/or their family caregivers. Over the 30-days the client receives specific tools and works with a **Transitions Coach®**, to build self-management skills that will ensure their needs are met during the transition from hospital to home. This evidence-based intervention is comprised of a hospital visit, home visit, and three phone calls and is proven to reduce hospital readmission rates up to 180 days post-intervention.

What is the role of a Transitions Coach®?

The Transitions Coach encourages the client and/or family caregiver to assume a more active role in their self-care. The Coach does not fix problems and does not provide skilled care. Rather, they model and facilitate new behaviors, work on **Skill Transfer®** in four key conceptual areas of the CTI, and communicate strategies to build confidence in navigating the health care system.

Who is a good Transitions Coach® candidate?

Recruiting the best person for the new job of Transitions Coach is key to the success of the CTI Service Line. Qualifications:

- Experienced, empowered professional (including but not limited to RNs, OTs, SWs).
- Demonstrates client-centered focus, without the need to control or hyper-focused on task completion (acts as a guide not a 'doer' for the client)
- Demonstrates flexibility without over reliance on protocols
- Demonstrates excellent communication skills: active listening; use of open-ended questions; ability to reframe and redirect
- Demonstrates critical thinking skills
- Experience and comfort with home visits preferred

For more information email:
michelle.comeau@ccspathways.com
caretransitions.health

TRAINING INFORMATION

See page two for upcoming training dates and more information.

OUR PROCESS

Readiness Phase

Prior to Coach Training, organizations must go through the Readiness Assessment to think strategically, create workflow(s), and identify staff and stakeholders in order to execute the model appropriately.

We support project leads in completing the *Readiness Assessment Tool*. The tool is designed to help program providers think through crucial elements of the CTI and adhere to model fidelity as a way to ensure successful implementation.

Training Phase

◇ Pre-Training Course:

3-hours of online modules, completed by each trainee, given 2-weeks prior to live training.

◇ Virtual Classroom Training: 16 hours. (either two full days or four half days)

When CTI concepts become reality and the trainees apply and practice the information learned in the pre-work modules (using case studies, tools, and interactive activities). Trainees will dive into the interventions fundamentals with trainers and peers.

◇ Post-Training:

Coaches need time to observe and be observed at Home Visits to continually grow and improve their practice. It's best if Coaches can use their skills within two months of training.

Ongoing Support

New and active Transitions Coaches® are encouraged to join our peer-to-peer monthly learning calls for support and guidance.



Care
Transitions
Intervention®

Upcoming CTI Coach Trainings

Please contact michelle.comeau@ccspathways.com with any questions related to the Care Transitions Intervention®

December 8 & 9, 2020

EST: 10:30 am – 6:30 pm

CST: 9:30 am – 5:30 pm

MST: 8:30 am – 4:30 pm

PST: 7:30 am – 3:30 pm

Registration:

<https://tinyurl.com/y38lrcvz>

January 26, 27, 28, & 29

EST: 12:00 – 4:00 pm

CST: 11:00 am – 3:00 pm

MST: 10:00 am – 2:00 pm

PST: 9:00 am – 1:00 pm

Registration:

<https://tinyurl.com/y4a6gf3z>

We add trainings based on demand. Join our training announcement email list for updates: <https://tinyurl.com/ta2auwd>

Have questions? Set up an exploratory call. Please complete the online training *general interest* form to let your specific needs be know: <https://tinyurl.com/y7cgmupd>

Cost

- ~~In person (when responsible to travel and gather in large groups): \$4,000 per person. Group rate: an exclusive on-site training for up to 36 people: \$72,000~~
- ~~Virtual \$3,000 per person. Group rate: an exclusive virtual training for up to 24 people: \$48,000~~

Now through March 31, 2021: SPECIAL RATE for the Aging Network: \$1,500/person



Western Reserve
Area Agency on Aging

Care Transitions Intervention® proudly welcomes **Western Reserve Area Aging on Aging (WRAAA)** as our first regional training partner. During the pandemic WRAAA Trainers will be offering CTI Coach Training in the virtual platform. When responsible, in-person trainings will be held at their beautiful Cleveland Ohio site! Contact Mary Lipovan for more information.