

PROVA 1

Care Coordinator duties and responsibilities

A care coordinator should exhibit superb communication skills. They work with patients to determine needs and evaluate interventions. Care coordinators possess leadership qualities needed to guide individuals of varying backgrounds towards a common goal for the betterment of a patient's health and quality of life. Care coordinators work in healthcare facilities which are typically open twenty-four hours a day, seven days a week with responsibilities which may include:

- Developing and coordinating health care programs
- Communicating between staff, patients and family
- Handling patient case management and education
- Recruiting and training staff and creating schedules
- Developing patient goals and monitoring progress
- Maintaining patient confidentiality and quality care

PROVA 2

Social-health structures are structures that provide social-health services through integrated care pathways, providing responses to the health needs of the person/family who jointly require health services and social protection actions capable of guaranteeing continuity of care even for long-term needs.

They are dedicated to people/families who present particular fragilities, to disabled or non-self-sufficient people and combine interventions by health professionals, such as doctors, nurses, rehabilitators, with personal help, educational and socialization interventions with the aim of promote their psychophysical and social well-being and maintain their levels of autonomy.

These structures can be both public and private.

PROVA 3

Accreditation is an administrative act carried out by the Public Administration that authorizes a subject, in possession of predetermined requirements and structural standards, technological, organizational and quality, to exercise their own activities within the public network of suppliers of goods e services.

The main purpose of accreditation is to improve the supply system, with a guarantee of greater quality, equity, appropriateness and effectiveness towards citizen users, and, at the same time, to regulate the supply system, identifying and selecting the subjects who participate.

PROVA 4

General Duties and Responsibilities for a Service Coordinator

- Provide general assistance and advocacy related to supportive and social services to all residents; provide up-to-date information and clarification regarding programs such as Medicare, Medicaid, entitlements, and formal supportive and social services.
- Develop and maintain linkages with community resources such as the Area Agency on Aging (AAA) and the PA Link to Aging and Disability Resources to remain current regarding information and services available to address resident needs.

PROVA 5

Improving Disability Services

You have a big job to do as a disability services coordinator, but you aren't doing it alone. You work closely with program management, educational staff, family service workers, transportation and health staff, and many others in the program. Parents and families are your partners, too. You also work with early intervention specialists, special educators, and community partners. The combined expertise and experience of all these people can support your efforts. Part III of the guide focuses on providing professional and personal support for staff to be able to offer comprehensive services through a coordinated approach.

PROVA 6

The Coordinator ensures the quality of life and overall well-being of the users from the point of view biopsychosocial, guaranteeing a unitary governance of the service in terms of technical quality, organizational and relational. Contributes to the definition of programming and is responsible for management of human, technical and economic resources and of the overall evaluation and control of service, is responsible for the final result to the user, thus configuring itself as an address position and general coordination of activities, in particular with regard to the integration between processes social welfare and healthcare. It contributes to the necessary continuity of the person's care path by defining the methods of integration and internal interfaces of the service/structure with the socio-health and social services of territory.

Skills of a coordinator

- Knows how to interpret the needs and requests for assistance of the reference users, ensuring the planning of services in coherence with the territorial network.
- Knows how to prepare the multiannual and annual program proposal for the service and the related evaluation system.
- Knows how to coordinate the various general processes and procedures of the service in an overall logic, in particular ensuring the overall governance and quality of the care path and efficient management of the various general services, such as: provision of meals, general cleaning, laundry, ordinary maintenance and extraordinary.