REFERRAL MANAGEMENT & CARE COORDINATION MASTERCLASS™

CONNECT • TRANSFER • COORDINATE • CLOSE THE LOOP

Strengthen Referral Systems.
Improve Care Coordination.
Support Continuity Across the Patient Journey.

Assessment-Led Professional Development
for Referral & Care Coordination
Leaders, Managers & Professionals

Practical Tools. Real-World Strategies.
Better Outcomes.

Because a Referral Is Not Complete
Until **Care Is Connected.**

CONNECT | TRANSFER | COORDINATE | CLOSE THE LOOP

STRATEGIC
CLINICAL NETWORKS GHANA
Evidence. Insights. Transformation.

26th-30th October, 2026
School of Public Health
University of Ghana, Legon

Programme Overview

Managing the Operational Systems That Connect Care

Effective healthcare depends on patients being able to move safely, efficiently and appropriately between services, departments, facilities and levels of care.

Every day, healthcare teams coordinate referrals for:

Specialist Review • Diagnostics • Treatment • Emergency Care • Admission • Transfer • Follow-Up • Continuing Care

These journeys often involve multiple professionals, organisations and operational systems.

When those systems are poorly coordinated, patients may experience delayed care, inappropriate referrals, incomplete information, failed handovers, unnecessary transfers, duplicated services, poor continuity and increased risk.

The Referral Management & Care Coordination Masterclass™ develops practical operational management capability for professionals responsible for organising, coordinating, monitoring and improving referral pathways and continuity of care.

Why this Masterclass Matters

A Referral Is More Than Sending a Patient Somewhere Else.

Every day, referrals are initiated.
Forms are completed.
Telephone calls are made.
Receiving facilities are contacted.
Transport is arranged.
Patients are transferred.

But completing these activities does not necessarily mean that care has been successfully coordinated. The more important question is:

WHAT HAPPENS TO THE PATIENT ACROSS THE ENTIRE REFERRAL JOURNEY?

Consider your referral system.

- Is the right patient being referred to the right service and level of care?
- Can teams see referral status, acceptance and outstanding actions when decisions need to be made?
- Are referrals being assessed, prioritised and progressed without avoidable delay
- Are referring and receiving services effectively coordinated around the patient journey?
- Are referral delays, rejections and other pathway barriers identified and escalated early?
- Are follow-up, feedback and counter-referral completed to ensure continuity and close the loop?

This is the Shift

From sending a referral to managing the complete referral journey.

A referral is effective when the right patient, right service, appropriate priority, complete information, receiving capacity, transfer and handover are coordinated around the patient's journey.

High-performing referral systems recognise delays early, coordinate across services and maintain continuity through follow-up, feedback and loop closure. The question becomes: "Was the patient successfully connected to the right care, at the right time—and was continuity maintained?"

Assessment-Led from the beginning

Understand Your Starting Point. Focus Your Learning.

The Masterclass uses Assessment-Led Learning. Participants begin by reflecting on their current knowledge, understanding and familiarity with important referral management and care coordination capabilities.

This helps identify areas of stronger familiarity, learning and development gaps, and priority learning areas, providing a structured starting point for the Masterclass. The assessment supports professional learning and development and does not constitute an organisational diagnostic or institutional capability assessment.

Programme Objectives

Through the programme, participants develop greater understanding of how to:

- Strengthen referral governance, accountability and pathway planning.
- Improve workforce capability and referral coordination.
- Strengthen referral access, criteria and pathway management.
- Improve referral assessment, triage and prioritisation.
- Strengthen referral processing, acceptance, tracking and coordination.
- Improve communication, information transfer and clinical handover.
- Coordinate patient transfer, transport and receiving-service readiness.
- Strengthen capacity, resources and referral-network readiness.
- Improve patient and family communication and engagement.
- Use referral intelligence and performance information to support decisions.
- Strengthen financial and operational resource management.
- Improve referral risk, patient safety and continuous improvement.
- Strengthen continuity of care, referral completion and loop closure.

13 Core Domains

The 13 Core Learning Domains provide one integrated view of Referral Management & Care Coordintion—connecting leadership, governance and workforce capability with referral access, assessment, prioritisation, referral processing, information transfer, patient transfer and care coordination across the referral journey.

A POOR REFERRAL SYSTEM IS COSTLY.
A STRONG REFERRAL SYSTEM CONNECTS CARE.
DISCONNECTED REFERRAL ACTIVITIES
INTEGRATED REFERRAL MANAGEMENT SYSTEM
REFERRAL

The framework extends across network readiness, patient and family engagement, referral intelligence, operational resources, patient safety, continuity of care and referral closure, helping professionals understand how these interconnected systems must work together to **reduce referral delays, strengthen care transitions, maintain continuity and close the referral loop effectively.

Applied Learning Experience
Bed • Fow • Discharge Lab & Simulation

From Assessment to High Performance

The Lab combines applied learning and simulation to bring the inpatient operating system to life across three dimensions:

OPERATIONAL MATURITY
How developed, integrated and dependable are the systems supporting referral management and care coordination?

OPERATIONAL READINESS
Are the people, pathways, receiving capacity, information, transport, resources and support systems in place and functioning when referrals are required?

PROFESSIONAL CAPABILITY
Can professionals interpret referral conditions, coordinate across services, manage dependencies and respond effectively as patient and pathway needs change?

STRONG REFERRAL SYSTEMS CONNECT PATIENTS TO THE RIGHT CARE.

Effective referral management ensures seamless coordination, timely transitions and better outcomes—every time.

Connect | Transfer | Coordinate | Follow Up | Close the Loop

THE ASSESSMENT-LED LEARNING EXPERIENCE

From Your Starting Point to Focused Development

The programme connects assessment directly to professional learning, application and development priorities

01 - ASSESSMENT
Establish a structured view of your current knowledge, understanding and familiarity across referral management and care coordination.

02 - UNDERSTAND
Interpret your starting point to recognise areas of stronger familiarity, development gaps and learning needs.

03 - TEST READINESS
Explore whether the people, referral pathways, receiving capacity, information, transport, resources and support sysems required for effective referrals are in place and functioning.

04 - LEARN & APPLY
Engage with expert-led learning, referral cases, practical frameworks, operational tools and Referral Pathway Lab simulation

05 - PRIORITISE
Identify the referral systems and professional capabilities requiring greater attention and development.

06 - STRENGTHEN
Translate assessment and applied learning into clear professional development priorities for stronger referral management and care coordination.

SIGNATURE APPLIED LEARNING EXPERIENCE

Participants work across the **13-domain Referral Management & Care Coordination framework** to explore the relationship between **assessment results, operational maturity, readiness gaps, patient flow and professional development priorities**.

1 Where referral management and care coordination are now
2 What greater operational maturity and readiness look like
3 What systems and professional capabilities need to strengthen next

VALUE FOR PARTICIPANT

Participants develop a broader operational perspective and practical capability.

Participants gain:

- A structured, whole-system view of referral management and care coordination.
- Greater understanding of operational maturity, readiness and referral performance.
- Experience interpreting referral pathways, delays, acceptance and completion.
- Greater ability to recognise coordination gaps, pathway barriers and operational risks.
- Broader understanding of referring and receiving-service coordination, transfer and handover.
- Exposure to referral intelligence, dashboards and decision support.
- Practical approaches to strengthening care transitions, continuity and loop closure.
- A stronger strategic and operational referral-management perspective.
- Advanced professional certification.

VALUE FOR THE HEALTHCARE FACILITY

Healthcare organisations develop professionals better equipped to contribute to:

Stronger Inpatient Governance & Operational Coordination
Stronger Referral Governance & Operational Coordination
Better Referral Assessment, Triage & Prioritisation
More Reliable Referral Pathways & Processing
Improved Information Transfer & Clinical Handover
Stronger Transfer & Receiving-Service Coordination
Better Referral-Network & Resource Readiness
Earlier Identification of Delays, Risks & Pathway Barriers
Improved Continuity, Referral Completion & Loop Closure
Continuous Improvement

Build the internal capability required to strengthen inpatient operational maturity, maintain service readiness and improve capacity, patient flow and overall ward performance.

WHO CAN ATTEND

FOR PROFESSIONALS RESPONSIBLE FOR
REFERRAL MANAGEMENT &
CARE COORDINATION OPERATIONS

1. REFERRAL COORDINATION MANAGERS
2. CARE COORDINATORS & PATIENT NAVIGATION PROFESSIONALS
3. CLINICIANS MAKING & RECEIVING REFERRALS
4. HEALTH INFORMATION & REFERRAL SYSTEM OFFICERS
5. QUALITY & PATIENT SAFETY OFFICERS
6. HOSPITAL & HEALTH SYSTEM LEADERS AND OPERATIONS MANAGERS

CERTIFICATION

Participants who successfully complete the applicable programme requirements receive:

Advanced Certificate in Referral Management & Care Coordination

Recognising professional development in referral management, patient transfer, care coordination, clinical handover, continuity of care and referral-system performance.

APPLY NOW

You Can Apply Now as an Individual Professional to Build Your Referral Management & Care Coordination Capability. Develop the practical capability to strengthen referral pathways, patient transfers, care coordination, continuity and loop closure.

SPONSOR YOUR TEAM

Develop Professionals Who Can Strengthen Your Inpatient Services
Nominate or sponsor professionals to strengthen referral coordination, patient transfer, handover, continuity and referral performance.

APPLY NOW

BUILD YOUR REFERRAL MANAGEMENT & CARE COORDINATION CAPABILITY.

Strengthen your understanding of "referral pathways, patient transfers, care coordination, handover and continuity" through the "Referral Management & Care Coordination Masterclass

REGISTER ONLINE TODAY

Visit www.scnghana.org to register online.
OR Download the Masterclass Registration Form from www.scnghana.org, complete it and submit it online.

Date
26th - 30th October, 2026
(5 days)

Venue
School of Public Health
University of Ghana,
Legon

Early Registration: GHS 4,000
Standard Registration: GHS 4,500

(Excluding Accommodation)
Limited Places Available
The programme fee includes:

- Assessment-Led Training
- Referral Pathway Lab & Simulation
- Training Materials & Learning Resources
- Referral Management & Care Coordination Tools & Templates
- Advanced Certificate in Referral Management & Care Coordination
- Membership of the Referral Management & Care Coordination Community of Practice (CoP)

STRONG REFERRAL SYSTEMS

CONNECT PATIENTS TO THE RIGHT CARE.

COORDINATED TODAY. CONNECTED TOMORROW. BETTER OUTCOMES.

Effective referral management ensures seamless coordination, timely transitions and better outcomes—every time.

CONNECT
Build relationships that open doors to better care.

TRANSFER
Move patients seamlessly to the right services.

COORDINATE
Align information, teams and timelines for success.

FOLLOW UP
Stay engaged and support patients every step of the way.

CLOSE THE LOOP
Confirm outcomes and continually improve care.

STRONG REFERRALS.
STRONGER CARE.

CONTACT

For programme enquiries, registration support, institutional nominations, accommodation assistance, or additional information, please reach out to us.

Call: 055 706 5552 | 055 706 5553

WhatsApp: 055 706 5552

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complete the form, and submit it online via training@scnghana.org