Day 1: Introduction to Salesforce for Healthcare

- **Overview of Salesforce in Healthcare**
  - Introduction to Salesforce Health Cloud
  - Benefits of using Salesforce in healthcare
  - Key features and capabilities of Health Cloud
- **Setting Up Your Salesforce Developer Org**
  - Creating a Salesforce developer org
  - Enabling Health Cloud features
  - Navigating the Health Cloud interface
- **Understanding Healthcare Data Models**
  - Introduction to healthcare data models
  - Key objects in Health Cloud (Patient, Care Plan, etc.)
  - Data relationships and model overview

Day 2: Managing Patient Information

- **Patient Management**
  - Creating and managing patient records
  - Tracking patient interactions and activities
  - Utilizing patient timelines and profiles
- **Hands-On: Managing Patient Data**
  - Creating patient records in Salesforce
  - Updating and maintaining patient information
  - Viewing patient history and interactions
- **Best Practices for Patient Data Management**
  - Ensuring data accuracy and completeness
  - Managing patient consent and privacy
  - Complying with healthcare regulations

Day 3: Care Coordination and Management

- **Care Plan Management**
  - Creating and managing care plans
  - Tracking care team activities
  - Utilizing care plan templates
- **Hands-On: Care Coordination**
  - Assigning care team members
  - Updating care plans and tracking progress
  - Managing care coordination tasks
- **Best Practices for Care Management**
  - Ensuring effective communication within care teams
  - Monitoring and evaluating care plan outcomes
  - Documenting and reporting care activities

Day 4: Patient Engagement and Outreach

- **Patient Engagement Tools**
  - Utilizing Salesforce tools for patient engagement
  - Setting up and managing patient communities
  - Using Salesforce for patient communication
- **Hands-On: Patient Outreach**
  - Creating and managing patient campaigns
  - Setting up automated communication workflows
  - Tracking patient engagement metrics
- **Best Practices for Patient Engagement**
  - Ensuring personalized patient communication
  - Leveraging data for targeted outreach
  - Maintaining patient engagement records

Day 5: Reporting, Analytics, and Compliance

- **Reporting and Analytics in Health Cloud**
  - Creating and customizing reports
  - Utilizing dashboards for healthcare analytics
  - Tracking key performance indicators (KPIs)
- **Hands-On: Creating Reports and Dashboards**
  - Building healthcare-specific reports
  - Designing and customizing dashboards
  - Analyzing healthcare data for insights
- **Compliance and Data Security**
  - Understanding healthcare compliance requirements
  - Ensuring data privacy and security in Salesforce
  - Implementing best practices for compliance
- **Review and Q&A**
  - Recap of key concepts
  - Open forum for addressing specific questions and scenarios
  - Final assessment and feedback