

# Complex care certificate

## A free training resource from the National Council

### What is the complex care certificate?

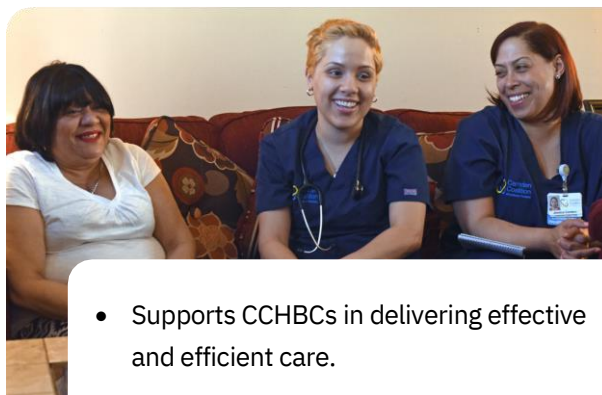
- ▶ A comprehensive introduction to the essential knowledge, skills, and attitudes required to provide care to complex populations
- ▶ Nine self-paced online courses (13 CEUs) that teach frontline complex care staff how to engage people with complex health and social needs, build on current practice, and create a common language within and across care teams
- ▶ A way to bridge the gap between what frontline staff learned in school or other training programs, and the actual knowledge, skills, and attitudes needed in the field
- ▶ Rooted in the *Core competencies for frontline complex care providers*, a set of 30 competencies developed by the Camden Coalition in collaboration with experts from across the country, including people with lived experience

### What is complex care?

- ▶ Complex care improves health and social well-being or individuals with complex needs. The framework addresses the multiple drivers of health and social needs through collaboration in communities and across sectors. Learners will be equipped with tools to build relationships and address gaps in care delivery that apply to all target populations, from pediatrics to older adults.

### Who is the certificate program for?

- ▶ The National Council's CCBHC partners
- ▶ Frontline complex care practitioners and anyone practicing complex care across settings and organization types
- ▶ Interdisciplinary teams that can include community health workers, nurses, doctors, peers, social workers, case managers, and others
- ▶ Healthcare and social care workers who want to strengthen their practice of whole person care and team collaboration



- Supports CCHBCs in delivering effective and efficient care.
- Provides inter-disciplinary care teams with shared language and frameworks necessary for collaborative care delivery.
- Includes **13 CEUs** for nurses, CHWs, PAs, social workers, case managers, physicians, and psychologists.
- Results in holistic, person-centered care that leverages authentic healing relationships.

### The curriculum is:



Self-paced



Person-centered



Collaborative



Accredited

## Courses

### *An introductory primer on complex care*

#### ***Introduction to complex health and social needs***

Interplay and compounding effects of multiple health, behavioral health, and social needs

#### ***Relationship-building in complex care***

Building authentic healing relationships, setting boundaries, and establishing self-care practices

#### ***Power and oppression in complex care***

Power dynamics in complex care, self-reflection on privilege and bias, and responsible use of power

#### ***Trauma-informed complex care***

Principles and practices of trauma-informed care in complex care settings

#### ***Harm reduction in complex care***

Principles and practices of harm reduction in complex care settings

#### ***Motivational interviewing in complex care***

Principles and practices of motivational interviewing in complex care settings

#### ***Care planning in complex care***

Generating, implementing, and maintaining strengths-based and person-centered care plans

#### ***Complex care delivery***

Person-centered language, implementing care plans, and navigating complex systems

#### ***Collaboration and communication in complex care teams***

Building authentic healing relationships, role clarity, collaborative decision-making, and conflict transformation in teams

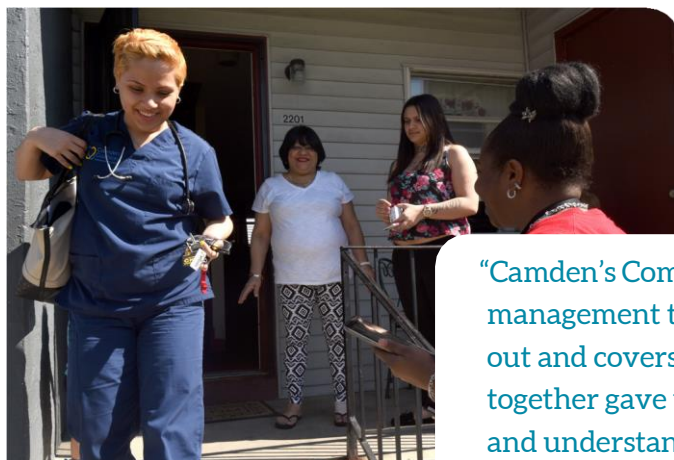
#### ***A systems change project (optional for certificate designation)***

Identifying systems issues, collecting data, storytelling, and implementation within your system/community

## How the courses are structured

Each self-paced online course includes a set of activities for a team to complete together to apply what they have learned to their work. These nine courses are bookended by a primer on complex care at the start of the curriculum and a systems change project at the end. Courses contain a diverse array of education methods, including:

- ▶ Mixed media (video, audio, and interactive elements)
- ▶ Links to research
- ▶ Patient and practitioner stories
- ▶ Reflection and discussion questions where learners interact with other learners
- ▶ Team activities to apply new skills and knowledge to a specific context and population and engage with other learners synchronously



**“Camden’s Complex Care curriculum has been a highlight for our care management team this year. The course is extremely well thought out and covers important topics in our work. Completing this course together gave us shared language and a framework for discussion and understanding. Taking the time to complete this course together was more than worth our time and helped us recommit to the work.”**

**– Associate Director for Care Management**

## Who we are

The Camden Coalition is a multidisciplinary nonprofit working to improve care for people with complex health and social needs in Camden, NJ, and across the country. The Camden Coalition works to advance the field of complex care by implementing person-centered programs and piloting new models that address chronic illness and social barriers to health and well-being.

Supported by a robust data infrastructure, cross-sector convening, and shared learning, our community-based programs deliver better care to the most vulnerable individuals in Camden and regionally. Through our National Center for Complex Health and Social Needs (National Center), the Camden Coalition works to build the field of complex care by inspiring people to join the complex care community, connecting complex care practitioners with each other, and supporting the field with tools and resources that move the field of complex care forward. The National Center’s founding sponsors are the Atlantic Philanthropies, the Robert Wood Johnson Foundation, and AARP.