

# Complex care startup toolkit

## Project summary and request for resources

### Request for contributions

If you are currently or have experience starting up a new program, let us know: What resources would you like to see in this toolkit? What would be helpful to new programs? What are the tools and resources you wish you had when developing a complex care program?

Partners are encouraged to send resources by March 31, 2020 and will be recognized as toolkit contributors. Please provide resources and feedback here: <http://bit.ly/NC-startup-resources>.

If you have tools that were helpful in starting up a program, we are seeking resources in a variety of domains, including:

- **Program design** (e.g., tools to understand patient population needs, logic models and process maps, legal and business tools)
- **Program operations** (e.g., patient identification and triage tools, patient intake forms, clinical/operational protocols)
- **Data and process improvement** (e.g., metrics to track, data collection and analysis tools)
- **Team and leadership development** (e.g., tools for recruitment, organizational protocols, and guides to leadership of complex care programs)
- **Community mapping and collaboration** (e.g., tools to assess the community, convene community stakeholders, and share data)
- **Communication and growth of success** (e.g., media/publications guide, sustainability resources)

### About the startup toolkit

The National Center for Complex Health and Social Needs (National Center), with support from the Robert Wood Johnson Foundation, is collecting and curating tools and resources into a startup toolkit. The finished toolkit will support organizations that are developing and implementing new complex care programs that support individuals with complex health and social needs.

Through the *Blueprint for Complex Care* development process, we learned that programs serving individuals with complex health and social needs share a set of foundational principles and approaches that differ from traditional healthcare.

Because these programs have often worked separately and in their own unique complex care ecosystem, each one developed tools that helped them meet people's needs, collaborate with partners, and measure their impact. To help new complex care programs avoid reinventing the wheel, we are creating a toolkit of resources from existing programs that newer programs can use and adapt to their community. The toolkit will be launched in the summer of 2020.

## About the Camden Coalition

We are 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 wellbeing. 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's local work also informs our goal of building the field of complex care **across the country**. Launched in 2016, the National Center exists to inspire people to join the complex care community, connect complex care practitioners with each other, and support the field with tools and resources that move the field of complex care forward.