

Provider Bulletin

Molina Healthcare of California

<https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx>

January 19, 2024

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

Complex Care Certificate

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

What you need to know:

MHC invites you to review an exciting new training opportunity to benefit the Enhanced Care Management (ECM) and Community Supports (CS) workforce.

The Camden Coalition National Center is proud to introduce the **Complex Care Certificate**. This program will delve into the complexities of care management, offering practical strategies for addressing the unique needs of patients with complex medical conditions.

Key Program Details:

- **Format:** Online, self-paced courses
- **Number of Courses:** 9, starting with a comprehensive primer on complex care
- **Content:** Grounded in real-world case studies for practical insights
- **Funding Support:** Kaiser has sponsored 2,000 licenses for safety net providers

Please refer to the attached 2-pager below for comprehensive information and program specifics. If your organization wishes to participate, follow the link in the **Provider Action** section to express interest in the course.

Provider Action

Submit the Kaiser Interest form for the Complex Care Certificate at:

https://forms.office.com/Pages/ResponsePage.aspx?id=xHuKPzfjpUeg_A1RLA4F8d3kOWioHz5JhcHNv0wK-pFUN0dVMTdMMERFWFFRMULMVVENDRPTetDVi4u.



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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Complex Care Certificate for frontline workforce

What is the Complex Care Certificate?

- ▶ A comprehensive introduction to the essential knowledge, skills, and attitudes required to provide complex care
- ▶ 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 for?

- ▶ 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 more
- ▶ Healthcare and social care workers who want to strengthen their practice of whole person care and team collaboration



“Our care managers are so green, young, enthusiastic, and awesome. With that lack of experience comes the idea they must *fix everything*. What I love about this course is that it teaches them to begin to understand that they are an ally and a catalyst for change when someone wants that but they’re not there to fix it. You’re there to help people come up with their own ideas about how to be where they want to be.”
– *Nurse Care Manager*

Our 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

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 9 courses are bookended with a primer on complex care and a systems change project. The curriculum includes 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 the courses to the 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.