

CRT Care Philosophy Training Series Kickoff

Establishing a Trauma-Informed Environment



Welcome!



Terri Weisser | Instructional Design Consultant | Learning, Replication and Dissemination | Clinical Redesign | UHC Community & State

Terri brings over 25 years' experience in learning and development across multiple industries. She has earned a coveted Brandon Hall Award for Best Use of Blended Learning and is a recipient of the UnitedHealthcare Service Hero award. Most recently with UHC's Community and State, Terri drives to bring innovation and engagement to all facets of learning and works to help audiences interact with the content. Prior to joining Clinical Redesign, Terri worked with the Benefit Operations team where she led the creation of ground-breaking new hire program rooted in the corporate culture. She is also a UHG Culture Ambassador and enjoys mentoring others interested in instructional design and adult learning theory. Terri is based outside of Dallas with her husband, son, and rescue dog.



Kathy Stillo | President, COO of Clinical Redesign | UHC Community & State

Kathleen Stillo is the President and COO of Clinical Redesign. She leads Finance, Strategy, Clinical and Housing Operations, IT/EHR, Post-Launch Markets, Training & Replication, Legal, and Marketing Communications. Her team is focused on implementing innovative care delivery models which incorporate social determinants of health, for better care at lower cost for our most vulnerable populations. Prior to joining UnitedHealthcare, Kathy co-lead the Adult Health and Urban Health Institutes at Cooper Hospital in Camden, NJ. Kathy previously led strategic consulting teams for Bristol-Myers Squibb and Reuters. While in Camden, she was a member of the Board of Directors of the Camden Coalition of Healthcare Providers. Kathy earned her B.A. from Bowdoin College and M.B.A from Columbia Business School.

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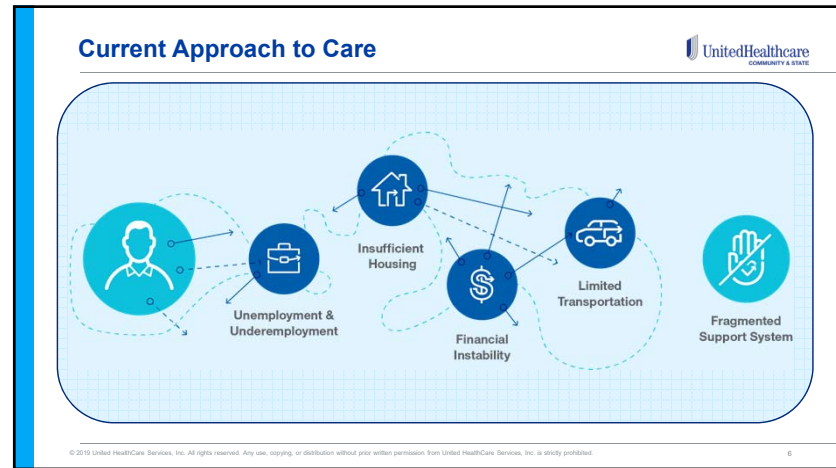
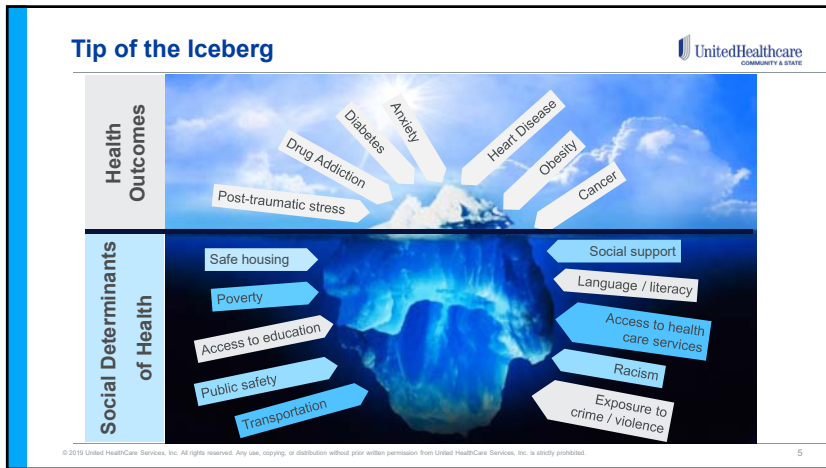
Agenda

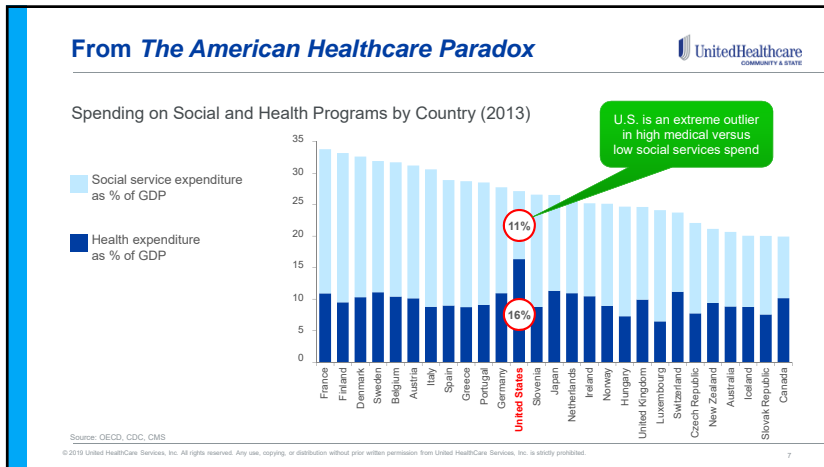


- What are Social Determinants of Health?
- Why Care Philosophy Training?
- Overview of the Training Process
- Earning CEU's/CME's

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What are Social Determinants of Health?





A Trend Guiding the Need for Change

Spend of Members Experiencing Homelessness Compared to County Averages of All Members in Maricopa County (AZ)

	# of Members	Total ER Visits	Avg. ER Visits	Total Admits	Avg. Admits	Total Paid	Average Paid
Housed	305,196	187,433	0.61	50,790	0.17	\$1,163,643,237	\$3,813
Experiencing Homeless (Z59.0)	185	1,008	5.45	195	1.05	\$2,230,321	\$12,056

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Why Care Philosophy Training?

C&S Clinical Redesign Services

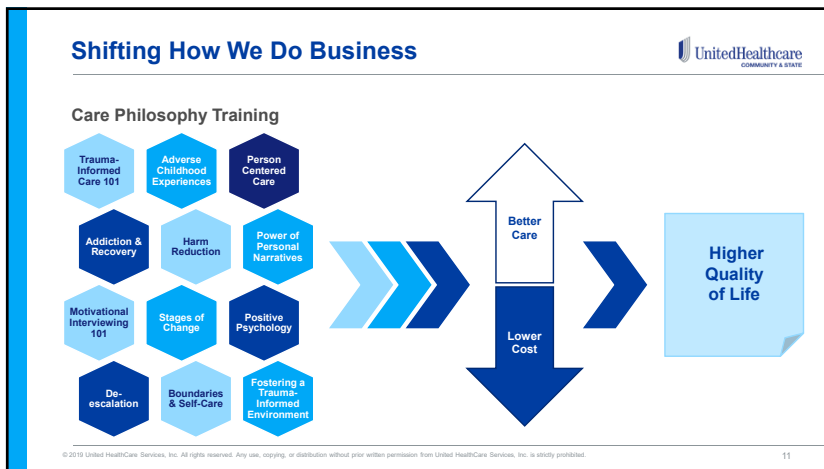


National and locally-based interdisciplinary teams deliver specialized care to high-risk members with overwhelming complex needs.

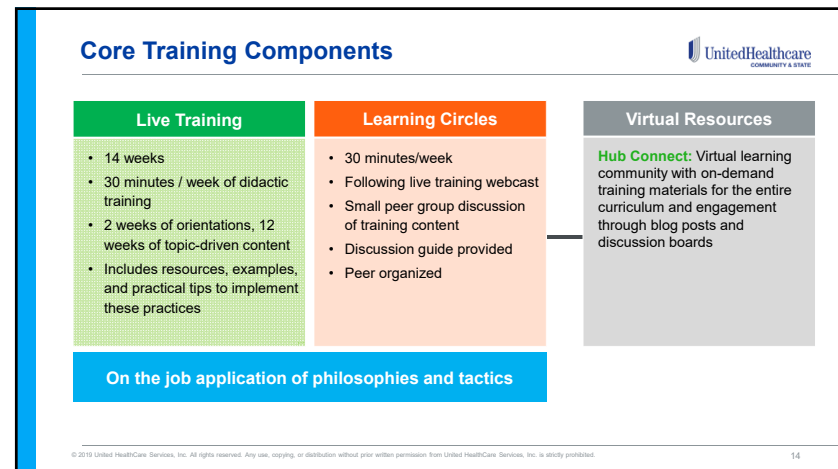
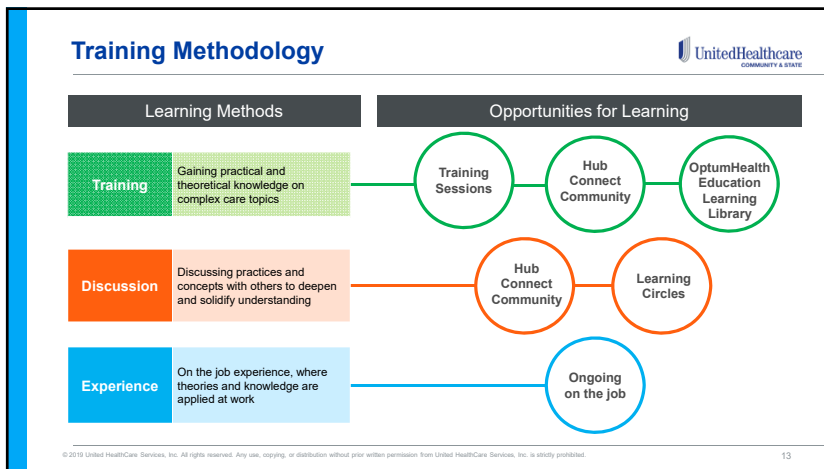
 Home-based Primary Care	 Short-term Stabilization	 Housing With Wraparound Care	 Ambulatory ICU and MAT	 Medicaid Clinics
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60%
Of employees are
frontline care providers 

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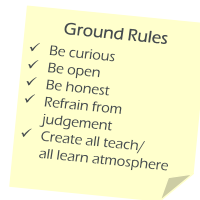
Overview of the Training Process



Learning Circles



- **What?** Learning Circles are **small, peer group discussions** conducted after each live training event.
- **Why?** To **leverage collective wisdom and optimize shared learnings** for a group with a common learning objective. Allows for real-time reinforcement of training content and build upon each week's learnings
- **When?** Held following live training sessions
- **How?** Follow these steps to engage in weekly Learning Circles:
 1. Identify your Learning Circle
 2. Join an existing Learning Circle or create a Learning Circle of those in your unit also going through this Care Philosophy training
 3. Select your leaders – guides Learning Circle discussion, using provided discussion guide
 4. Set up recurring weekly meeting for Learning Circles (Can be in-person or virtual)



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Training Schedule (Session Three)



Date	Topic
Aug 28	Training Welcome and Kickoff
Sept 4	Learning Circle Orientation
Sept 11	Trauma-Informed Care
Sept 18	Impact of Adverse Childhood Experiences
Sept 25	Person-Centered Care
Oct 2	Addiction and Recovery
Oct 9	Harm Reduction
Oct 16	Power of Personal Narratives
Oct 23	Motivational Interviewing
Oct 30	Stages of Change
Nov 6	Positive Psychology
Nov 13	De-escalation
Nov 20	Boundaries and Self-care
Dec 4	Fostering and Trauma-Informed Environment



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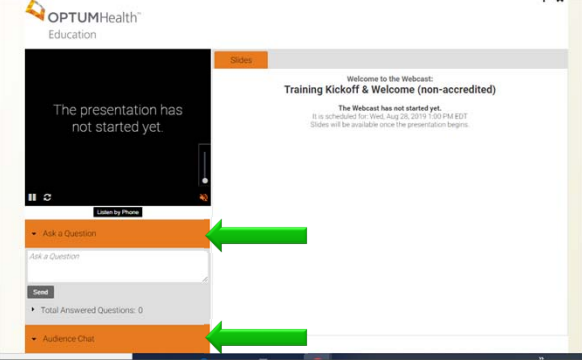

Care Philosophy Faculty



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Webcast Platform



OPTUMHealth Education

Slides

Welcome to the Webcast:
Training Kickoff & Welcome (non-accredited)

The Webcast has not started yet.
It is scheduled for: Wed, Aug 28, 2019 1:00 PM EDT
Slides will be available once the presentation begins.

Listen by Phone

Ask a Question

Send


Total Answered Questions: 0


Audience Chat

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Earning CEUs/CMEs






- **Credits are available for the 12 content modules as a series, including Learning Circles (12 credits total)**
 - One pre-series and post-series assessment required for the program as a whole
 - You must complete all 12 content modules and related Learning Circles to achieve all 12 credits
 - OptumHealth Education saves all credit documentation on their website


- Accreditation opportunities include:
 - American Medical Association PRA Category 1 Credit™ by the Accreditation Council for Continuing Medical Education
 - Continuing Nursing Education by the American Nurses Credentialing Center's Commission on Accreditation
 - Accreditation Council for Pharmacy Education
 - Pharmacy Tech Certification Board
 - Case Manager Certification by the Commission of Case Manager Certification
 - American Board of Social Work Certification and American Psychological Association Certification and National Board for Certified Counselors Certification

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Frequently Asked Questions



- What if I miss a live event?
- What if I don't need to earn the CEUs/CMEs?
- What if I don't have a Learning Circle yet?



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Thank you!
Questions?

