

Care Philosophy and Practice: Training Series Kickoff

Establishing a Trauma-Informed Environment



Welcome!



Jeffrey Brenner, MD | SVP Clinical Redesign | UHC Community & State

Dr. Brenner is the CEO and Chief Clinical Officer of the Clinical Redesign Team. Before joining UHC, Dr. Brenner served as a family physician working in Camden, NJ, where he also founded the Camden Coalition of Healthcare Providers. Dr. Brenner's, and the Coalition's, innovative work was profiled in the 2011 New Yorker article "The Hot-spotters" and on PBS Frontline. In 2013 Dr. Brenner was honored with the MacArthur "Genius" Fellowship for his work, and in 2014 was elected to the Institute of Medicine. He holds a bachelor's degree in Biology from Vassar College and graduated from Robert Wood Johnson Medical School. He completed his residency with Swedish Family Medicine in Seattle, WA.



Jennifer Frost | Executive Director, Learning, Improvement and Dissemination | Clinical Redesign Team

Jennifer brings over 15 years' experience in healthcare including federal and state government, nonprofit, and direct care delivery. She holds a Master's in Public Administration in Health Policy and Health Management and is a certified Project Management Professional. Prior to joining UHC, Jennifer spent nearly a decade in Federal health policy consulting at The Lewin Group, where she led large national contracts for CMS and AHRQ focused on clinical innovation and learning and diffusion. Jennifer is a UHG Culture Ambassador and a dedicated manager who enjoys growing talent and supporting the professional development of our frontline staff who are engaging with our members every day.

Proprietary information of UnitedHealth Group. Do not distribute or reproduce without express permission of UnitedHealth Group.

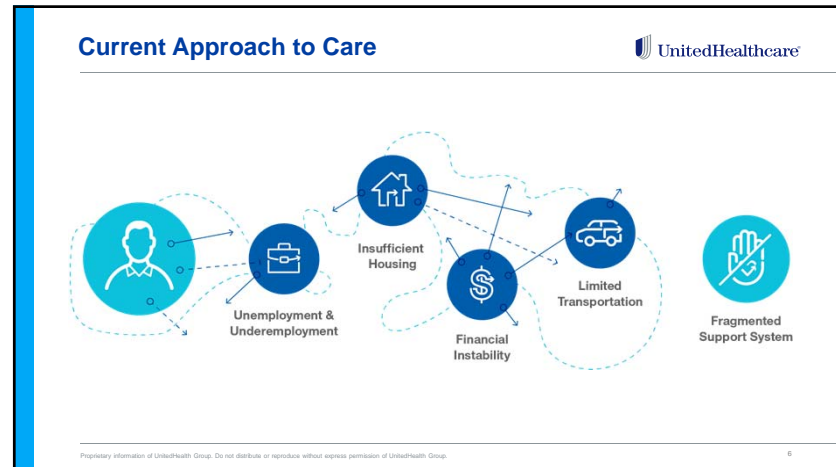
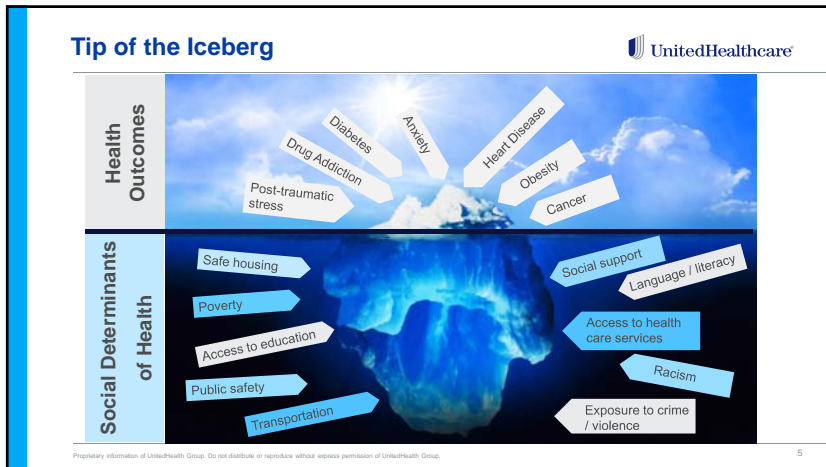
Agenda

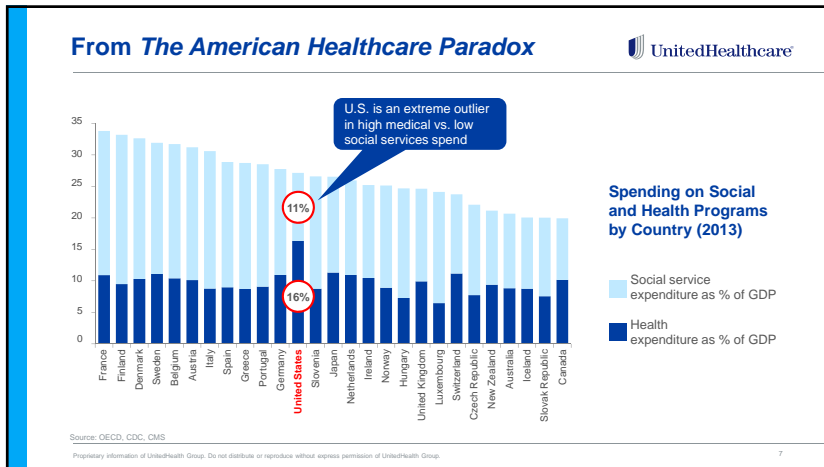


- What are Social Determinants of Health
- Why Clinical Culture Training
- Training Overview
- Earning CEU's

Proprietary information of UnitedHealth Group. Do not distribute or reproduce without express permission of UnitedHealth Group.

What are Social Determinants of Health?





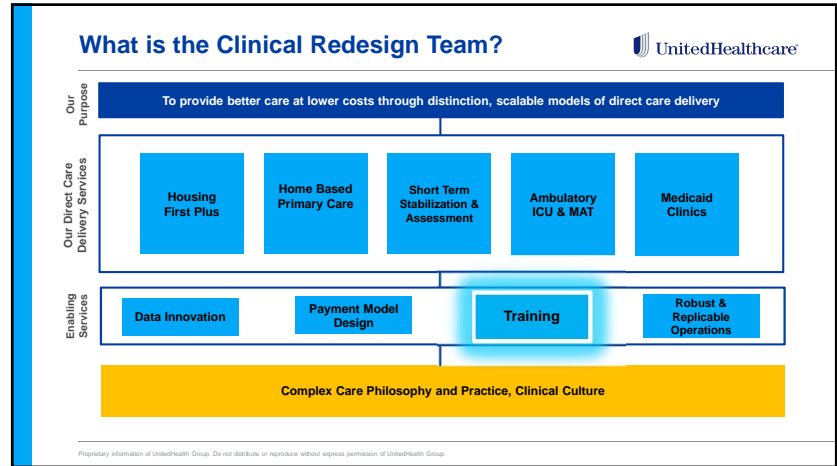
A Trend Guiding the Need for Change

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
Not Homeless	305,196	187,433	0.61	50,790	0.17	\$1,163,643,237	\$3,813
Homeless (Z59.0)	185	1,008	5.45	195	1.05	\$2,230,321	\$12,056

Proprietary information of UnitedHealth Group. Do not distribute or reproduce without express permission of UnitedHealth Group.

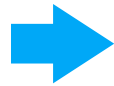
Why Clinical Culture Training?



A Shift in How We Deliver Care



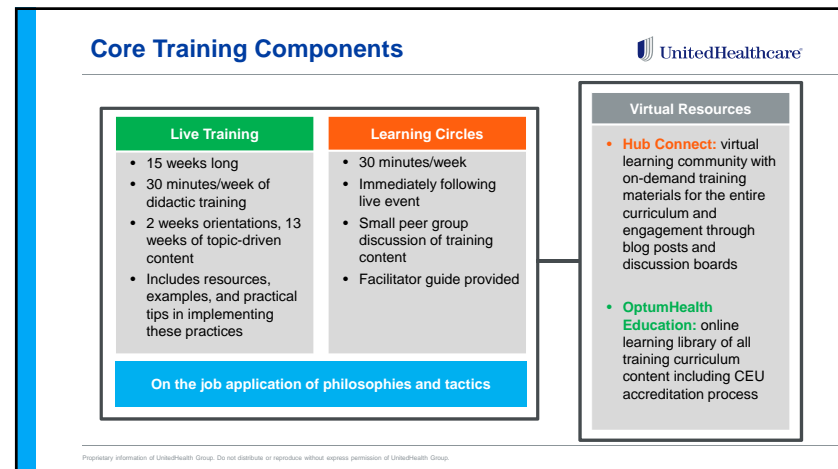
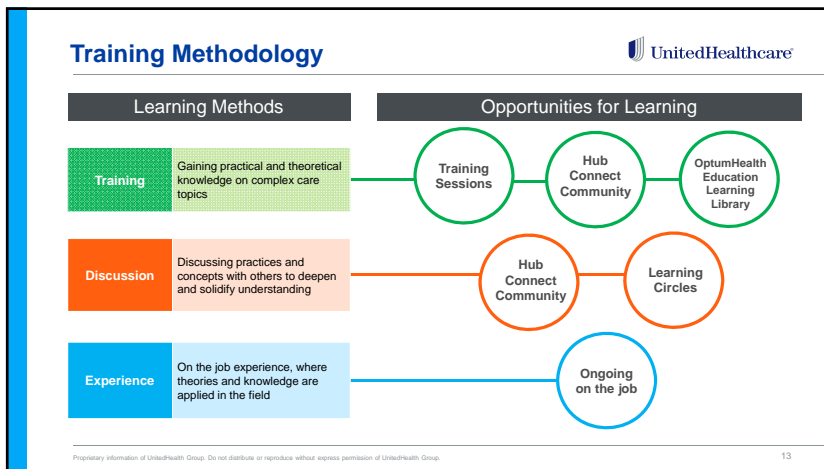
- Changing how we deliver and design our services
- New model of care: trauma informed and person-centered
- Improve individual member's health and overall well-being; decrease utilization and cost
- For all staff, all LOB's, all UHG business segments – those in member-facing roles and those more behind the scenes



Proprietary information of UnitedHealth Group. Do not distribute or reproduce without express permission of UnitedHealth Group.

11

Overview of the Training Process



Virtual Learning Circles

- > **What?** Learning circles are **small, peer group discussions** conducted immediately following 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?** Ideally, held immediately following live training sessions; **Mondays at 5:00pm EST**
- > **How?** Follow these steps to engage in weekly learning circles:
 1. Identify your Learning Circle
 - Work with your manager to join an existing learning circle or create a learning circle of those in your unit also going through the clinical culture training *(If you are not connected with anyone participating in the training, email Kelly and she will add you to an existing group)*
 2. Select your peer leader – facilitates learning circle discussion, using provided facilitator guide
 3. Set up recurring weekly meeting for learning circles (Can be in-person or virtual)

Ground Rules

- > Be curious
- > Be open
- > Be honest
- > Refrain from judgement
- > Create all teach/ all learn atmosphere

Proprietary information of UnitedHealth Group. Do not distribute or reproduce without express permission of UnitedHealth Group.

Training Schedule (Session One)

Date	Topic	Date	Topic
Jan 28	Training Welcome and Kickoff	Mar 18	Motivational Interviewing 101
Feb 4	Learning Circle Orientation	Mar 25	Positive Psychology
Feb 11	Trauma Informed Care 101	Apr 1	Boundaries and Self-care
Feb 18	Addiction and Recovery	Apr 8	Field Safety (in field)
Feb 25	Impact of ACEs	Apr 15	De-escalation
Mar 4	Harm Reduction	Apr 22	Stages of Change
Mar 11	Power of Personal Narratives	Apr 29	Person Centered Care
		May 6	Trauma Informed Care 201

Weekly, Mondays at 4:30 PM EST

Proprietary information of UnitedHealth Group. Do not distribute or reproduce without express permission of UnitedHealth Group.

Earning CEU's



- **CEUs are available for the 13 content modules as a series** (6.5 CEUs total)
 - One pre- and post-test required for the series as a whole
 - OptumHealth Education will save all CEU 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

Proprietary information of UnitedHealth Group. Do not distribute or reproduce without express permission of UnitedHealth Group.

17

Thank you!

Questions?

***See you at our next training session on Monday,
February 4th at 4:30 PM EST***