



# Complex Care Startup Toolkit

[nationalcomplex.care/startup-toolkit](https://nationalcomplex.care/startup-toolkit) | June 2021

## Program design: **Legal and business**

This document is part of the *Complex Care Startup Toolkit*, a practical collection of guides, templates, and other tools to launch and grow a new complex care program. Find the full toolkit at [www.nationalcomplex.care/startup-toolkit](https://www.nationalcomplex.care/startup-toolkit).

The legal and business activities of complex care programs serve as the foundation for which to build and grow innovative programs. New and emerging models of complex care often challenge standard legal norms and business practices. New tools and techniques are being developed to support organizations navigating these new organizational and clinical environments.

## Key considerations

1. What are the legal and financial implications of the new clinical intervention your organization is developing?
2. Pilot testing is a great opportunity for learning, building enthusiasm, and identifying key legal and financial hurdles and opportunities.
3. Building a business case linked to the needs of key stakeholders and funders is critical to program sustainability.

Below, find resources you can use as you work through each of these key considerations.



## Resources

**Key consideration # 1:** What are the legal and financial implications of the new clinical intervention your organization is developing?

- **Analyzing the costs of integrated care**

This guide helps you to understand the process of estimating and analyzing the costs of providing primary care services to adults with serious mental illness (SMI) to effectively budget for and evaluate your integrated care program.

- **Budget and financial planning tools**

This toolkit helps you to do financial planning and management, including calculating Return on Investment (ROI), price, and costing.

- **Health information privacy: HIPAA**

This information hub helps you understand the legal constraints and allowances of the Health Insurance Portability and Accountability Act (HIPAA)

- **HIPAA basics for providers: Privacy, security, and breach notification rules**

This fact sheet helps you understand the basics of HIPAA.

- **The real HIPAA archives**

This blog helps you structure and oversee electronic health records in accordance with HIPAA.

- **HIPAA Q&A**

This fact sheet helps you to understand frequently asked questions about HIPAA.

**Key consideration # 2:** Pilot testing is a great opportunity for learning, building enthusiasm, and identifying key legal and financial hurdles and opportunities.

- **Tips and recommendations for successfully pilot testing your program**

This tip sheet helps you to explore the advantages of pilot testing and prepare for pilot testing your program.

- **The Plan-Do-Study-Act (PDSA) worksheet**

This worksheet helps you to pilot a new program.

**Key consideration # 3:** Building a business case linked to the needs of key stakeholders and funders is critical to program sustainability.

- For more information, see **Strategy and business**.



## About the Camden Coalition of Healthcare Providers

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 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**.

The **National Center for Complex Health and Social Needs** (National Center), an initiative of the Camden Coalition, connects complex care practitioners with each other and supports the field with tools and resources that move complex care forward. The National Center's founding sponsors are the Atlantic Philanthropies, the Robert Wood Johnson Foundation, and AARP.