



Complex Care Startup Toolkit

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Program operations: **Clinical protocols**

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.

Complex care programs have distinct protocols due to the complexity of individuals' health and social needs. Consider developing protocols and workflows that focus on staff and participant safety, crisis planning, and a quick and healthy response to critical events.

Key considerations

1. What is your process for reporting and responding to incidents in the field?
2. Having a protocol to respond to serious incidents is important for families and team members.
3. Planning and contracting for safety with individuals and families can save lives.

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



Resources

Key consideration # 1: What is your process for reporting and responding to incidents in the field?

- **Grievance procedure template**
This template helps you to create a grievance form and procedure.
- **Critical events report template**
This template helps you to review incidents and mitigate future risks.
- **Mandatory reporters of child abuse and neglect**
This factsheet helps you to understand the laws that designate groups of professionals that are required to report cases of suspected child abuse and neglect.
- **What to do instead of calling the police: A guide, a syllabus, a conversation, a process**
This guide, syllabus, and toolkit help you prepare to respond to crises without engaging law enforcement.
- **Don't call the police: Resources by city**
This directory helps you gain familiarity with the local resources available in your community to respond to crises.

Key consideration # 2: Having a protocol to respond to serious incidents is important for families and team members.

- **Workflow for client death**
This example helps to inform the steps care team members take when they learn that a participant has died.
- **Suicide prevention**
This guide helps you to respond to an individual presenting with suicidal ideation.
- **Domestic violence and health care protocols**
These examples help you to create a protocol to respond to individuals experiencing domestic violence.
- **Responding to intimate partner violence and sexual violence against women**
These clinical and policy guidelines help you to create protocols to respond to intimate partner violence and sexual violence.

Key consideration # 3: Planning and contracting for safety with individuals and families can save lives.

- **Home visiting safety for home healthcare clinicians**
This guide helps you to prepare to safely enter the community and individual's homes.



- **Safety plan template**

This template helps you to identify warning signs of crisis, internal coping mechanisms, external supports, and actions that can be taken to ensure safety.

- **Safety contract template**

This template helps you to establish a written contract with an individual to not self-harm.

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.