



# Complex Care Startup Toolkit

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

## Team and leadership development: **Onboarding and training**

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).

Staffing complex care programs requires finding the right person for the job as well as robust onboarding practices to lay the foundation for successful communication and collaboration between team members. The best onboarding programs teach new team members how to do the job instead of using it as an opportunity to “weed out” new team members. Ongoing training is essential in keeping staff motivated and supported to meet the challenges they are encountering in the field. High-functioning organizations are proactive about the mental and emotional needs of their staff.

### Key considerations

1. Is your organization doing everything it can to support new team members with the information, resources, tools, and skills they need to make an impact with complex, vulnerable populations?
2. Providing useful continuous training, supervisory support, and opportunities for growth and development will improve staff morale and can make a positive impact on care delivery.

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



## Resources

**Key consideration # 1:** Is your organization doing everything it can to support new team members with the information, resources, tools, and skills they need to make an impact with complex, vulnerable populations?

- **Orientation schedule**  
This example helps you to inform your onboarding and orientation process.
- **The complex care core competencies**  
This report helps you to identify the necessary knowledge, skills, and attitudes for members of complex care teams. The competencies apply across discipline, profession, and context.
- For more resources and tools, see **Participant outreach and engagement**.

**Key consideration # 2:** Providing useful continuous training, supervisory support, and opportunities for growth and development will improve staff morale and can make a positive impact on care delivery.

- **Role clarity exercise**  
This exercise helps your team to ensure that tasks are completed but are not covered redundantly.
- **Motivational interviewing**  
These resources help you to implement motivational interviewing training.
- **De-escalation in health care**  
This guide helps you to implement de-escalation practices and trainings.
- **Cultural competency/humility**  
These online trainings and resources help you to build cultural competency and humility in healthcare settings.
- **Boundary setting**  
This powerpoint presentation helps you to implement boundary setting trainings.
- **Clinical note taking**  
This how-to guide and template help you to implement clinical note taking trainings and processes.
- **Suicide prevention toolkit for primary care practices**  
This toolkit helps you to implement suicide prevention practices and protocols.
- **Substance Abuse and Mental Health Services Administration (SAMHSA)**  
This website helps you to inform substance use and mental health practices and protocols.



- **Trauma-informed care implementation resource center**  
This website helps you to implement trauma-informed practices and protocols.
- **National Harm Reduction Coalition**  
This website helps you to implement harm reduction practices, trainings, and protocols.
- **Addressing stigma**  
This website helps you to implement stigma-reducing practices, trainings, and protocols.
- **Center of Excellence for Integrated Health Solutions**  
This website helps you to gather evidence-based resources, tools and support to integrate primary and behavioral health care.

## 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.