

Complex Care Startup Toolkit

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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.

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.

- **Implementation and evaluation toolkit for piloting innovations in the safety net **New!****

This resource from the Center for Care Innovations walks you through the steps of pilot testing a new program using innovations within safety net systems as a model.



Key consideration # 3: Build strong relationships with healthcare organizations, community-based organizations, and payers and formalize those relationships with contracts and/or similar agreements.

- **Contracting toolkit New!**

This toolkit offers a number of resources that will help you establish contracts between your organization and other other partners.

- **Community collaboration toolkit New!**

This toolkit helps you create a community collaboration Memorandum of Understanding (MOU) when working with other organizations and nonprofits.

Key consideration # 4: 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.**

- **Building the value case for complex care**

This toolkit guides you through the steps of promoting your complex care program. The resource provides information on population identification, financing, return on investments, funding, and sharing the value of your program.

About the Camden Coalition

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 pro-grams 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.