



Clinical Redesign Care Philosophy

External Partner Training

Who is the Clinical Redesign Team?

The Clinical Redesign Team (CRT) is a direct care delivery unit within UnitedHealthcare's Community & State focused on the deployment of community-based care models for our most complex members that integrates physical health, behavioral health, and social services. The bedrock of CRT's model is its care philosophy for populations with complex health and social needs. This care philosophy emphasizes trauma-informed approaches and the importance of authentic healing relationships between organizations and the individuals they serve as a means to support behavior change and improvements in health outcomes and utilization.

Why a Care Philosophy Training?

CRT developed a Care Philosophy Training to establish a common philosophy of care that guides the work of individuals and systems working among populations with complex health and social needs. Additionally, it serves as a tool to support and empower organizations in developing a trauma-informed environment that drives how they design and deliver services for individuals.

The Curriculum

This training is comprised of 12 foundational topics that collectively reflect CRT's care philosophy.

1. Trauma-Informed Care 101
2. Adverse Childhood Experiences
3. Harm Reduction
4. Addiction & Recovery
5. Power of Personal Narratives
6. Motivational Interviewing
7. Positive Psychology
8. Boundaries & Self-Care
9. Deescalation
10. Stages of Changes
11. Person-Centered Care
12. Fostering a Trauma-Informed Environment

This is a self-paced curriculum, delivered online from our partner at OptumHealth Education. Each topic is 30 minutes and presented by a team of subject matter experts with deep knowledge, experience, and passion in their respective topics. The training is free and upon completion of the 12 modules, participants are offered six (6) continuing education credits.