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. De-escalation
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.