

## Resources

### **Complex Care Management**

1. C. S. Hong, A. L. Siegel, and T. G. Ferris, Caring for High-Need, High-Cost Patients: What Makes for a Successful Care Management Program? The Commonwealth Fund, August 2014.  
<http://www.commonwealthfund.org/publications/issue-briefs/2014/aug/high-need-high-cost-patients>
2. California Quality Collaborative *Complex Care Management Toolkit*  
[http://www.calquality.org/storage/documents/CQC\\_ComplexCareManagement\\_Toolkit\\_Final.pdf](http://www.calquality.org/storage/documents/CQC_ComplexCareManagement_Toolkit_Final.pdf)
3. Cambridge Health Alliance Model of Team-Based Care Implementation Guide and Toolkit  
[http://www.integration.samhsa.gov/workforce/team-members/Cambridge\\_Health\\_Alliance\\_Team-Based\\_Care\\_Toolkit.pdf](http://www.integration.samhsa.gov/workforce/team-members/Cambridge_Health_Alliance_Team-Based_Care_Toolkit.pdf)

### **Care Coordination**

1. *Care Coordination Fundamentals* Course created by Primary Care Development Corporation and 1199SEIU Training and Employment Funds  
<http://www.pcdc.org/resources/quality-improvement/resources/care-coordination-1.html>
2. Who's Going to Care? Analysis and Recommendations for Building New York's Care Coordination and Care Management Workforce  
<http://www.pcdc.org/resources/publications/carecoordinationreportfinal2.pdf>

### **Health Literacy**

1. Teach-Back: What does your patient really understand?  
[http://healthliteracymn.org/sites/default/files/images/files/TeachBack%20program%20guide\\_updated%20060412.pdf](http://healthliteracymn.org/sites/default/files/images/files/TeachBack%20program%20guide_updated%20060412.pdf)
2. Plain Language Thesaurus  
[https://depts.washington.edu/respcare/public/info/Plain\\_Language\\_Thesaurus\\_for\\_Health\\_Communications.pdf](https://depts.washington.edu/respcare/public/info/Plain_Language_Thesaurus_for_Health_Communications.pdf)