



# The National Center

for Complex Health and Social Needs

## What is the National Center?

The National Center for Complex Health and Social Needs, launched in 2016, aims to improve wellbeing for people with complex medical, behavioral, and social needs. It works to coalesce a new field of health care by bringing together a broad range of clinicians, researchers, policymakers, and consumers who are developing, testing, and scaling new models of team-based, integrated care. The National Center and its staff collaborate with other experts across the nation to develop best practices, inform policy, and foster an engaged and accessible community to develop this work and teach it to others.



There's a growing recognition—coinciding with efforts to reform how we pay for care—that to see different results we must deliver care differently. Care must be flexible and centered on the needs, goals, and circumstances of the individual. It also must be based on evidence. This is the philosophy behind complex care.

Organizations and individuals throughout the nation are actively working to improve the care of individuals with complex needs through coordinated, data driven, and person-centered approaches—integrating traditional health care with behavioral health care and social services such as housing, transportation, and educational support.

The National Center for Complex Health and Social Needs serves as a professional home for this diverse group, uniting and amplifying their efforts to improve care nationwide.

### Who Are People with Complex Health and Social Needs?

People with complex health and social needs experience poor outcomes despite extreme patterns of hospitalizations or emergency care. Although significant health care resources are spent on these individuals, the care they receive has not increased their wellbeing.

## Who supports the National Center?

The National Center's founding sponsors are the Atlantic Philanthropies, the Robert Wood Johnson Foundation, and AARP, and it is hosted by the Camden Coalition of Healthcare Providers.

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## KEY MILESTONES

### Putting Care at the Center

Putting Care at the Center is the annual conference for the National Center for Complex Health and Social Needs. At the inaugural event in 2016 more than 450 experts in health care, social services, research, and policy came together to share their perspectives and experience and advance the growing of complex care.

In 2018 the conference will take place from December 5 - 7 in Chicago, Illinois. Visit [www.centering.care](http://www.centering.care) to learn more.

### Student Hotspotting

The Interprofessional Student Hotspotting Learning Collaborative is an annual program that trains interdisciplinary teams of professional students from schools around the country to learn to work with complex medical and social needs using a person-centered approach. The program is intended to educate and provide mentorship for the next generation of health care professionals.

In 2017 the National Center launched four hotspotting hubs across the country to scale the work of Student Hotspotting: Samuel Merritt University, Southern Illinois University, Thomas Jefferson University, and University of Utah.

### The Blueprint for Complex Care

In 2017, the National Center, the Institute for Healthcare Improvement (IHI), and the Center for Health Care Strategies (CHCS) jointly launched a project to map the emerging field of complex care and to create a strategic plan for the field's development. The completed Blueprint will be available in the fall of 2018.

## LEARN MORE

**Join the movement:** [www.nationalcomplex.care](http://www.nationalcomplex.care)

**Attend the annual conference:** [www.centering.care](http://www.centering.care)

**Take an online class:** [www.complex.care](http://www.complex.care)

**Follow us:** @natlcomplexcare

**Contact us:** [nationalcenter@camdenhealth.org](mailto:nationalcenter@camdenhealth.org)

