



# The National Center

for Complex Health and Social Needs

## What is the National Center?

The National Center for Complex Health and Social Needs, launched by the Camden Coalition of Healthcare Providers in 2016, serves as a professional home for the field of complex care. Complex care aims to improve wellbeing for people with complex medical, behavioral, and social needs.

The National Center is catalyzing the emerging field by inspiring, connecting, and supporting an evolving community of complex care practitioners and leaders, including providers, healthcare systems, social service organizations, and individuals with lived experience who are working to develop equitable, person-centered, relationship based ecosystems of care. We also engage and collaborate with payers, funders, researchers, and policymakers to build the knowledge base and payment environment required for complex care to spread to communities throughout the nation.

## What is complex care?



“...to see  
different results we  
must deliver  
care differently.”

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, interdisciplinary, and centered on the needs, goals, and circumstances of the individual.

Complex care seeks to coordinate better care for individuals while reshaping ecosystems of services and healthcare. By better addressing complex needs, complex care can reduce unnecessary spending in both healthcare and social services sectors.

Complex care is person-centered, equitable, cross-sector, team-based, and data-driven. It is designed in partnership with consumers and communities, transcends traditional boundaries, and is financed and delivered in new and more integrated ways.

## Who are people with complex health and social needs?

People with complex health and social needs experience combinations of medical, behavioral health, and social challenges that result in extreme patterns of healthcare utilization and cost. They repeatedly cycle through multiple healthcare, social service, and other systems but do not derive lasting benefit from those interactions.

*The National Center for Complex Health and Social Needs' founding sponsors are the Atlantic Philanthropies, the Robert Wood Johnson Foundation, and AARP, and it is an initiative of the Camden Coalition of Healthcare Providers.*

## LEARN MORE

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

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

Follow us: [@natlcomplexcare](https://twitter.com/natlcomplexcare)

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



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## Advancing the field of complex care

### Putting Care at the Center

*Putting Care at the Center* is the annual conference for the National Center for Complex Health and Social Needs, is the only annual conference on complex care in America. *Putting Care at the Center* takes place in a different city each year, and attracts over 650 experts in health care, social services, research, and policy, including complex care consumers, who come together to share their perspectives and experience and advance the growing field of complex care.

Learn about this year's *Putting Care at the Center* conference at [www.centering.care](http://www.centering.care).

### The Blueprint for Complex Care

The *Blueprint for Complex Care*, a joint project of the National Center, the Center for Health Care Strategies, and the Institute for Healthcare Improvement, is a strategic framework for the field of complex care. Released in December 2018, the *Blueprint* assesses the current state of the field and outlines actionable recommendations to grow the field's capacity to improve care delivery for the nation's most vulnerable individuals. More than 60 organizations have signed on as Complex Care Champions, endorsing the *Blueprint's* recommendations and helping to strengthen the field.

Learn more about the *Blueprint for Complex Care* and download the document at [www.nationalcomplex.care/blueprint](http://www.nationalcomplex.care/blueprint).

### 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 partnership with the National Center, our hotspotting hubs: Samuel Merritt University, Southern Illinois University, Thomas Jefferson University, and University of Utah, operate the program for teams within and outside their institutions.

### Technical Assistance

We offer coaching, expert advising, and training from complex care experts at the Camden Coalition who have developed the Camden Core Model and other successful complex care models across the country. We work with organizations looking to launch or improve complex care initiatives and to develop complex care ecosystems in their communities. Learn more by emailing [camdenTA@camdenhealth.org](mailto:camdenTA@camdenhealth.org).

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