

The National Center for Complex Health and Social Needs

A professional home for the field of complex care

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 well-being 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?

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 individuals' needs, goals, and circumstances.

Complex care is a person-centered approach to address the needs of people whose combinations of medical, behavioral health, and social challenges result in extreme patterns of healthcare utilization and cost. Complex care works at the individual and systemic levels: it coordinates better care for individuals while reshaping ecosystems of services and care delivery.

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.

Learn more

Visit our website: www.nationalcomplex.care

Attend the annual conference: www.centering.care

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

Contact us: nationalcenter@camdenhealth.org

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, and 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 healthcare, 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 *Putting Care at the Center* at 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 70 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.

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. Our hotspotting hubs Samuel Merritt University, Southern Illinois University, Thomas Jefferson University, and University of Utah operate the program in partnership with the National Center 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.

About the Camden Coalition of Healthcare Providers

We are a multidisciplinary nonprofit working to improve care for people with complex health and social needs in Camden, NJ, and across the country. The Camden Coalition works to advance the field of **complex care** by implementing person-centered programs and piloting new models that address chronic illness and social barriers to health and wellbeing. Supported by a robust data infrastructure, cross-sector convening, and shared learning, our community-based programs deliver better care to the most vulnerable individuals **in Camden and regionally**.

The **National Center for Complex Health and Social Needs** (National Center), an initiative of the Camden Coalition, connects complex care practitioners with each other and supports the field with tools and resources that move complex care forward. The National Center's founding sponsors are the Atlantic Philanthropies, the Robert Wood Johnson Foundation, and AARP.

National Center Advisory Committee

MELANIE BELLA
Cityblock

LOUIS BEZICH
Cooper University Hospital

JEFFREY BRENNER
Juna Care

MARTHA CHAVIS
Camden AHEC

JENNIE CHIN-HANSEN
National PACE Association

SUSAN COOPER
Regional One Health

LAKEESHA DUMAS
Multnomah County Mental Health and Addictions Services Division

TIMOTHY FARRELL
University of Utah

ROBYN GOLDEN
Rush University Medical Center

WENDOLYN GOZANSKY
Kaiser Permanente

JOAN GRAY
Virtua Health System

ALLISON HAMBLIN
Center for Health Care Strategies

DENNIS HEAPHY
Disability Policy Consortium

JAMES HICKMAN
Hickman Strategies, LLC

ANN HWANG
Community Catalyst

FREDERICK ISASI
Families USA

MAE KING
Camden Coalition of Healthcare Providers' Community Advisory Committee

EVELYN LIEBMAN
AARP

CINDY MANN
Manatt, Phelps, and Phillips LLP

KEDAR MATE
Institute for Healthcare Improvement

ANDY MCMAHON
UnitedHealthcare

NANCY MYERS
American Hospital Association

JENNIFER PEED
AARP

CORY SEVIN
Institute for Healthcare Improvement

NIRAV SHAH
Stanford School of Medicine

KATHY STILLO
Juna Care

SOPHIA TRIPOLI
Families USA

KYLE TURNER
University of Utah College of Pharmacy

ELLEN-MARIE WHELAN
CMS Center for Medicaid and CHIP Services

SANDRA WILKNISS
Families USA

MICHELLE WONG
Kaiser Permanente