

NATIONAL CENTER ADVISORY COMMITTEE

KIM BARNES
Lourdes Health System

MELANIE BELLA
Formerly Centers for Medicare
and Medicaid Services

JAY BHATT
American Hospital Association (AHA)

EDIE CALAMIA
UnitedHealthcare Community and State

JENNIE CHIN-HANSEN
National PACE Association

ANEESH CHOPRA
HunchAnalytics/Nav Health

ANDREW ELLNER
Harvard Center for Primary Care

ALLISON HAMBLIN
Center for Health Care Strategies

DENNIS HEAPHY
Disability Policy Consortium

JAMES HICKMAN
Better Health East Bay
and Sutter Health

ANN HWANG
Community Catalyst

FREDERICK ISASI
Families USA

TROY JOHNSON
Camden Coalition Community Advisory
Council

CINDY MANN
Manatt, Phelps, and Phillips LLP

SUSAN MENDE
Robert Wood Johnson Foundation

ANDREW MORRIS-SINGER
Primary Care Progress

JOAN RANDELL
The Nicholson Foundation

SUSAN REINHARD
AARP

NIRAV SHAH
Kaiser Permanente-Southern California

JOSHUA SHARFSTEIN
Johns Hopkins Bloomberg School
of Public Health

SANDRA WILKNISS
National Governors Association (NGA)



The National Center for Complex Health and Social Needs

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 made them healthy or well.

What is the National Center for Complex Health and Social Needs?

The National Center for Complex Health and Social Needs, launched in 2016, aims to improve outcomes for people with complex medical, psychological, and social needs. It works to coalesce a new field of health care by bringing

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

together a broad range of clinicians, researchers, policymakers, and consumers who are developing, testing, and

scaling new models of team-based, integrated care. The 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 care for people with complex health and social needs.

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.

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](#).

Key Milestones:

- **Putting Care at the Center:** A National Convening—At its first annual conference in December 2016, the National Center brought together more than 400 experts in health care, social services, research, and policy to share their perspectives and experience and advance this growing field.
- **Complex.Care Website:** The National Center recently launched Complex.Care, an easy-to-use, web-based educational companion for clinicians, administrators, social service providers, and caregivers who support individuals with complex health and social needs.
- **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.

The National Center website will launch in summer 2017 and will serve as a virtual home for the Center and the community it serves. For more information, follow the National Center on Twitter at @NatlComplexCare, visit Complex.Care, or contact nationalcenter@camdenhealth.org.

