

# BLUEPRINT FOR COMPLEX CARE

## 11 OPPORTUNITIES TO STRENGTHEN THE FIELD

The United States spends more on healthcare than any other industrialized nation, and much of that spending is concentrated on a small percentage of individuals with complex medical, behavioral, and social needs. The *Blueprint for Complex Care* aims to drive a collective strategy for advancing the field of care that serves this population.

Based on input from stakeholders across the country, the following are opportunities for strengthening the field:



**1** **Develop core competencies** and standardized educational programs and resources to support their use.

### What is Complex Care?

Complex care is person-centered approach to addressing the needs of a relatively small, heterogeneous group of people who repeatedly cycle through multiple healthcare, social service, and other systems, yet do not derive lasting benefit from those interactions.



**2** **Further develop quality measures for complex care** to accelerate learning and quality improvement and demonstrate value.



**7** **Strengthen local cross-sector partnerships** to ensure the field is addressing social determinants and health equity effectively.



**3** **Enhance and promote integrated, cross-sector data infrastructures** to build the field's knowledge and its ability to serve this population.



**8** **Promote expanded public investment in innovation, research, and service delivery** through coalition building and federal advocacy.



**4** **Identify research and evaluation priorities** to better understand subpopulations, implement strategies, and design new payment systems.



**9** **Leverage alternative payment models that promote flexible and sustainable funding and create incentives** to address social needs.



**5** **Engage allied organizations and champions through strategic communication and partnership** to align values, principles, and tactics.



**10** **Create a field coordination structure that facilitates collective action and systems-level change** to create accountability to the field.



**6** **Value the leadership of people with lived experience** to address the systemic issues impacting this population.



**11** **Foster peer-to-peer connections and learning dissemination** to connect stakeholders to one another and facilitate discussion and shared learning.

To learn more, download the full report at [www.nationalcomplex.care/blueprint](http://www.nationalcomplex.care/blueprint)