

Program Overview: Complex Care Innovation Lab

The *Complex Care Innovation Lab*, supported by Kaiser Permanente Community Benefit, is an initiative of the Center for Health Care Strategies that brings together leading national innovators in improving care for low-income individuals with complex medical and social needs. Working together, these national leaders are:

- Advancing emerging opportunities to improve outcomes for low-income populations with complex health and social needs;
- Contributing to the evidence base regarding how to successfully build, operate, and evaluate complex care programs; and
- Serving as leading source of policy recommendations to sustain effective models and spur new approaches, particularly related to broader health care payment and delivery system reforms.

Innovation Lab Activities

Current *Innovation Lab* activities focus on five key priorities: (1) core model principles; (2) cross-sector collaboration and community engagement; (3) data and evaluation; (4) policy and financing; and (5) upstream interventions to prevent future high utilization. Through a series of meetings, participants are examining persistent challenges for each of these issues; identifying tools, concepts, and perspectives from multiple sectors; and developing new approaches for improving care for populations with complex needs. Lessons from the *Innovation Lab* are shared broadly to inform best practices and encourage further innovations in the field of complex care.

“Spin Offs”

The *Complex Care Innovation Lab* serves as a “cauldron of innovation” to help accelerate the identification of promising practices in the field of complex care. It has spurred the creation of several other CHCS-led national and regional programs to accelerate promising practices in the field of complex care, including [Advancing Trauma-Informed Care](#), [Transforming Complex Care](#), the [New York Health Homes Learning Collaborative](#), among others.

Background

The creation of the *Innovation Lab* stemmed from CHCS’ earlier Kaiser Permanente Community Benefit-funded work in the *Medicaid Value Program (MVP)* and the *Rethinking Care Program (RCP)*, both national initiatives that sought to identify innovative models of care delivery for Medicaid recipients with complex needs. Building on the efforts of MVP and RCP, CHCS launched the Innovation Lab in 2013.

For more information and resources developed through the Innovation Lab, visit www.chcs.org.

Participating Innovators

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