What is Complex Care? Complex care is a 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.

To learn more, download the full report at www.nationalcomplex.care/blueprint

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.
2. Further develop quality measures for complex care to accelerate learning and quality improvement and demonstrate value.
3. Enhance and promote integrated, cross-sector data infrastructures to build the field’s knowledge and its ability to serve this population.
4. Identify research and evaluation priorities to better understand subpopulations, implement strategies, and design new payment systems.
5. Engage allied organizations and champions through strategic communication and partnership to align values, principles, and tactics.
6. Value the leadership of people with lived experience to address the systemic issues impacting this population.
7. Strengthen local cross-sector partnerships to ensure the field is addressing social determinants and health equity effectively.
8. Promote expanded public investment in innovation, research, and service delivery through coalition building and federal advocacy.
9. Leverage alternative payment models that promote flexible and sustainable funding and create incentives to address social needs.
10. Create a field coordination structure that facilitates collective action and systems-level change to create accountability to the field.
11. Foster peer-to-peer connections and learning dissemination to connect stakeholders to one another and facilitate discussion and shared learning.

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.

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