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5% of the population accounts for 50% of the cost

What is Complex Care?

Complex care seeks to improve the health and well-being of a relatively small, heterogeneous group of people who repeatedly cycle through multiple health care, social service, and other systems but do not derive lasting benefit.
Camden Coalition’s national technical assistance team has worked with dozens of institutions across the country, co-creating interventions tailored to unique population and institutional context.

**Types of Projects**
- Model Co-Design
- COACH model implementation
- Care Coordination re-design and training
- Community Collaboratives
- Addiction Treatment and Behavioral Health

**Types of Partners**
- Health Systems
- FQHCs & CMH
- Communities
- Payers
- Government
- National Associations
Lessons from Creating and Scaling Models
What Matters Most : Individual
Why I went to the emergency room...
How the Individual Story Drives Change
“The Tangle of Coordinated Care.”
New York Times, April 13, 2015
What Matters Most...

Socioeconomic Factors
- Education
- Job Status
- Family / Social Support
- Income
- Community Safety

Physical Environment

Health Behaviors
- Tobacco Use
- Diet & Exercise
- Alcohol Use
- Sexual Activity

Health Care
- Access to Care
- Quality of Care

40%
10%
30%
20%
What Matters Most...
What Matters Most: Providers
What Matters Most : Teams
What Accelerates Adoption and Scale?

- Leadership Support
- Mission Aligned
- Business Case/ROI

• Co-Design

- Adaptability to local culture and priorities
- Investment in FTEs
- Expert side by side/just in time Coaching
- Building local leader capacity
- Patient/Consumer authentic roles
- DATA and STORIES
“Great things are done by a series of small things that are brought together.”

—Vincent Van Gogh
What Matters Most: Community
project restoration
Adventist Health Clear Lake
*Lake County, California*

- Ranked last in health outcomes
- 75% of county burned in wildfires of the past 5 years
- High rates of poverty and substance misuse

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Project Restoration

- County-wide cross-sector collaborative (Police, Fire, EMS, Criminal Justice, Mayor, Health, Social Services, Education)
- Shared data
- Process improvements to change root cause
A Continuum to Address Complexity

Live Well
A multidisciplinary, holistic clinic approach to serve at-risk patients with increasing complexity.

Project Restoration
Cross Continuum approach to community-wide high utilizers of multiple agencies and services.

Live Well Intensive
- Intensive Out Patient Case Management
- Top 5% capitated utilizers

Restoration House
Medical respite focused on four primary goals: reducing inpatient length of stay, preventing readmission, preventing ED utilization, and enrollment into Project Restoration.
The team worked with 28 patients over the first 12 months and saw reduced utilization and strengthened community partnerships.
Utilization

Hospital Reduction (ED & IP)  44%

Community Services
Police, EMS, Jail  83%

Cost Reduction  71%

Patient Experience
Access to Care and Safety

Primary Care Visits: 133%
Housing: 93%

Outcomes

10 bed transitional housing unit opened in 9 months

Monthly interagency case conferencing

$5 million in aligned grants for the community

39% of clients sustainably housed

Overall costs: 78% reduction

Hospital utilization: 47% reduction

Community utilization: 80% reduction
Given its success, Adventist Health is in the process of scaling Project Restoration nationally.

- Community Integration Institute
- 80 Communities across California, Oregon, Washington and Hawaii
- Plan scale to all markets for the next 4 years
- Funded by a percentage of Community Benefit
- Plan for Learning and Training center for communities outside of Adventist
“Receptive, flowing people are the ones who change the world and transform history. Their possibilities are limitless because they do not let any seeming barriers stop their path. ‘Be like water’ is a good piece of advice.”

—Father Richard Rohr
Save the Date:
Putting Care at the Center 2019

November 13 – 15, 2019 | Memphis, Tennessee
www.centering.care
Resources for Learning

The National Center
for Complex Health and Social Needs

www.nationalcomplex.care

BLUEPRINT for COMPLEX CARE

www.bettercareplaybook.org

https://www.nationalcomplex.care/our-work/blueprint-for-complex-care/
Publications


