

**The Playbook: Better Care for People with Complex Needs** is a collection of evidence-based resources for health system leaders, payers, policymakers, and others seeking to learn more about promising care approaches for people with complex health and social needs. These individuals account for 5 percent of the population, and 50 percent of health care spending.

When people with complex needs require medical help, they encounter a health care system that's expensive, inefficient, and poorly coordinated. Improving care for people with complex needs is increasingly a strategic focus to achieve better health outcomes and lower overall costs of care.

**People with complex health and social needs deserve #BetterCare.**



## More than half

of patients with complex needs don't get coordinated medical, behavioral and social services - leading to costly hospital stays.

Five health care foundations jointly supported the Institute for Healthcare Improvement to create the Playbook.

