Designing a high-performing healthcare system for patients with complex needs

Ten Recommendations for Policymakers

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The Commonwealth Fund International Expert Working Group on Patients with Complex Needs
Ten recommendations for policymakers

1. Make care coordination a high priority for patients with complex needs
2. Identify patients at greatest need of proactive, coordinated care
3. Train more primary care physicians and geriatricians
4. Improve communication between providers, e.g. integrated clinical records
5. Engage patients in decisions about their care
6. Provide better support for carers
7. Redesign funding mechanisms for patients with complex needs
8. Integrate health and social care, and physical and mental healthcare
9. Engage clinicians in change, train and support clinical leaders
10. Learn from experience; scale up successful projects