

# 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**