



On September 11th, 109 individuals from all sectors gathered together to expand our understanding on complex care. Complex care is a person-centered approach to simultaneously address the social challenges and clinical needs of patients which impact healthcare utilization and costs. Through a panel facilitated by local community health workers and state commissioners, we learned about patient journeys navigating clinical and social support needs and hearing about Georgia's work in complex care. If you were not able to make it to the breakfast, please check out some of the highlights from the meeting below:

- Kathryn Lawler, Executive Director of ARCHI, welcomed new attendees, invited those who were new to introduce themselves, and provided an overview of ARCHI priorities and complex care.
- Rebecca Sax of the National Center for Complex Care frames her presentation within the context of high healthcare utilization costs in the United States. She explains complex care and the populations in which it seeks to improve the health and wellbeing for—individuals who cycle through multiple health care and social support settings. She shares the goals of the National Center and their Putting Care at the Center conference in Memphis, Tennessee of November 13-15.
- We then transition to our panel of community health workers who shared examples of their patient journeys and their difficulties in accessing healthcare. The panel was moderated by Christine Wiggins of the Department of Public Health and the panelists included:
 - Bree Robinson, Grady Health System
 - Adrienne Proeller, Morehouse School of Medicine
 - Lori Anglin, Barnes Healthcare
- Collectively, table groups shared the complex care challenges experienced by individuals their organization serves, current efforts addressing their complex needs, and what they desire to be doing to better serve these individuals.
- Rebecca Sax shared about national best practices taking place at Camden Coalition of Healthcare Providers, Community Health Partnership of Baltimore, and Regional One Health.
- We proceeded to hear from a panel of state commissioners regarding how complex care overlaps in the populations they serve and Georgia's efforts to address coordinating clinical care with social support services. The panel was moderated by Dr. Eve Byrd of the Carter Center and the panelists included:
 - Commissioner Robyn Crittenden, Department of Human Services
 - Commissioner Judy Fitzgerald, Department of Behavioral Health and Development Disabilities
 - Assistant Chief Kelvin Holloway, Department of Community Health



- Tables were asked to complete individual worksheets about their examples in how they're currently working with others on complex care issues and how they wish they were working with others on this issue.
- Madelyn Adams, a member of the ARCHI Steering Committee, closed the morning with upcoming events, announcements and highlighted ARCHI's upcoming November workshop on complex care. This opportunity will enable interested organizations to receive additional learning and resources on complex care and translate application to their work sites. She directed people's attention to the ARCHI in the Numbers Infographic at the tables to highlight how ARCHI is operationalizing their systems and community change portfolios of work and invites attendees to become partners.

Our next breakfast is scheduled to be on December 11th where we continue the discussion on complex care! We hope to see you then if not before!