In a panic, Rosita picked up the phone and called 911. She wasn’t getting enough air in her lungs. Rosita had been to the emergency room several times in past months with multiple chronic illnesses; she faced housing and food instability. Our care team approached Rosita at her hospital bedside, and when she returned home, they paid her a visit. They worked with her to assess her needs, reconcile her medications, and make sure she got an appointment with her primary care provider within a week. They helped Rosita write a personalized care plan guided by her own goals. One of those goals was to be able to dance again.

Rosita has kept up with her plan; she quit smoking and she’s even lost a few pounds, which relieved her back pain. A year after that frightened 911 call, Rosita came out to a Camden community event, oxygen machine at her side, and led the care team in the Cupid Shuffle.

Who we serve:

**Rosita’s Story**

For patients like Rosita with complex health and social needs, spending more money on healthcare isn’t leading to better health. The U.S. healthcare system isn’t designed to provide coordinated medical, behavioral, and social services, even though it’s well known that social drivers like poverty account for a large portion of health outcomes. The Camden Coalition implements evidence-based interventions and pilots new models that address chronic illness and social barriers to good health. Supported by strong data, cross-sector convening, and shared learning, our community-based programs deliver better care to the most vulnerable individuals in Camden and beyond.

The Camden Coalition’s mission is to spark a field and movement that unites communities of caregivers in Camden and across the nation to improve the wellbeing of individuals with complex health and social needs. Our vision is a transformed healthcare system that ensures every individual receives whole-person care rooted in authentic healing relationships. Supported by a robust data infrastructure, cross-sector convening, and shared learning, our community-based programs deliver better care to the most vulnerable individuals in Camden and regionally.
Coalition-building

Our vision to transform the healthcare system is only possible through collaboration with individuals and organizations throughout the region, state, and nation. Our diverse partnerships foster the exchange and development of ideas, evidence, and best practices.

Local

The Camden Coalition convenes over 35 organizations regionally, including hospitals, primary care providers, and community organizations working together to deliver better healthcare to vulnerable individuals in the region. Our partnerships advance robust data sharing, primarily through the Camden Coalition Health Information Exchange, which makes our care management and innovative pilots possible.

State

Our state-level work is largely informed by the needs of the patients we engage and by insights from our regional partners. We convene a wide range of stakeholders, including providers, health systems, managed care organizations, and healthcare consumers, to advocate for policy change and better coordinated care.

National

In 2016, we launched the National Center for Complex Health and Social Needs to share learnings and build a movement for complex care. The National Center’s local roots inform its approach to working with organizations across the country that serve individuals with complex health and social needs in their own communities.

Our care model

The heart of our work is the Camden Core Model, our signature care management program. Following the principles of trauma-informed care and harm reduction, our goal is to empower patients with the skills and support they need to avoid preventable hospital use and improve their wellbeing. In a process that has come to be known as healthcare hotspotting, we use real-time data from our Health Information Exchange to identify patients with frequent hospital use. Then we engage and enroll them at the hospital bedside, if possible, or in a community setting.

Our care team visits participants in the community, helps reconcile their medications, accompanies them to doctor’s visits, and links them to social services. Our COACH framework guides the team in building authentic healing relationships that empower participants to take control of their health. We work with each individual to create a customized care plan, centered on their own goals and wishes, that helps them realize their highest level of health and wellbeing. The Camden Core Model is not attached to one hospital or health system — patients with complex needs often engage multiple systems. The model recognizes that much of what drives our health takes place outside the four walls of the hospital.

Our care team

Each patient’s care team includes a nurse, a social worker, and a community health worker who call in specialized staff as needed for benefits, housing, legal services, and more.

Clinical redesign

Partnering with stakeholders, the Camden Coalition pilots new models of complex care supported by strong data, cross-sector convening, and shared learning. Our patients’ experiences drive our approach to system change, and many become policy advocates alongside providers and other partners. Our most successful pilot programs are ready to be integrated into the service delivery and payment frameworks of the American healthcare system. Our pilots cover several important domains:

- Maternal health
- Jail-based reentry
- Housing First
- Medical-legal partnership
- Addiction treatment
- Citywide primary care connection
- Regional social services navigation
- High ER use

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