



Unique impacts of the COVID-19 pandemic on individuals with complex health and social needs

National Center for Complex Health and Social Needs, an initiative of the Camden
Coalition of Healthcare Providers



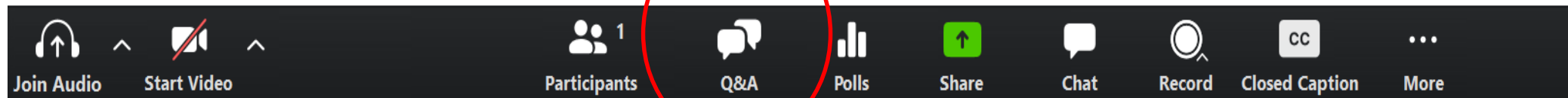
Agenda

- Introduction & Housekeeping – 5 min
- Community Forum – 50 min
 - Access to services
 - Daily activities
 - Living environment
 - Emotional health
- Wrap-up & next steps – 5 min



Housekeeping

- This event will be recorded
- Please keep yourself on mute (by phone or on the Zoom platform)
- All questions and resources should be submitted through the Q&A feature
- Rebecca will select individuals to participate out loud. If you would prefer not to be called on, please place an asterisk (*) at the beginning of your chat
- To unmute your phone, press *6



Poll #1



Please indicate the complex care population
that you serve



Community Forum

Healthcare and social services are more difficult to access



Access to services

- Reduced emergency room capacity, without relationship to primary care provider

Daily activities

- Limited access to specialty care, particularly addiction and mental health

Living environment

- Reduced capacity of social service organizations

Emotional health

Daily activities are restricted



Access to
services

- Public transportation system stopped or severely restricted impacting ability to access: grocery store, employment, daily or frequent treatment (e.g. methadone)

Daily activities

- Need for family caregivers

Living
environment

Emotional health

Increase in housing instability or housing safety



Access to
services

- Confined to crowded living spaces (e.g. homeless shelters, group homes)
- Housing placements slowed

Daily activities

- Stuck in unsafe living conditions (e.g. overcrowded or unsafe housing, increased contact with intimate partner violence offender)

Living
environment

Emotional health

The pandemic increases already high rates of stress



Access to
services

- Impact of stress on pre-existing mental illness or addiction disorders
- Increased social isolation

Daily activities

Living
environment

Emotional health



Open discussion

Share your questions or resources
through the Q&A feature

Poll #2:



What future resources would be helpful to support individuals with complex needs during the COVID-19 pandemic?

For more information



Email National Center for Complex Health and Social Needs:
nationalcenter@camdenhealth.org

Join the Complex Care Resource Exchange LinkedIn group:
<http://bit.ly/complexcareresourceexchange>

Upcoming events



Community Forum #2: How to support complex care teams during the COVID-19 pandemic

Friday, 4/10 3:00 – 4:00 ET

Community Forum #3: Opportunities for system collaboration during the COVID-19 pandemic

TBD



We want your feedback!

*An evaluation survey will be sent
out after this webinar*

Thank you!

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