

Notes from 10/26 Setting New Standards for Coordinating Care of Pediatric Patients and their Families ECHO

Attendees: Kaylee Goss, Diana Lady, Heather Smith, Kayzy Bigler, Denae Hart, Mel Hudelson, Alaina Hughes, and Ashton Unrein

Topic: Workflow

Faculty presenter: Kaylee Goss and Diana Lady

Case presenter: Heather Smith

Moderator: Kayzy Bigler

Summary of key discussion topics:

- Holistic Care Coordination is coordinating care based on the whole person and their family.
- Each session in this series will be based on a domain of the National Care Coordination Standards for Children and Youth with Special Health Care Needs.
- The family is always at the center of care coordination. Building relationships with the family first is critical to providing holistic care coordination.
- Relationships need to be built with the families, the care team, communities and within the system. It takes the whole team to help the family reach their goals.
- Referral Agreement's can be helpful in establishing roles and helping to benefit the communication between practices. It also helps to guarantee the services that will be provided and what will be covered.
- Newsletters can be used to help further communication between providers and families and helps them to stay connected.
- Establish a process for how the team will communicate.
- Regularly assess if the care team is operating in line with the individual or family's values, beliefs, strengths, and aspirations.
- Utilize a shared plan of care where the family's goals are documented and the family has been included on developing action plans to meet their goals.
- Care mapping is another useful tool to provide a visual for understanding the family at the center of system.
- Coordinate with PCP, specialists, community resources, and anyone serving the family.
- Family is looking at the needs of the child differently. The care provider can provide education on milestones to help support both parents' concerns.
- There are local resources like Rainbows/Kidlink/Parents as Teachers/Early Headstart that can go into the home to work with the parent and the child. They can also provide services like OT/PT/SLP services.
- Connecting the family with the housing authority in the area because they stated they were looking for independent housing. This would be part of the holistic approach to support the entire family's needs.

- Catholic charities also help with dental hygiene issues, nutrition assistance and other resources. Anything that is a stressor for a family, we need to think about the little things and connect with resources that can help with those.
- Special Healthcare Program with KDHE can help the family get a neurology appointment. That would be a one-time diagnostic the family could have assistance with.
- Referring the family to KanCare to help with medical insurance.

Next presentation: November 16

- Beginning 2022 technical assistance will be offered to providers interested in implementing a holistic care coordination program within their practice.
- Holistic care coordination advisory team – we plan to work directly with practices who are already providing care coordination services to gather insight, feedback, and ideas to finalize the development of our implementation toolkit.

Links/References from presentation:

www.nashp.org/national-care-coordination-standards-for-children-and-youth-with-special-health-care-needs/

1-800-CHILDREN: call toll-free 24/7 or search online at <https://1800childrenks.org/>

To get involved:

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