



# Building Relationships with Patients and Communities

HOLISTIC CARE COORDINATION ECHO

Introductions

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## Disclosure

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- We have no relevant financial relationships with the manufacturers(s) of any commercial products(s) and/or provider of commercial services discussed in this CME activity
- We do not intend to discuss an unapproved/investigative use of a commercial product/device in my presentation.



## Learning Objectives

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**Establishing  
strong  
relationships**

**Strategies for  
effective  
communication**

**Families at the  
center of the  
team**



## Holistic Care Coordination

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A **patient- and family-centered** approach of coordinating care based on the **“whole person,”** with an understanding of **physical, emotional and social** aspects.



## Communication

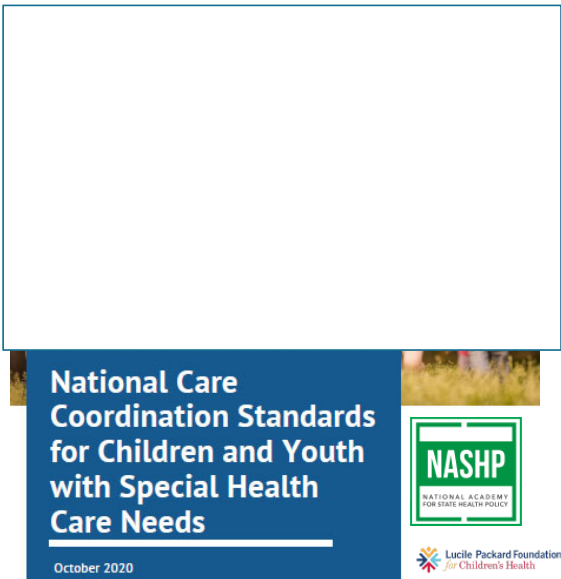
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1a: a process by which **information is exchanged** between individuals through a common system of symbols, signs, or behavior. Also: exchange of information

2a: information communicated: information transmitted or **conveyed**. b: a verbal or written message.



[www.nashp.org/national-care-coordination-standards-for-children-and-youth-with-special-health-care-needs/](http://www.nashp.org/national-care-coordination-standards-for-children-and-youth-with-special-health-care-needs/)



**National Care Coordination Standards for Children and Youth with Special Health Care Needs**

October 2020

NASHP  
NATIONAL ACADEMY FOR STATE HEALTH POLICY

Lucile Packard Foundation for Children's Health


KANSAS  
MATERNAL & CHILD HEALTH

Kansas  
Department of Health and Environment

## The Do's and Don'ts

*...of Team-Based Communication...*

- **DO** work as a team. **DON'T** try to do it all yourself.
- **DO** work with the family. **DON'T** assume the family wants you to do it for them.
- **DO** communicate with the family and other providers. **DON'T** leave it to someone else to assure communication happens.
- **DO** evaluate the services you deliver.



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# Relationships

## Relationships with families

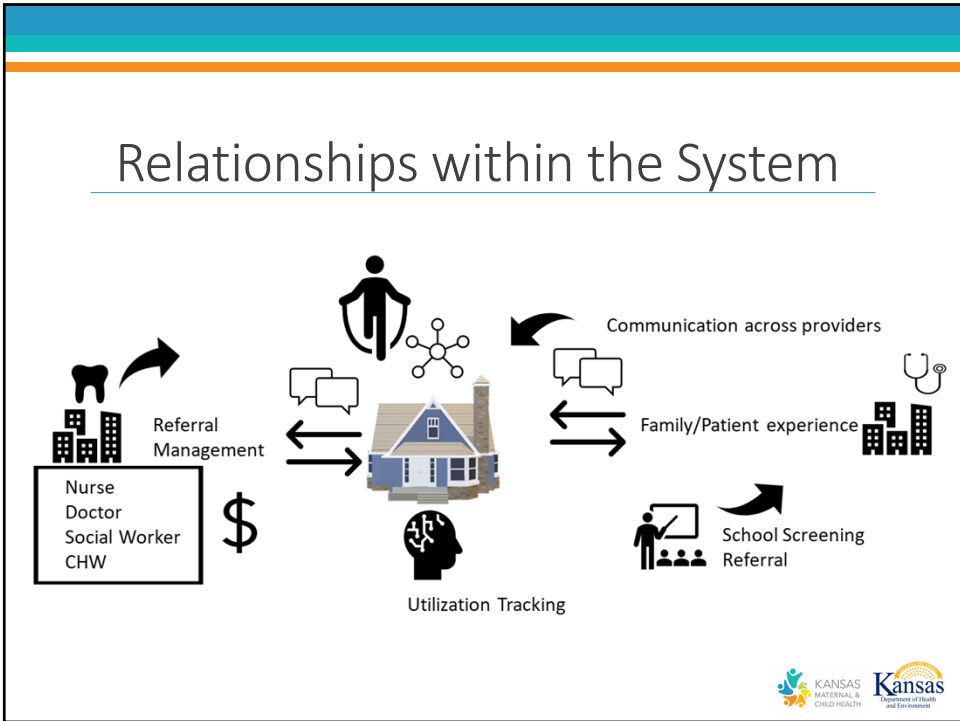
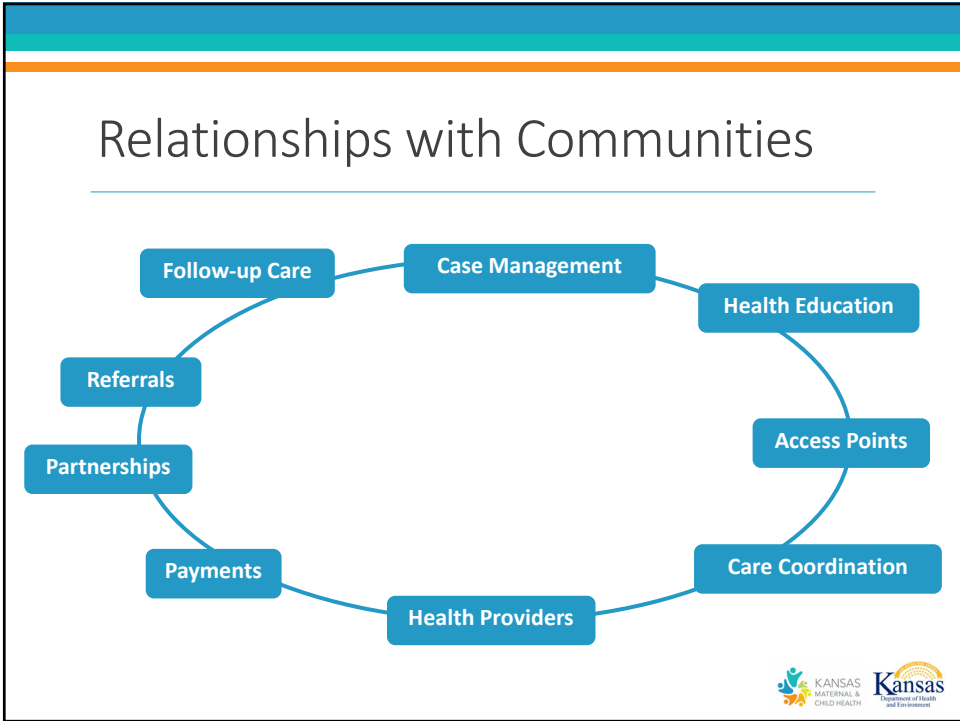
Values

Beliefs

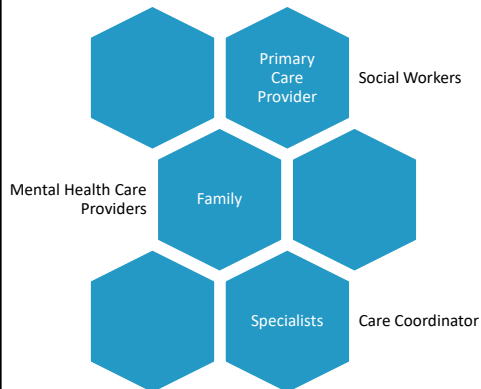
Strengths

Aspirations





## Relationships with the Care Team



What relationships do you already have?

What relationships might you need to establish?

How can you build these relationships?

Relationships with Providers & Community Resources





# Communication

## SAMPLE REFERRAL AGREEMENT

### Women's Health and Family Medicine

The following is a collaborative service agreement between the Women's Health Clinic and the Family Medicine Clinic.

#### Core Services Agreements:

Women's Health will provide the following core services:

- Prenatal care and deliveries for high-risk and low-risk patients
- Postpartum care
- All gynecological surgery
- All cancerous and pre-cancerous gynecological problems
- Infertility evaluation (male and female)
- Domestic violence assessment
- Paps/pelvics and breast exams
- Male and female sterilization
- Contraception
- Gynecological procedures
- Neonatal circumcision for all non-ASU infants and for ASU infants needing procedures on weekends, holidays or after hours
- Evaluation and care for abnormal bleeding
- Incontinence (urinary & fecal)

Family Medicine will provide the following core services:

- Paps/pelvics and breast exams
- Contraception
- STD testing and counseling
- Domestic violence assessment
- Menopause care
- Menstruation care
- Low-risk prenatal care and low-risk deliveries for some patients
- Routine outpatient postpartum care
- Neonatal circumcisions for ASU patients in newborn nursery from 8 a.m to 10 a.m. on weekdays, excluding holidays
- Selected gynecological procedures as per physician's credentialing, to include diaphragm fitting, IUD insertion and removal, Norplant insertion and removal, low-grade colposcopies & endometrial biopsy

## Communicating with Other Providers and Community Resources

- Referral agreement or contact.
- Co-management agreement letters.





## Communicating with the Care Team

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- Define roles
- Keep family at the center
- Have a process for communicating as a team
- Utilize tools to keep communication:
  - Regular
  - Timely
  - Efficient



## Communicating with the Family

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- Point of contact
- Accessible
- Preferences
- Literacy levels
- Culture
- Language





# Families at the Center



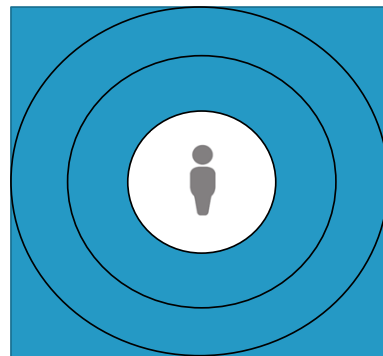
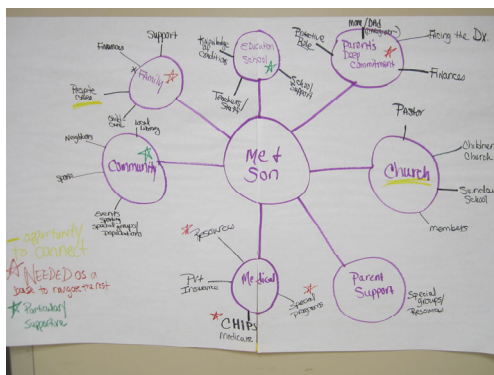
# Families at the Center

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# Families at the Center



# Care Mapping



## Questions? Want to get involved?

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## Case Presentation

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### Care Coordination Case Study Tommy

- 18 month old male
- Not meeting developmental milestones
- Not able to walk independently
- Three word vocabulary
- Appears to stare off and does not respond – followed by being lethargic and sleeps for several hours
- Father thinks everything is okay

What care coordination does Tommy and his family need?



Thank you for joining us today!

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