



Family/Professional Partnerships

The Medical Home

Family to Family Health
Information Center

Family to Family Health Information Center

- Information, education, training, support and referral services
- Assistance to families and professionals
- Outreach to underserved / underrepresented populations
- Guidance on public health programs and policy
- Collaboration with family groups and professionals

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Parent Training and Information Nebraska



- You are encouraged to contact us or visit the office if:
- *You would like information about your child's disability*
- *You have a question about your child's special education program*
- *You would like to schedule a workshop in your community*
- *You would like to talk to another parent*

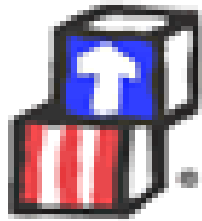
www.pti-nebraska.org

Maternal and Child Health Program

Together for Kids and Families



Federal Funded programs:



OFFICE OF HEAD START

Integrated Services Grant

Boys Town Institute for Child Health

What is a Medical Home?

- Medical home is not a building, house or hospital.
- It is an approach to providing health care services in a high quality and cost-effective manner.



What is a Medical Home?

- Care is provided by professionals families know and trust.
 - Health care professionals and parents are partners to help children achieve their potential
-

What is a Medical Home?

American Academy of Pediatrics

- Accessible
- Family Centered
- Continuous
- Comprehensive
- Coordinated
- Compassionate
- Culturally Effective





What Should I Expect from My Child's Medical Home?

Your child's doctor may not have all of the following pieces in place, but this list will help to know what to ask for and what to work on together.

The primary health care provider and their office is accessible

- Available after hours, on weekends and holidays
- Accepts your child's health insurance
- Office and equipment are physically accessible to your child



Staff knows you and your child

- Knows you and your child when you call
 - Recognizes and accommodates your child's special needs
 - Responds to requests for prior approvals, letters of medical necessity for your child's insurance or documentation for other programs and services
-

Respects you and listens to you

- Asks you to share your knowledge about your child
- Seeks your opinion when decisions are needed
- Talks to you about how your child's conditions affects your family
- Acknowledges and respects your family's cultural values and beliefs
- Provides interpreter services if needed

Builds a plan for your child's care

- Helps you set short and long term goals for your child
- Gives you important information in writing, such as recommendations or treatments
- Works with you to create and update written plans of care for your child's medical and non-medical needs
- Reviews your child's medical records with you when needed
- Helps you consider new and emerging treatment choices for your child's condition

Staff supports you as a caregiver

- Helps you connect with family support organizations and other parents in your community
 - Provides information on community services
 - Finds and shares new information, research or materials that are helpful in caring for your child
 - Help you advocate on behalf of your child
 - When appropriate, plans for adult health care services
-

Helps to coordinate your child's care

- Follows up with difficult referrals
- Helps you to find needed services like transportation, equipment, home care and how to pay for them
- Explains your child's need to other health professionals



Helps to coordinate your child's care

- Reaches out to your child's school or day care providers to help them understand your child's medical condition, with your consent
 - Encourages and supports frequent communication between all persons involved in your child's care, with your consent
 - Organizes and attends team meetings about your child's plan of care that include you and other providers, or provides written input
-

Your Voice Counts: Family Voices National Survey

80% of families report

- Primary Care Provider (PCP) has skills necessary for child with special health care needs

66% of families report

- Primary Care Provider could be reached in an emergency or for phone advice

33% of families report

- Primary Care Provider assists with communication with school, and Early Development Network
-



Identifying Community Resources

Collaborative Partners for Building Medical Home Systems

Family to Family
Supports

Educational
Systems

Title V

MCHB

American Academy of
Pediatrics/American Academy of
Family Practice



Community
Based
Organizations

Pediatric
Primary Care
Providers and
Specialists

State and Federal
Agencies

Managed
Care
Organizations

Community Resources Supporting Medical Home

- Families
- Primary Health Care Providers
 - Integrated Services Grant – Boys Town Child Health
- Service Coordinators
 - Early Development Network
- Medically Handicapped Children's Program Workers
- Insurance providers
- Head Start
- Together for Kids and Families/MCHB
- Family to Family Health Information Center

Medical Home Checklist

Take a look at the check list provided

- What things are your doctor's office doing now?
 - What things do you think your doctor's office could do differently?
 - Discussion
-

WHY DO THIS?

Positive effect of family support intervention in promoting adjustment of children with chronic conditions.

Chernoff, Ireys, et al.

(Arch Pediatric Adolescent Med, June, 2002)

What About Outcomes?

When stress increases in the lives of mothers... there is a higher risk of Emergency Dept or hospital use for their children.

(List, et al; PAS Meetings, 2002)

How Do We Fix the System?

- “Current care systems cannot do the job. Trying harder will not work. Changing systems of care will.”
-

Priority Areas for National Action: Transforming Health Care Quality

- Priorities Relating to Children and Youth
 - Care Coordination- across areas of care
 - Self-management / health literacy
 - Children with Special Health Care Needs
 - Immunizations
 - Depression
 - Medication Management
-

Why Do This?

- Families Deserve Nothing Less!
 - Increased Family Satisfaction at the Practice Level
 - Family Involvement with Practice-Based Quality Improvement
 - Greater Sense of Challenge and Satisfaction by Office Staff
-

Why Do This?



Why Do This?



American Academy
of Pediatrics



DEDICATED TO THE HEALTH OF ALL CHILDREN™

Answers **4** Families

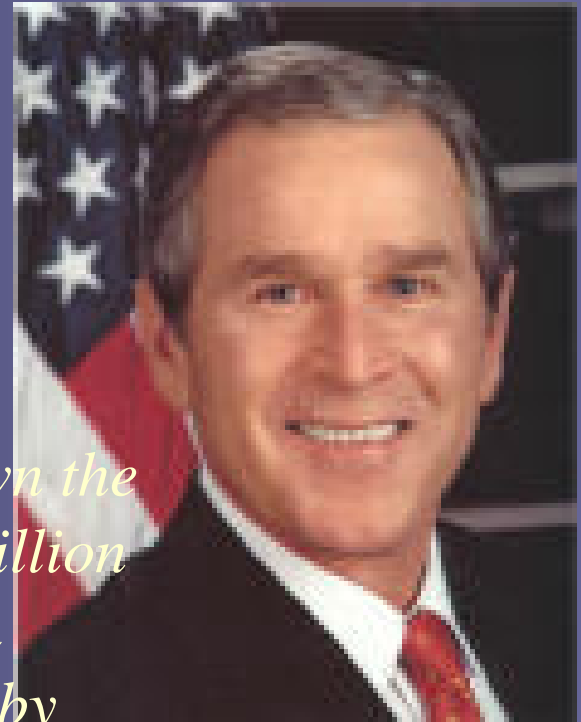


*Family to Family
Health Information
Center*



BOYS TOWN NATIONAL RESEARCH HOSPITAL

Why Do This?



New Freedom Initiative

My Administration is committed to tearing down the barriers to equality that face many of the 54 million Americans with disabilities...My New Freedom Initiative will help Americans with disabilities by increasing access to assistive technologies, expanding educational opportunities, increasing the ability of Americans with disabilities to integrate into the workforce, and promoting increased access into daily community life.

* President George W. Bush in the Forward to the New Freedom Initiative *

The New Freedom Initiative

To ensure that all Americans have the opportunity to learn and develop skills, engage in productive work, make choices about their daily lives and participate fully in community life.

The New Freedom Initiative

- Increase access to assistive and universally designed technologies;
 - Expand educational opportunities;
 - Promote homeownership;
 - Integrate Americans with disabilities into the workforce;
 - Expand transportation options; and
 - Promote full access to community life.
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Why Do This?



There's No Place Like a Medical Home!!!
