

“Medical Home?”

A medical home is not a building, house, or hospital, but rather an approach to providing healthcare services in a high quality and cost-effective manner. Children and their families who have a medical home receive the care that they need from a family physician, pediatrician or healthcare professional whom they trust. The pediatric healthcare professionals and parents act as partners in a medical home to identify and access all the medical and non-medical services needed to help children and their families achieve their maximum potential.



A partnership between the Illinois Chapter of the American Academy of Pediatrics, Illinois Academy of Family Physicians and Shriners Hospitals for Children, Chicago promotes a common goal:

All children deserve a “medical home” where care is accessible, family-centered, continuous, comprehensive, coordinated, compassionate and culturally competent.

A Medical Home Physician Ensures Care That Is:

- **ACCESSIBLE**
 - Care is provided in the child’s community.
 - All insurance, including Medicaid and KidCare, is accepted and changes are accommodated.
- **FAMILY-CENTERED**
 - Recognition that the family is the principal caregiver and the center of strength and support for children.
 - Unbiased and complete information is shared on an ongoing basis.
- **CONTINUOUS**
 - Same primary pediatric health care professionals are available from infancy through adolescence.
 - Assistance with transitions (to school, home, adult services) is provided.
- **COMPREHENSIVE**
 - Healthcare is available 24 hours a day, 7 days a week.
 - Preventive, primary, and tertiary care needs are addressed.
- **COORDINATED**
 - Families are linked to support, educational, and community-based services.
 - Information is centralized.
- **COMPASSIONATE**
 - Concern for well-being of child and family is expressed and demonstrated.
- **CULTURALLY-COMPETENT**
 - Family’s cultural background is recognized, valued, and respected.

A Family-Professional Partnership



Information for Families

“Every Child Deserves a Medical Home”

University of Illinois
Division of Specialized
Care for Children



MEDICAL HOME INITIATIVES

FOR CHILDREN WITH SPECIAL NEEDS

The University of Illinois at Chicago
Division of Specialized Care for Children
2815 West Washington, Ste. 300
P.O. Box 19481
Springfield, Illinois 62794-9481

Year of the Medical Home 2002

Parent-professional collaboration is an essential component in the provision of medical homes for children with special health care needs.

What families are looking for from professionals to enhance collaboration:

- A caring attitude
- A respectful listener
- Someone who sees their child as a “whole” person
- Empathy, support, or “just being there”
- Clinical competence
- Someone to recognize and enhance their power and knowledge
- Someone who allows for and supports hope

How can families help in a “Medical Home”?

By Dr. Merle McPherson, Director of the Division of Services for Children With Special Health Care Needs in the Maternal and Child Health Bureau, U.S. Department of Health and Human Services. Washington, D.C.

“Families are key to promoting medical homes at the practice, policy, and practical level and accomplishing our goal of a medical home for every child. Families are best able to communicate with other families about the benefits of a medical home and most effective in advocating for the needs of their children. They also have an important role to play in educating healthcare professionals around the changes in attitudes, behaviors, practices, and procedures that are needed to truly implement medical homes.” In order to ensure that all families feel welcome and comfortable in medical homes, a diversity of families need to be involved in this effort.



*Excerpt from “Parents as Partners in the Medical Home, Part 4”
Exceptional Parent Magazine December 2000*

Become a partner in the Medical Home approach to provide healthcare services in a high quality and cost effective manner!

Review the material and discuss the information with DSCC staff.

FOR MORE INFORMATION:

Visit the DSCC Website: www.uic.edu/hsc/dsc

CALL 1-800-322-3722

Visit the Medical Home Information Website: www.medicalhomeinfo.org

The roles of family partners in the “Medical Home”:

- The constant in the life of the child
- The expert in the individual strengths and needs of the child
- The navigator of multiple systems
- The supervisor of coordinators
- The “Big Picture” person

“The real way to make change is to have families know what they can expect good care to be and to be able to facilitate that kind of care in their physician.”

*Local physician, Participating in Medical Home training
Excerpt from “Parents as Partners in the Medical Home, Part 4”
Exceptional Parent Magazine December 2000*