

# Improving Quality

The Pediatric Alliance for Coordinated Care:  
A Medical Home for Children with Special  
Health Care Needs

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# **Pediatric Alliance For Coordinated Care**

- **Six pediatric practices joined together to improve care for Children with Special Health Care Needs**
- **Research/service demonstration project**
- **Funding from RWJ, BMCH, Children's Hospital**
- **Cooperation from Medicaid and private insurers**

# Goals of PACC

- **Enhance Clinical Care & Coordination**
  - **Improve Health Outcomes**
  - **Reduce Family Stress**
- **Profile Children w/ Spec. Health Care Needs**
- **Reduce Unplanned Hospital and ER Use**
- **Disseminate Model**
- **Sustain/Replicate Concept w/out Grant Funding**

# The Intervention

8 hrs PNP + LPC Stipend + IHP + CME/CEU

**Totals**

**~\$15,000/yr/practice**

# **Nurse Practitioner Intervention**

- **Home visits, well and sick care**
- **Coordination of appointments**
- **Individualized health care plan**
- **Community services:**
  - **Social services**
  - **Social security, insurance**
  - **Education**

# Local Parent Consultants

- Peer Support
- Resource Guidance
- PACC Newsletter
- Special Activities
  - family dinners
  - computer training



# Individualized Health Plan

- **Document for Family and Caregivers**
- **Summary of Medical Information**



# Individualized Health Plan

- **Contact Information**
- **Insurance Information**
- **Primary Diagnosis**
- **Medications**
- **Allergies**
- **Consultants**
- **Hospitalizations**
- **ER visits**
- **Routine Therapies**
- **Equipment/Supplies**
- **School Information**
- **Other Contacts**
- **Narrative History**
- **Review of Systems**
- **Family-Centered Goals**

# Continuing Medical Education

- **For N.P.s and M.D.s Semi-Annually**
- **Relevant Topics**
  - Tracheostomy
  - Feeding issues
  - Spasticity management
- **Opportunity to Share Information**



# **Enrollment Process**

- **MD/NP Caseload Review**
- **Applied Enrollment Criteria**
  - Meet 1 of 9 criteria
- **Prioritized 30 Based on Need**
- **Letter of Invitation**
- **Home Visit and Informed Consent**
- **Baseline Family Surveys Completed**

# **Criteria for Selection**

## **Medical Criteria**

- 1. Biologically based health problem involving more than one system**
- 2. Severe single system disorder**
- 3. Simultaneous involvement with more than one MD specialist**
- 4. >3 hospitalizations in the prior year or a hospitalization that lasted greater than 15 days**

# **Criteria for Selection**

## **Medical Criteria**

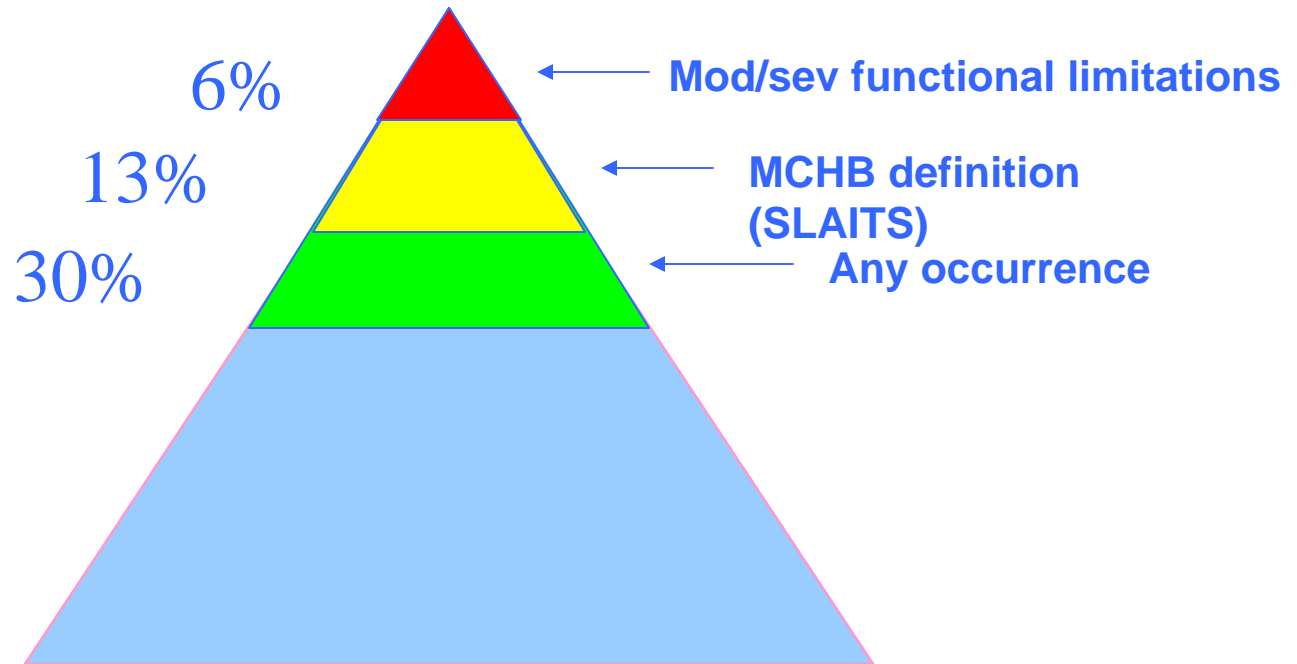
- 5. Dependence on medical technology for survival**
- 6. Dependence on manual/power wheelchair**
- 7. On-going need for home or school-based services**
  - home health aides, visiting nurse, block nursing**
  - speech, OT, PT**
  - other**

# **Criteria for Selection**

## **Medical Criteria**

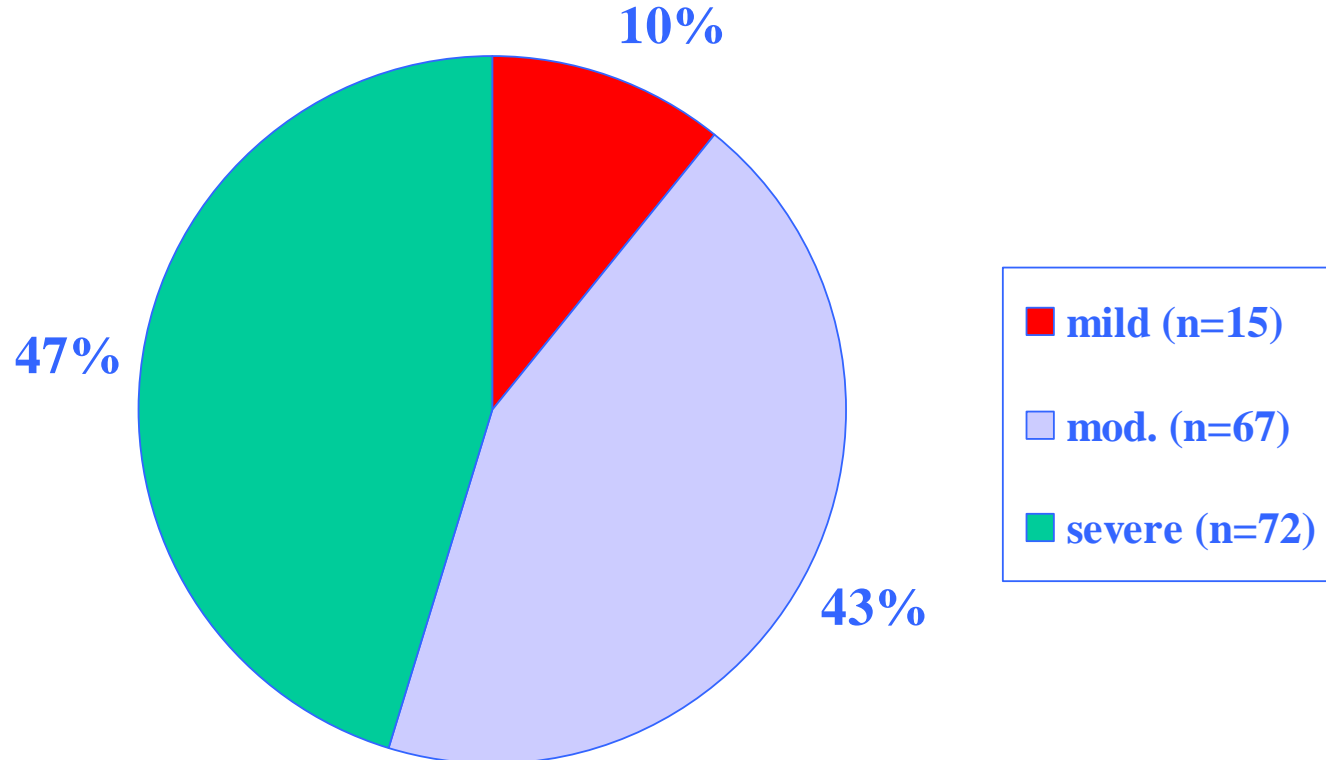
- 8. For children under 3, early intervention for biologic risks and/or developmental impairment**
- 9. Great difficulty in coordinating treatment and rehabilitation due to the complexity of child's care**

# Prevalence of CSHCN by Various Definitions



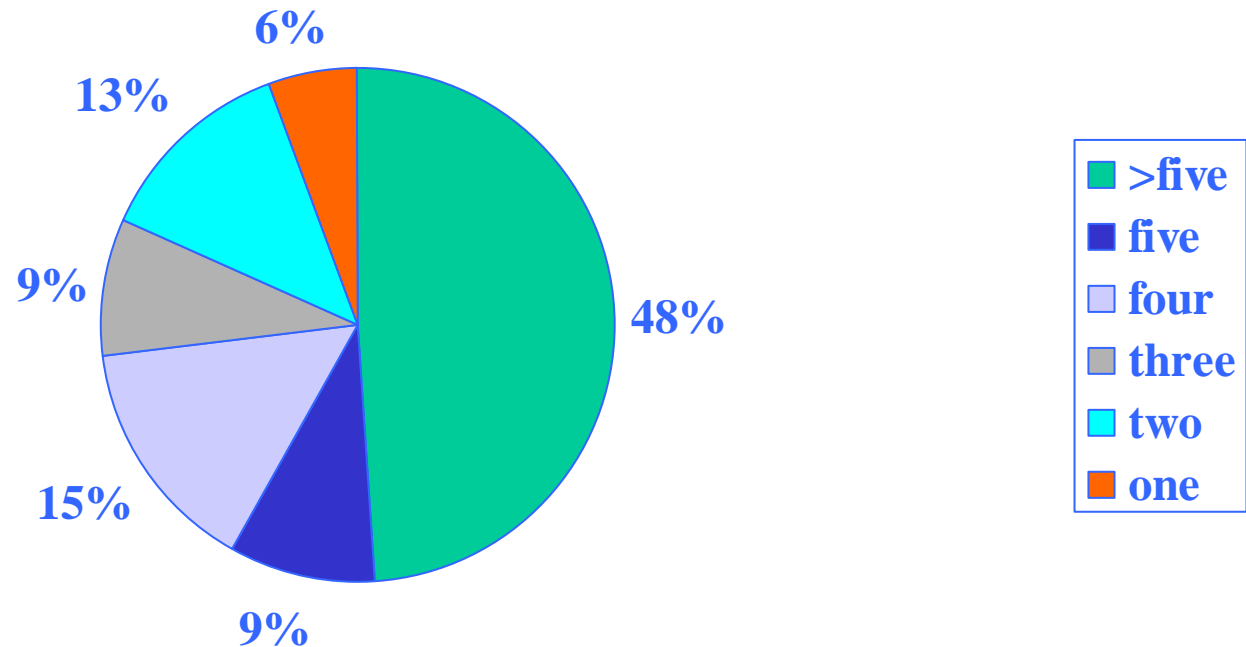
# Characterization of Children in PACC

Physician's Severity Ratings(n=154)

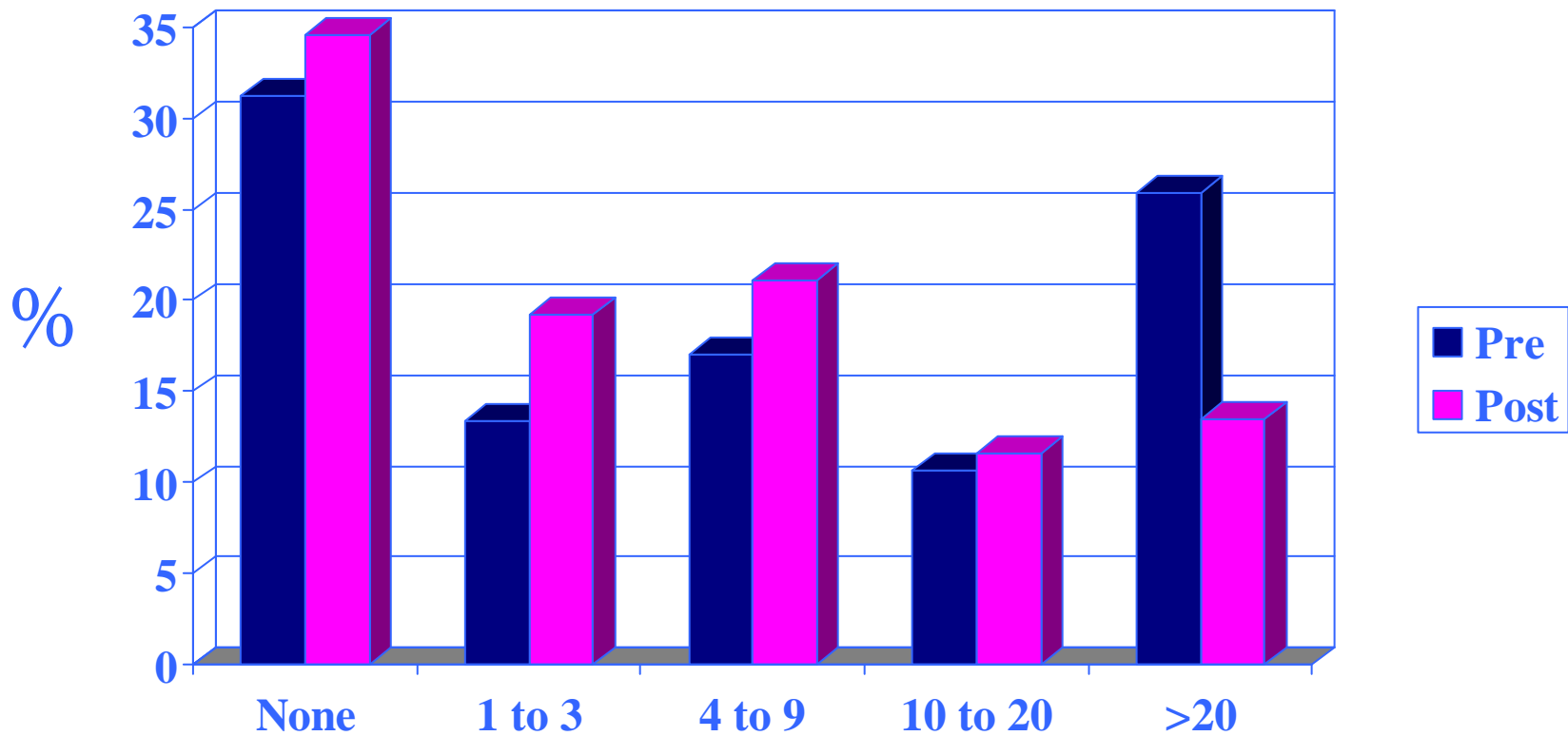


# Characterization of Children in PACC

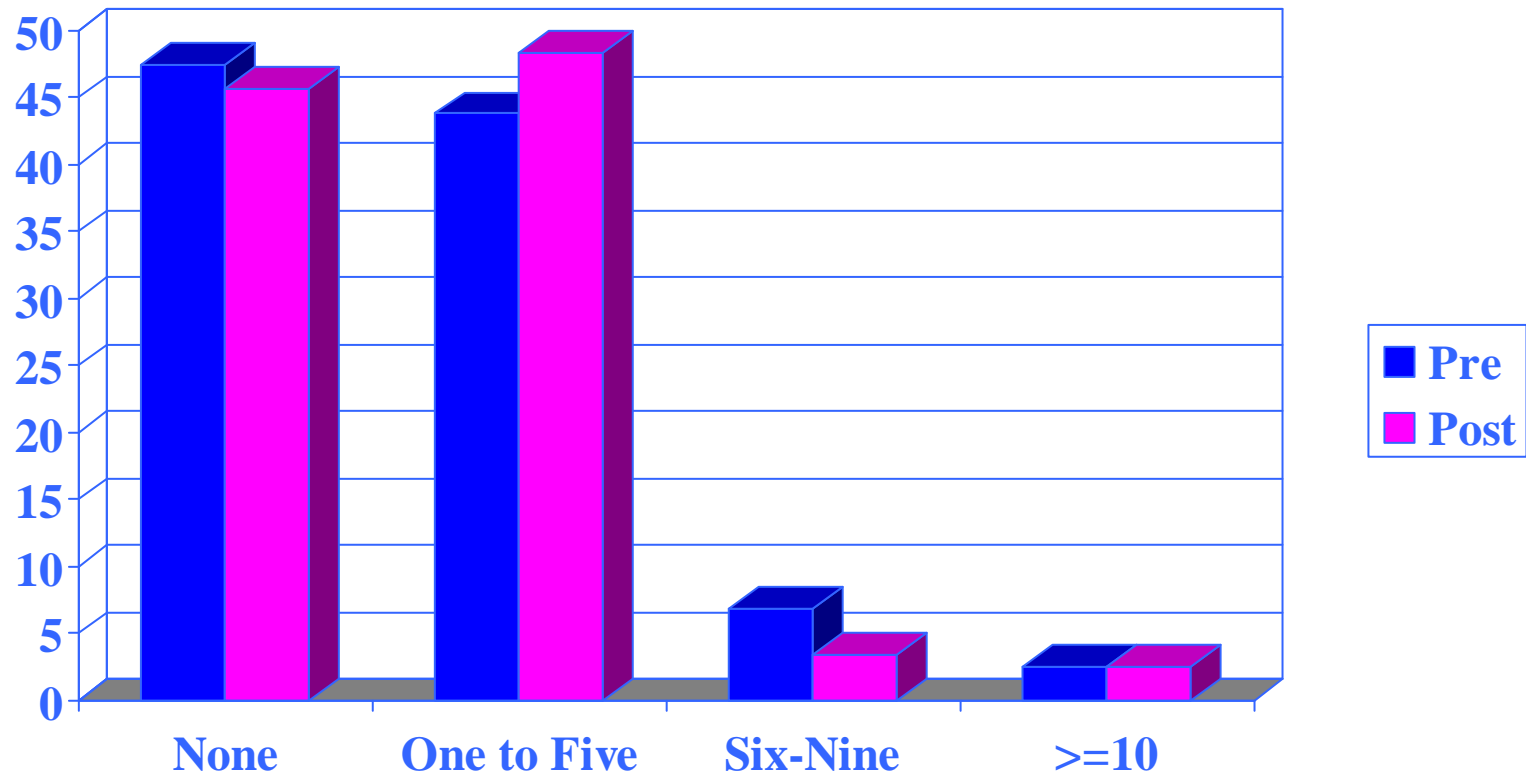
Number of Conditions(n=151)



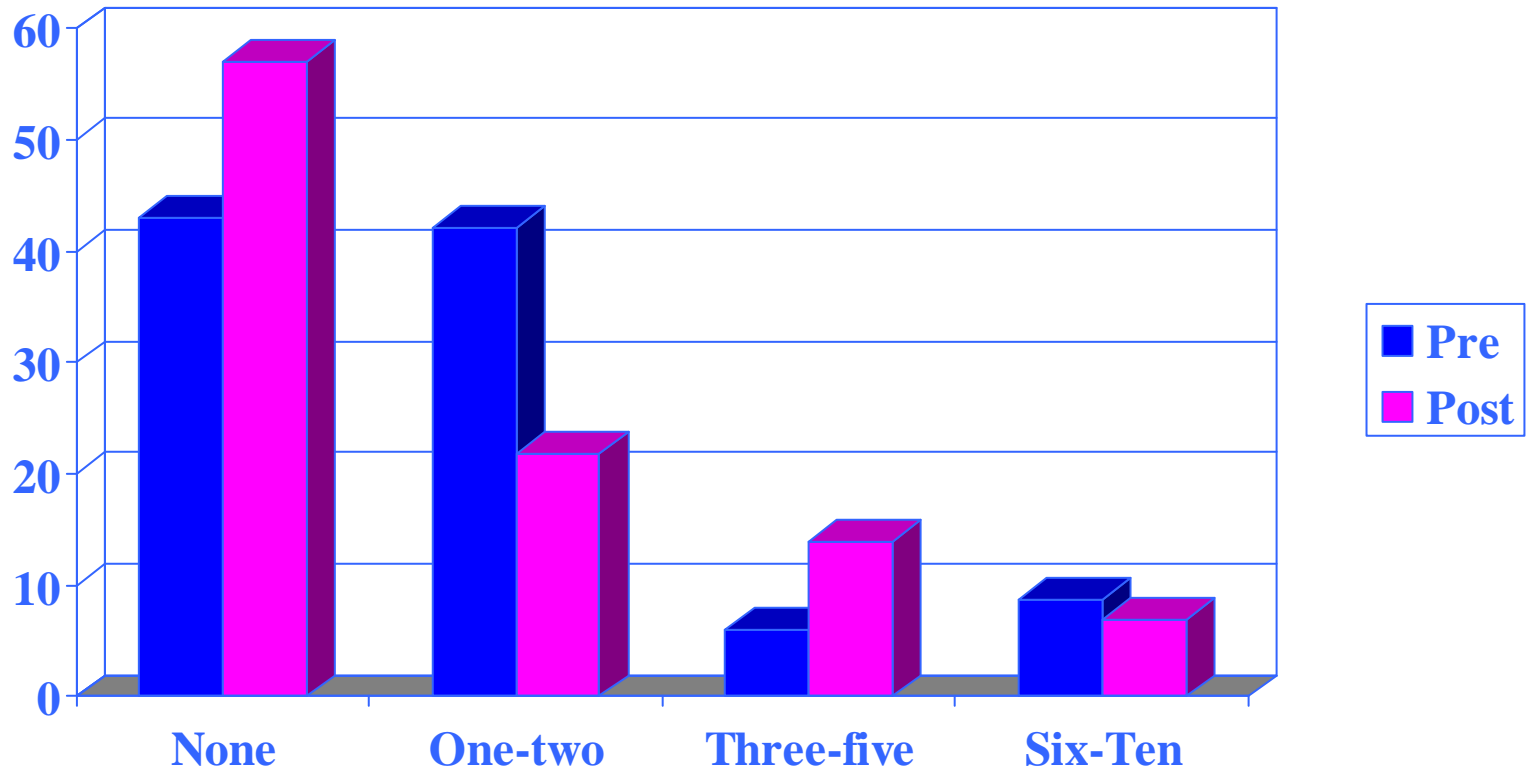
# Parents' Work Missed



# Emergency Visits



# Hospitalizations



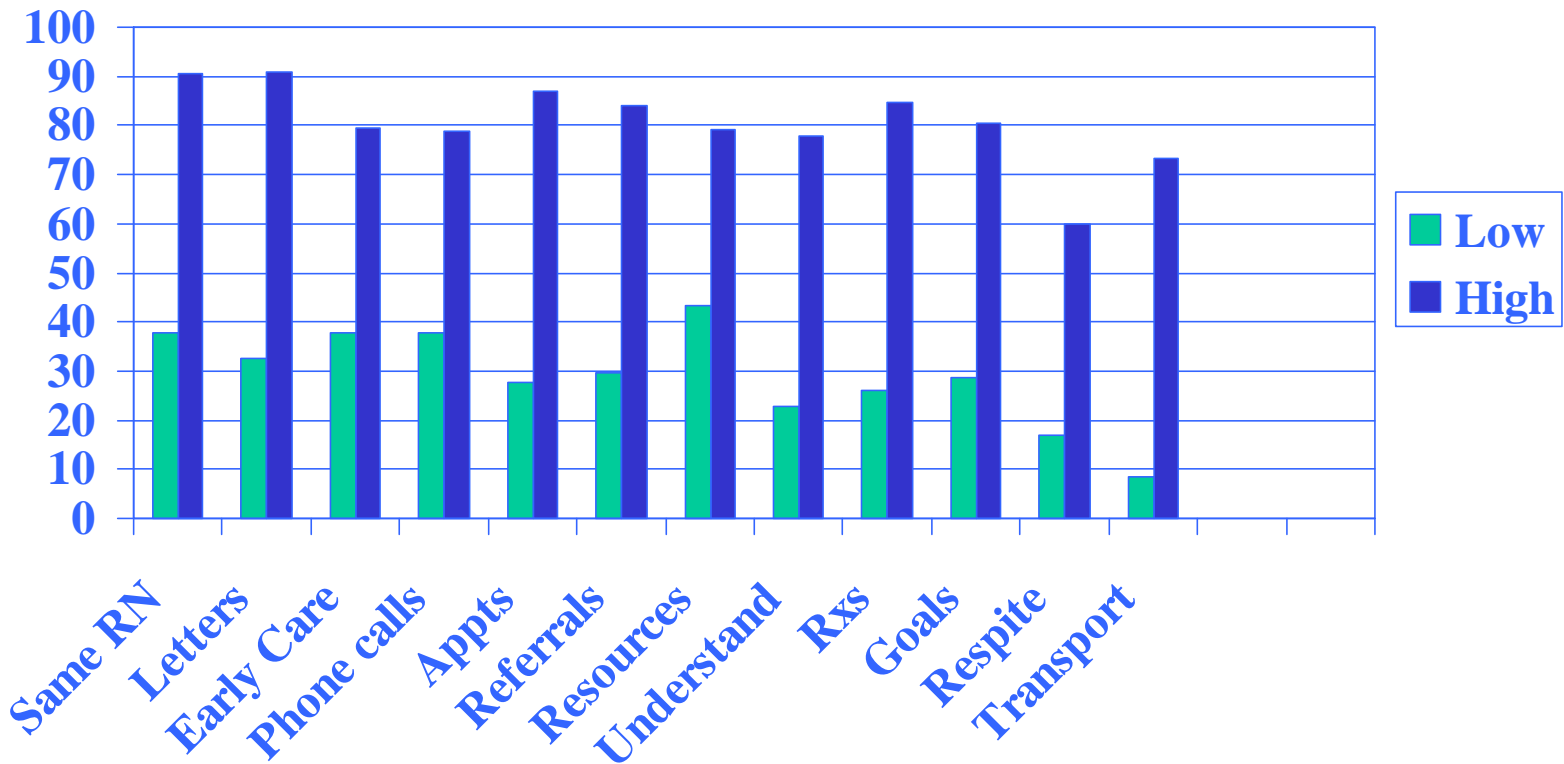
# Improvement in Care

<b>Same nurse to talk to</b>	<b>68.4 %</b>
<b>Letters of Medical Need</b>	<b>66.9 %</b>
<b>Early medical care</b>	<b>61.4 % (age)</b>
<b>Phone calls returned</b>	<b>61.2 %</b>
<b>Getting appointments</b>	<b>60.9 %</b>
<b>Communicate with MD</b>	<b>60.9 %</b>
<b>Referrals to MDs</b>	<b>60.5 %</b>

# Improvement in Care

<b>Resources for my child</b>	<b>59.7 %</b>
<b>Relationship with MD</b>	<b>58.3 % (race)</b>
<b>Understand condition</b>	<b>56.2 % (age)</b>
<b>Prescriptions filled</b>	<b>56.0 %</b>
<b>Setting goals for child</b>	<b>51.8 %</b>
<b>Respite Care</b>	<b>23.0 % (race)</b>
<b>Getting transportation</b>	<b>16.5 %</b>

# Differences by Nurse Involvement



# Response by Race

