

Benefits of Care Coordination Services at Palmetto Pediatrics

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Superior Care for CSHCN

- Not only do we strive to provide superior care for all children, including those with special healthcare needs, our patients' caregivers also perceive they are receiving better care. Not "special treatment, but APPROPRIATE treatment for their children.
- Knowing their children are receiving the best care possible, parents are more likely to be compliant

Better Communication

- When care coordination services are in place, information is shared with Family, PCP, Specialists, Schools, and others involved in the child's care (ie DDS service coordinators). This way, each member of the child's team knows what he/she is responsible for and what the other team members are recommending as well.

The "CARE PLAN"

- A concise single page "My Care Plan" is composed and becomes a part of the child's chart.
- The care plan is shared with each of the child's providers.
- A copy of the care plan is also given to the parent/caregiver for use when the child sees an unfamiliar physician such as when out of town, in the emergency room, or a new specialist.

“My Care Plan”

The image shows a 'My Care Plan' form from Palmetto Pediatric & Adolescent Clinic, P.A. The form is divided into several sections:

- Patient Information:** Includes fields for Name, DOB, Sex, Race, Ethnicity, and Insurance.
- Insurance Information:** Fields for Policy Number, Group Number, and Plan Name.
- Medical History:** A table with columns for Date, Time, Location, and Status, used for tracking visits and treatments.
- Current Medications:** A list of medications with columns for Name, Dose, and Frequency.
- Allergies:** A section for listing allergies.
- Additional Information:** Fields for Patient's Address, Phone Number, and Email Address.

Increased Family Education

- Fewer Unnecessary Emergency Room Visits
- Increased Compliance
- Better Outcomes

Cultural Competency

- Religious or Ethnic Considerations
- Medications or Treatment Restrictions
- Family Traditions

Again, Increased compliance

Saves Valuable Physician Time (the key to affordability for your practice)

- Less “lost” time
 - Managing Referrals
 - Tracking down test results/evaluation reports
 - Completing CMNs
 - Composing Letters of Medical Necessity
 - “De-Fusing” frustrated parents
 - Translation from “MD-talk” to “English”

Saving \$\$\$\$\$\$

- Coordinated care saves money!!!!!!
- Less duplication of services, tests, etc
- Fewer admissions/hospital visits for invasive procedures (Get the MRI, the Blood drawn, the VCUg, the Dental Cleaning, AND immunizations all at the same time while the patient is sedated)
 - Less cost for anesthesia
 - Less risk
 - Less stress for Patient and Parent
 - Less time off work for Parent
 - = happy patient, happy parent, happy doc, and happy insurance company

Awareness of Additional Resources

- Family Connections (parent & sibling support)
- CSHCN (formerly CRS)
- BabyNet (birth – 3 early intervention)
- TEFRA Medicaid Waiver (counts only child's income and resources for eligibility)
- SSI – (Supplemental Security Income)
- Protection & Advocacy – (legal advice)
- Recreational Activities – (we ALL need time to play)
- Respite Coops – (a MUST for all caregivers)
- Spiritual Support –(faith communities with special needs programs)

A contact with a face

- Parents have a contact person they know understands the special needs of their child without having to start from the beginning every time they need something
 - Advocacy letters to schools, insurance companies...
 - Forms for school or daycare
 - Out-of-State Referrals
 - Assistance obtaining needed equipment
 - Begin discussing end-of-life issues
 - Assist with/Attend IEP meetings for medically complex kiddos
 - And, sometimes, just to listen

Maintaining a Support Network

- Encouraging the parents/caregivers to seek **REGULAR** respite (RX for a monthly date)
- Making sure the family has some emotional support
- Helping families understand the grief process and different ways in which family members may cope
- Helping to maintain intact family units

Staff Education

- Identification of CYSHCN in EMR/Paper charts
- For Rare Diseases or Syndromes, a synopsis in patient's chart
- Resources Notebook
- Increases the comfort level of staff to care for CYSHCN

The Bottom Line

- Better Care!
- Better Outcomes!
- Less Time!
- Less Money!

A thought to leave you with.....

Speak to children as if they were the wisest, kindest, most beautiful and magical humans on earth, for what they believe they will become!