CollN to Advance Care for Children with Medical Complexity

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 - 669-900-6833 or 646-876-9923
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CMC CollN State Team Webinar #15 -

Real-world Strategies to Support Interprofessional Collaboration in the CMC CollN

Featuring: Family Voices National; NAC members Garey Noritz and Renee Turchi;

Teams CO & TX; Steve Fitton; IP Team

Monday, March 2, 2020 12:30pm to 2:00pm ET

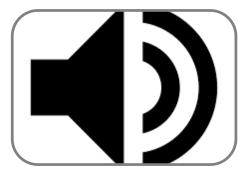
Boston University School of Social Work Center for Innovation in Social Work & Health This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number #UJ6MC31113: Health Care Delivery System Innovations for Children with Medical Complexity (\$2,700,000 annually). This information or content and conclusions are those of the authors and should not be construed as the official position or policy of, nor should any endorsement be inferred, by HRSA, HHS or the U.S. government. Anna Maria Padlan, HRSA/MCHB Project Officer



Welcome & Housekeeping



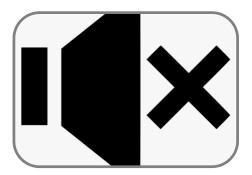
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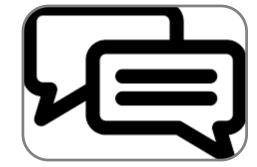
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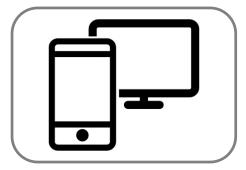
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button on your
handheld or press *6
to mute and *6 again
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Participation is essential

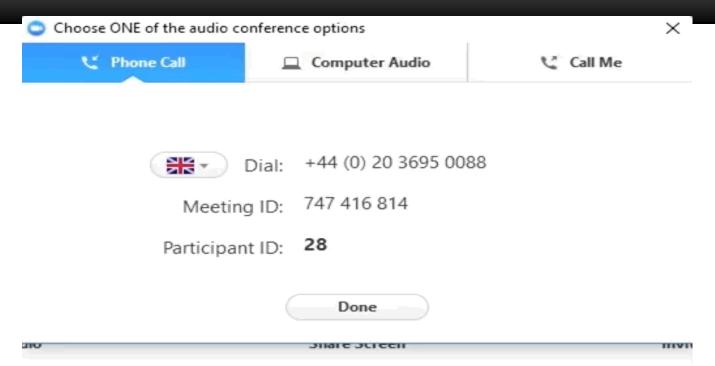


Send tech issues to Libbi via chat box and content questions to the whole group



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Agenda

Intro & Types of Interprofessional Collaboration in the CMC CollN

Meg and Bethlyn

FESAT Highlights from CMC CollN

> Cara and Mary Jo

FESAT Team CO Share Out & Group Share/Feedback

Team Colorado

Interprofessional Collaboration Team TX Share Out &Group Share/Feedback

Team Texas

Real-World Strategies for Progress

Renee, Garey, Steve Wrap-Up and Next Steps

Meg and Bethlyn



Project Updates

Getting the Word Out!

 AMCHP Conference is March 21st – 24th – many state teams and CollN faculty presenting about CollN work

Y2 Carryover & Y3 Funds

- Carryover has been approved, will be processed by BU
- Last round of the Y3 subcontracts are being processed

2020 Consultation Visits

- Consultation visits start in May for some states
- Your IP coach will be working with you soon to start planning for these visits



Interprofessional Collaboration: Families as Practitioners

FESAT Highlights from the CMC CollN

Cara Coleman, Mary Jo Paladino – Family Voices National



Themes Across the CMC CollN: 1st FESAT Assessment

Commitment

Written policy of family engagement

Transparency

- Support to understand working together and partnership role
- Support and information to participate

Representation

 Recruiting/working with diverse (race, ethnicity, geo etc.) families

Impact

 Including family and family leader input



FESAT Action Planning Across the CMC CollN

Transparency

- Understand each other, work together and refocus/brand
 - Activities/tools to: coalesce around issues, foster relevant participation and doing work together, and co-create

Representation

- Working on Diversity
 - TA/Consult with Glenn Gabbard

Impact

- Evaluation and data
 - Activities around preparing families to work with data
 - Measuring progress- quantitative and qualitative



Coordination Plus

A collaborative project between Children's Hospital Colorado and the Colorado Department of Public Health and Environment to advance the care of children with medical complexity.

Coll N (Collaborative Improvement and Innovation Network)



The FESAT process:

Family leader collaborative engagement within the Colorado CMC CollN

Team Colorado March 2, 2020



Process

1

Action Team Established

2

Action Team meeting to negotiate FESAT score & select strategies.

3

Action Team workgroup to draft potential activities & action plan.

4

Action Team workgroup to draft potential activities & action plan.



DOMAIN 1: Commitment	SCORE	
The organization has a written policy that requires family engagement in systems-level initiatives.	3	Commitment means that the
The organization has one or more champions of family engagement.	3	organization routinely
The organization reported how family leaders contributed to the work.	3	
The organization's budget includes funding for the family leaders' time or		engages family leaders in all
other costs they incur (for example, travel, childcare).	2	systems-level initiatives that
The organization provides adequate time for staff to make changes that result from family engagement (for example, educating staff about new		affect the policies and
policies).		programs that govern services
		for children, youth, and
		families
	2	

DOMAIN 3:		
Representation	SCORE	
Family leaders who collaborated in the initiative were representative of races and ethnicities of the population served by the initiative.	2	Donkoontotion oppuse whom
Family leaders who collaborated in the initiative were representative of cultures of the population served by the initiative.	2	Representation occurs when family leaders reflect the
Family leaders who collaborated in the initiative were representative of languages spoken by the population served by the initiative.	2	diversity of the community served by the organization.
Family leaders who collaborated in the initiative were representative of geographic area served by the initiative.	3	



Action Plan

	4		£		
†	Outcomes	Strategies	Target Dates		
2					
		Communicate need for change to Special Care			
3		Clinic staff in order to create awareness of the	May 2020		
4		benefits of family perspective and participation.			
5	-				
7		FESAT Action Team engages staff and families to			
9		develop value statement.	July 2020		
9					
10.		Demonstrate value and "what's in it for me" (WIIFM)			
11	A value statement regarding	and increase transparency by sharing data and	ongoing		
12	routinely and consistently engaging families in clinic design, change and improvement strategies is	strategies/interventions with special care clinic	51.9511.9		
13		staff & families.			
14		Increases knowledge of how to implement desired			
15		Increase knowledge of how to implement desired	October 2020		
16	implemented in Special Care	change	350.00233332		
17	Clinic.	Identify metrics to ensure and measure progress toward identified outcomes.	May 2020		
18					
19.			5.00		
20	Families and staff understand				
21	their roles and can participate	Provide mentoring and skill-building opportunities			
22	fully.	for Special Care Clinic Staff			
23					
24					
25 26		Provide mentoring and skill-building opportunities	May 2021		
27		for Special Care Clinic [cohort] families	Iviay 2021		
28					
29			L.		
30					
31		Disseminate Value Statement (internal/ external			
32		website)	October 2020		
33					



Next Steps

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Part									the same of the same of	munity-change-and-improvement/chre-principles-and-volues/m	
Part			* work with family leaders to develop talking coints		Shawnra Parket		March 2, 2020		Family Perspective Telling Points	an	
Part And Color from two quality and principle of a color from two			* Intentity and state minuset resources		Annie Goodner	Mary in Palarino	Anve 2020				
Part And Color from two quality and principle of a color from two			* develop communication plan		Angle Goodger	FESAT Team					
Part		FESAT Action Team engages staff and femilies to	* Action Team drafts value statement		Angle Goodger		June 2020	25			
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Question - group feedback

- 1. It's easy to continue to identify new projects how does your team quickly evaluate and prioritize. How do you keep your focus?
- 2. There's a temptation to wait for perfection and complete buy-in before trying something new. How do you encourage your teams to "just do it"?



State Team Pre-Work Questions

What has been your team's journey to date with recruiting and building interprofessional partners?

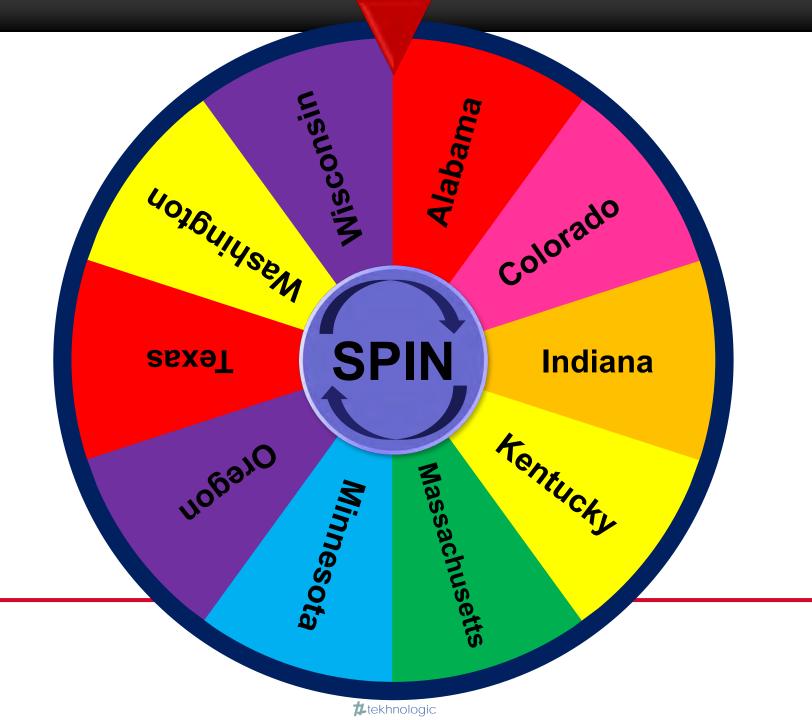
What challenges is your team currently grappling with in this regard?

What, if any, new partners or new level of partnership does your team need to engage for sustainability purposes?

What are your burning questions/challenges/dilemmas that you'd like to consider with the group to help move your work forward in a tangible way?



State Team
Share Out





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Diverse Interprofessional Collaborations

Towards Sustainability in the CMC CollN



Team Texas Interprofessional Collaboration Experience

Rahel Berhane



State Team Pre-Work Questions

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State Team
Share Out





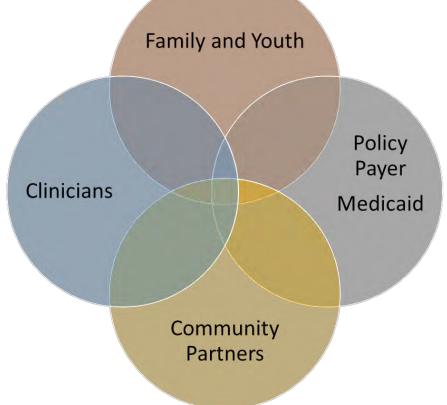
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Real-world Strategies for Progress

Renee Turchi, NAC Member Garey Noritz, NAC Member Steve Fitton, Medicaid Expert Consultant



Partnership in PA: Transition in Adult Oriented Systems



- Transition Policy Managed Care Operations Memorandum
- Inspired by family suggestion and experience
- Lasting policy change

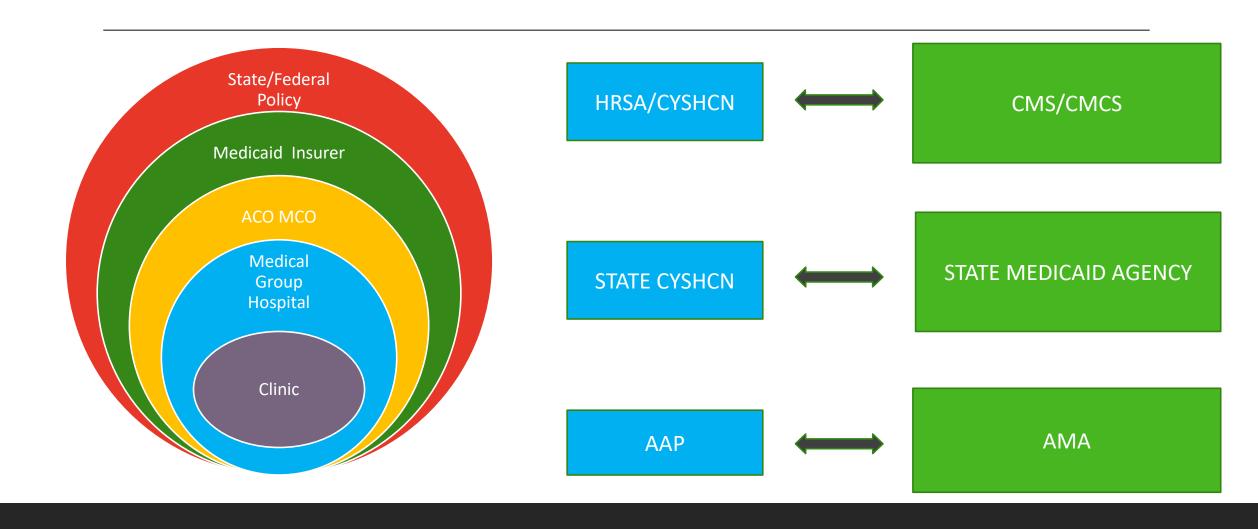
SUSTAINABILITY WHY IS IT SO HARD?

ESPECIALLY FOR SUCH IMPORTANT AND EFFECTIVE SERVICES FOR A VERY SPECIAL POPULATION OF CHILDREN AND THEIR FAMILIES

CLARITY

- 1. Children with medical complexity does not have a standard definition
- 2. These new "models of service delivery" are unique and evolving
- 3. It is difficult to differentiate the care coordination, plans of care, and medical homes that are a part of the CMC intervention models from those that are in the general domain

PROXIMITY TO POWER



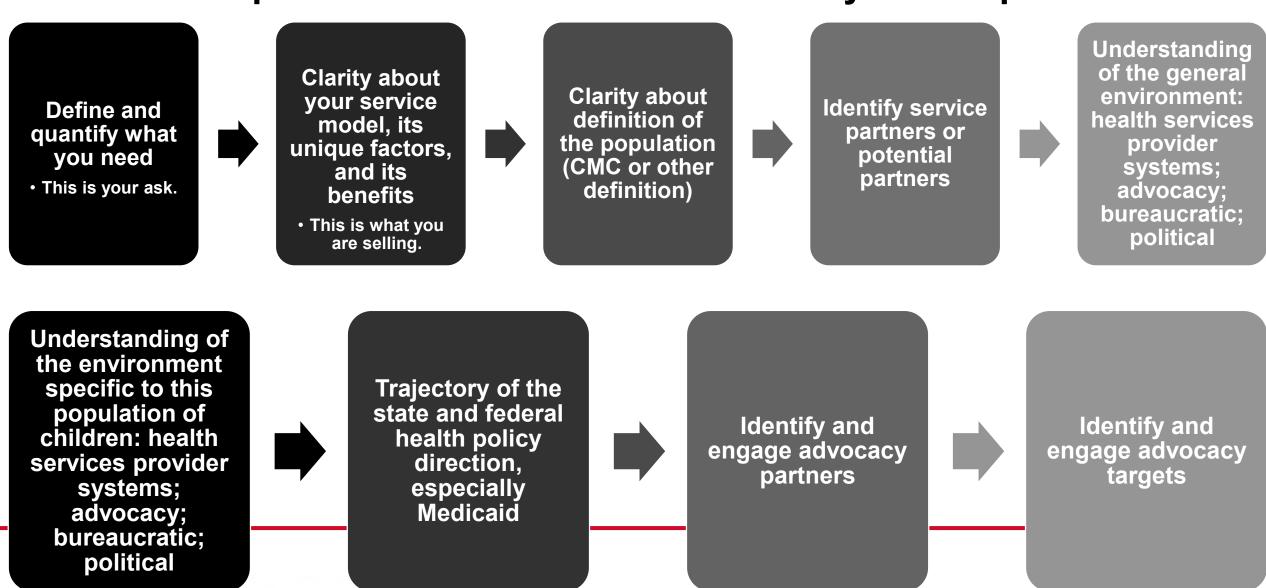
COSTS DOMINATE NATIONAL HEALTHCARE POLICY

- 1. National healthcare costs are nearly double those of other developed countries and have made health insurance a substantial financial burden for individuals and families.
- 2. National policy is focused on healthcare costs so it is a lens through which initiatives and innovations are viewed and shaped.
- 3. There is limited evidence of improved outcomes and positive return on investment for new models of service delivery to children with medical complexity.

DIFFICULTY IN FINDING EFFECTIVE PARTNERS

- 1. There are few similar "models of service delivery" to those developed by the CollN projects and other highly specialized clinics and other providers.
- 2. The institutions (e.g., hospitals) that are natural professional allies may have other priorities and baggage with key policy-makers.
- 3. Connection with potentially very effective advocates like Family Voices and other consumer organizations is not a typical partnership in approaching policymakers.

Conceptual Framework for Sustainability and Replication



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DISCUSSION

CollN to Advance Care for Children with Medical Complexity



Wrap-Up & Next Steps

Wrap Up & Next Steps

Next Steps



RSVP via email to Libbi by 3/13 for the 3/23 lunch at AMCHP



Wrap Up & Next Steps

Evaluation

https://www.surveymonkey.com/r/TTLVNJY



