



CoIN to Advance Care for Children with Medical Complexity

CMC CoIN State Team Webinar #16 – Adaptive Leadership and Resilience in the Face of COVID-19: The Way Forward

Featuring: Cara Coleman Family Voices National; Greg Randolph from Population Health Improvement Partners, Family Leaders from the CMC CoIN, and CMC CoIN State Teams

Thursday, May 21, 2020 1:00pm to 2:30pm ET

Boston University School of Social Work
Center for Innovation in Social Work & Health

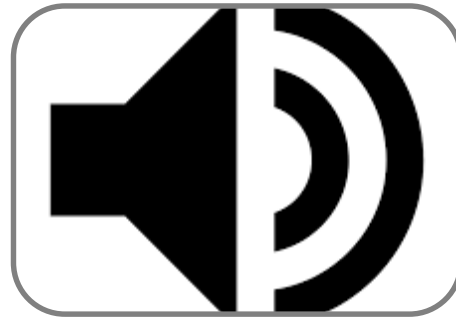
This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number #UJ6MC32737: *Health Care Delivery System Innovations for Children with Medical Complexity* (\$2,700,000 annually). This information or content 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



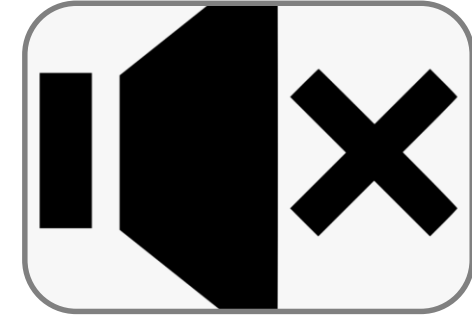
Webinar is being recorded



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Please do not put us on hold



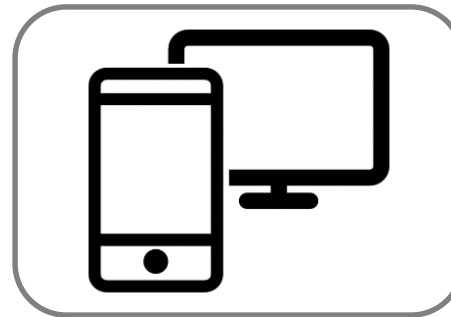
Mute your phone when not speaking - Press the "mute" button on your handheld or press *6 to mute and *6 again to unmute



Participation is essential

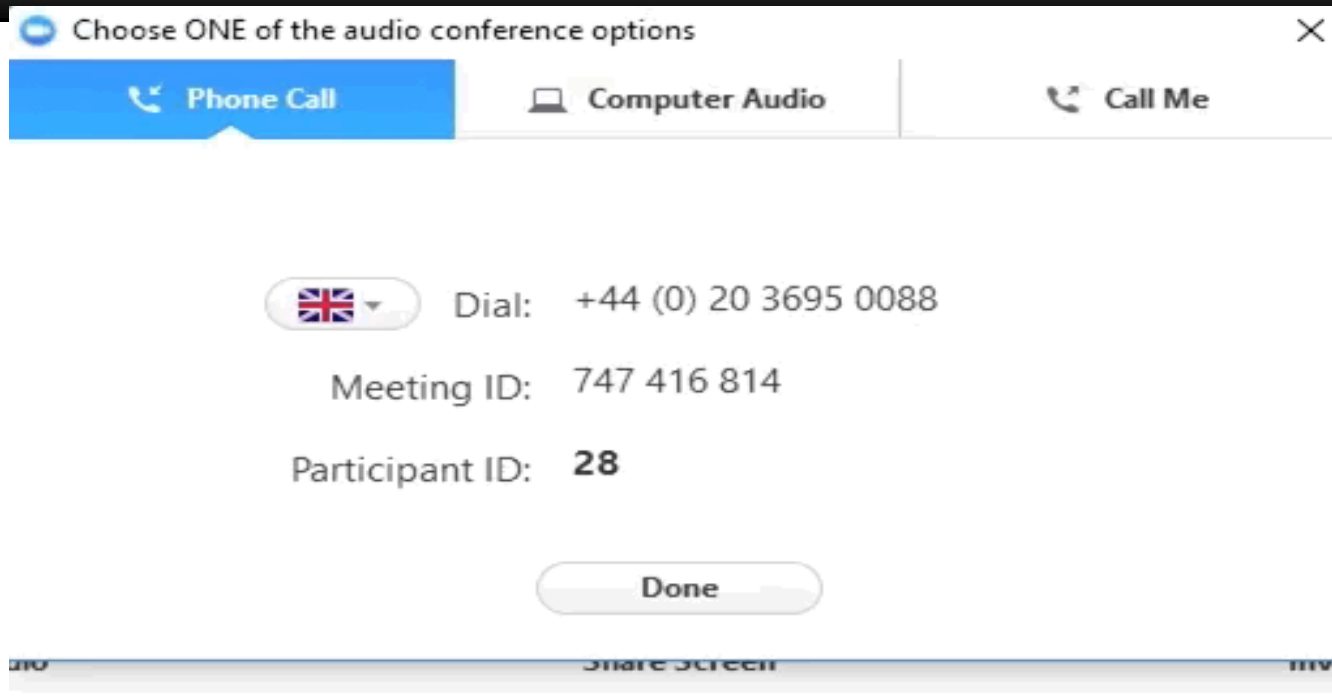


Send tech issues to Libbi via chat box and content questions to the whole group



Link your phone with your computer





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You can enter the Participant ID to bind your phone and computer session together by entering **#Participant ID#** on your phone.

Your participant ID usually pops up for easy access on the webinar platform, but you can find it under "join audio" if it does not.



Agenda

Quality Improvement Projects in A Public Crisis: Experience and Learnings

Greg

Discussion: Evaluating Impact of COVID-19 in the CMC CoIIN

CMC CoIIN State Team Discussion

Themes from CMC CoIIN Reports: What We Are Hearing

Meg and Bethlyn

Cara and CMC CoIIN Family Leaders

Building Resilience: How Can the CMC CoIIN Team Support State Teams?

CMC CoIIN State Team Discussion

Telehealth Innovations

CoIIN State Team Discussion

Wrap-Up and Next Steps

Meg and Bethlyn



Quality Improvement Projects in A Public Crisis: Experience and Learnings

Greg Randolph, Population Health Improvement Partners





Boston U
Center for

Reflections

- I see the same spirit and passion in your teams
 - You are adapting and pivoting for best possible outcomes
- Be on lookout for unexpected changes in your data
 - You may need to dig a little deeper (esp., qualitative data)
 - You may need to annotate some of your graphs
- Don't hesitate to call on us (BU/AAP/FV/PHIP) – we have your backs!



Q&A/Discussion

What are some of your ah-ha moments/learnings so far from working on CMC CoIN during Covid-19?

Anything unexpected in your data/data collection thus far?



Evaluation Brainstorming Discussion

What should the BU team be evaluating within the CMC CollN as we move forward related to COVID-19, and how?



Themes from CMC CoIN Reports: Team Perspective

- Emerging Needs
 - Contacting high risk families during times of no contact
 - Overwhelmed with resources
 - Evaluate telehealth from family perspective to inform policy
- Innovations
 - Alabama – curbside pickup for acknowledgment forms for survey completion
 - Washington – Family to Family Health Information Center Group Facebook Group
 - Indiana – state providing payment to family caregivers if paid support out for COVID-19



Themes from CMC CoIN Families: What We Are Hearing

Shortage of supplies or difficulty acquiring supplies

Respiratory equipment and supplies

Prescriptions

Disinfectant, gloves, PPE

Medical foods and formulas

In-home support concerns

Lack of access to in-home nursing and respite care

Families overwhelmed/exhausted trying to care for child without respite

NICU: many were planning on family members, friends help with CMC infant

Balancing work, caring for medically complex child, and home schooling

What happens when primary care giver becomes ill?

Themes from CMC CoIN Families: What We Are Hearing

Inability for child to be seen by medical providers

Telehealth helping but only works for MDs; nurses and other providers excluded

Concern over pent up demand for services once stay at home mandates are lifted

Language barriers

Lack of COVID information in other languages

Translation services more challenging via telehealth



Themes from CMC CoIN Families: What We Are Hearing

Stress and mental health concerns of parents/caregivers/families

Child behavioral health going unaddressed/cared for

Parents struggling to support

Safety in the home

Domestic abuse concerns

Child abuse/neglect concerns

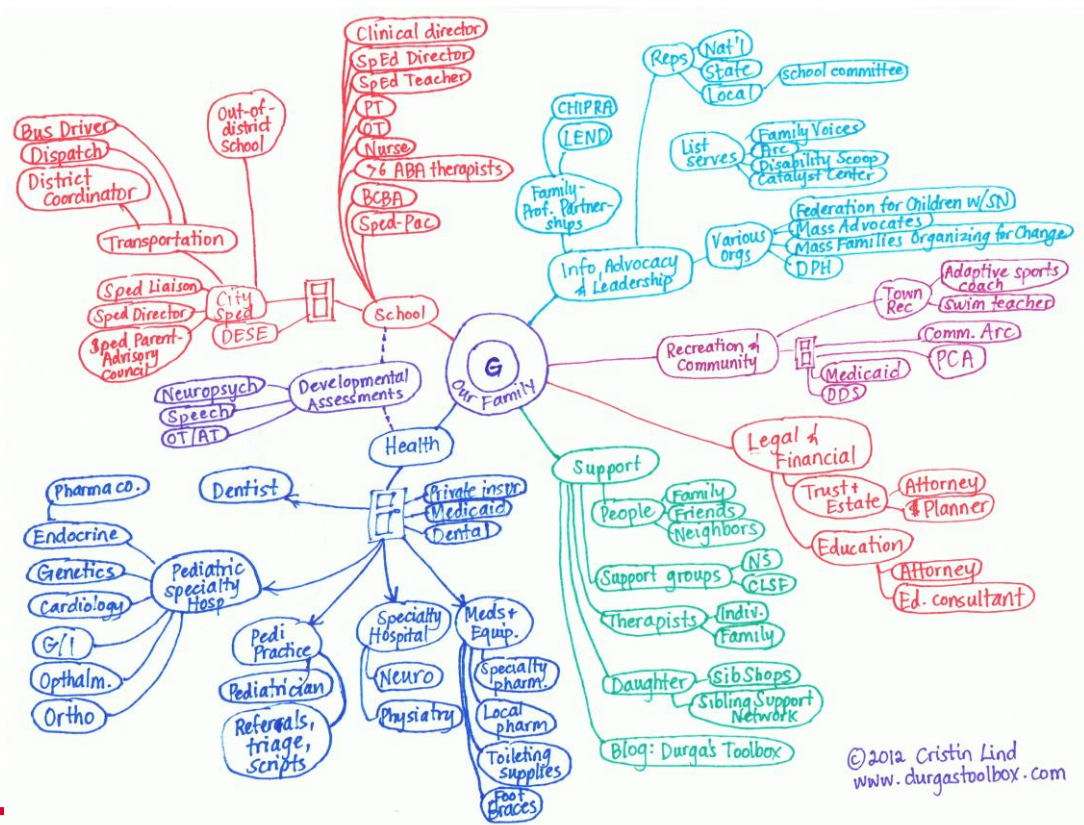
Financial concerns

Losing job and health insurance, navigating unemployment/stimulus

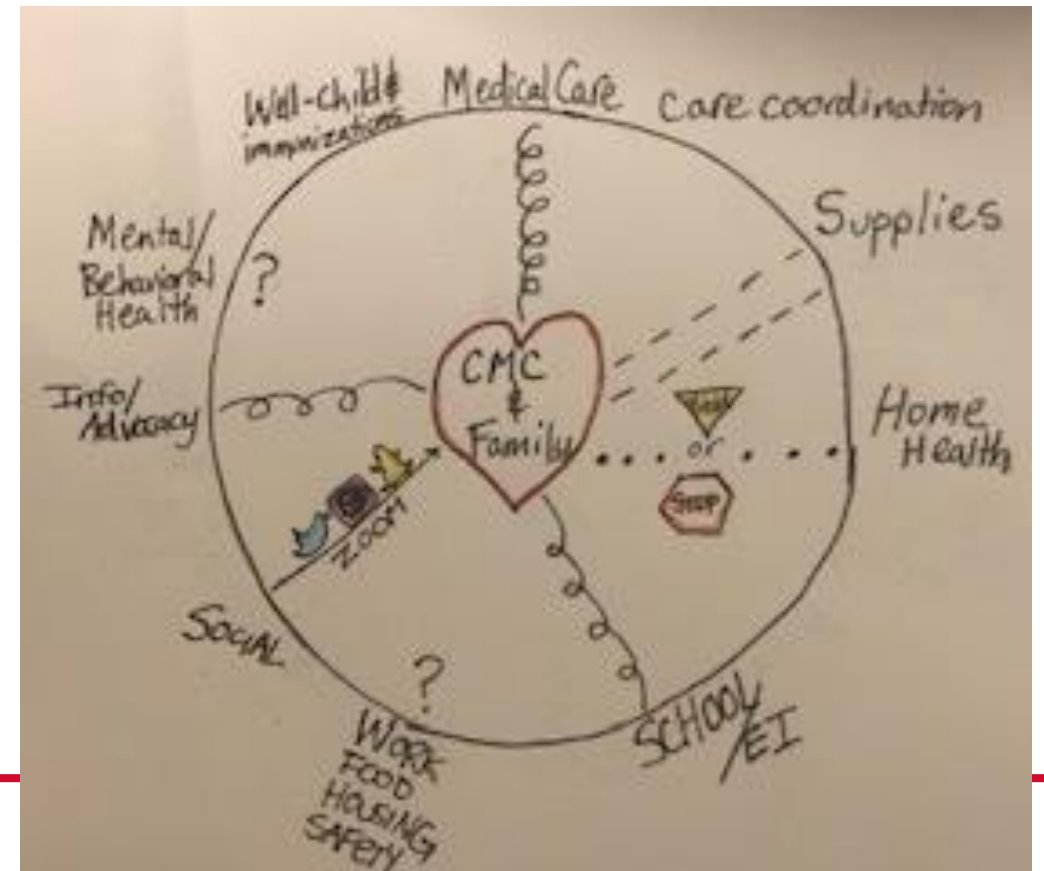
Parents who are essential workers losing work time/job because need to stay home to care for child

CMC Care Maps: Now and Then

Way back then... Pre-COVID 19



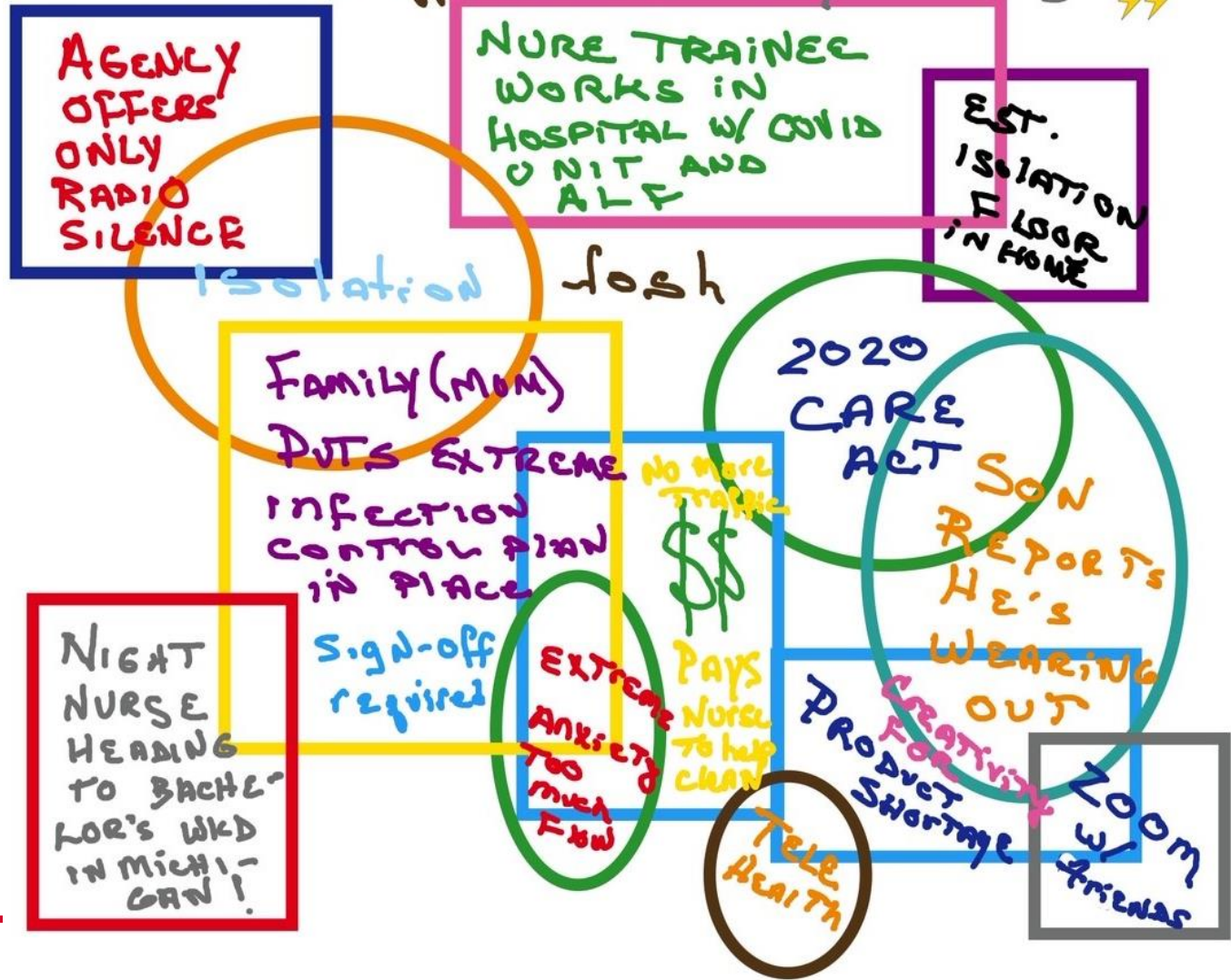
Now- smack dab in the middle of COVID-19



Pre-COVID Harris Family



Homecare After Covid-19 / ORGANIZED CHAOS ⚡



Questions from State Teams to Peers and Faculty

Family Partnership

- What is the most appropriate way to have contact/conversation with our CMC parents and patients? We have identified a significant barrier in connecting with our patient population.
- How are other sites are communicating COVID and social support resources to families? How are they evaluating virtual visit satisfaction?



Questions from State Teams to Peers and Faculty

Adapting

- How do we shift gears to measure something new?
- Should we be keeping a roster of what needs to be done to catch back up after all the standing visits got cancelled? There isn't a easily automated way to do this? Suggestions for best practices?

Measuring

- How do we measure what visits are still actually happening for children in our registries

Telehealth

- How are others addressing the expected widening of the gap related to social determinants of health regarding telehealth technology?



Building Resilience: How Can the CMC CollN Team Support State Teams?



Created by Humantech
from Noun Project

What is the top question you'd like to ask your peers and TA experts?



Created by Serhil Smimov
from Noun Project

What is the #1 aspect of resilience you'd like to build upon to support families in your role?



Created by Numero Uno
from Noun Project

What is a tangible adaptation or innovation in response to COVID-19 that shows promise, and in what way?



State Team Share Out



Next COVID-19 Pop-Up Webinar

What state team cross-sharing topic would you like to explore in the next pop-up webinar?





Wrap-Up & Next Steps



Project Updates

2020 Consultation Visits

- Consultation visits start in June for some states
- Your IP coach will be working with you to plan for these visits
- Family focus groups will take place at the consultation visits

COVID-19 Pop-Up Webinars

- Planning as needed based on the needs of state teams

ECHO

- Every other Wednesday 11:00am – 12:00pm ET

Telehealth Measurement Workgroup

- Will be forming in the next few weeks



Evaluation

<https://www.surveymonkey.com/r/C67Z5HP>

