



2019 Quality Improvement Projects Summit

*Advancing Family-Centered Care Coordination
for Children and Youth with Special Health
Care Needs using a Shared Plan of Care*



Children and Youth with Special Health Care Needs (CYSHCN) Program

A statewide network that offers support to families and works to ensure children and youth are identified early, receive high quality and integrated care

ABC for Health

Family Voices of Wisconsin

Five Regional Centers (CYSHCN)

Genetics Systems Integration Hub

Parent to Parent of Wisconsin

Nourishing Special Needs Network

Tribal Health Centers

Well Badger Resource Center

Women, Infants and Children (WIC)

Wisconsin Medical Home Initiative

Wisconsin Newborn Screening

Youth Health Transition Initiative



**Wisconsin Title V Children
and Youth with Special
Health Care Needs Program**

Priorities

1. Medical Home
2. Youth Health Transition
3. Family Leadership





Overview of the Day

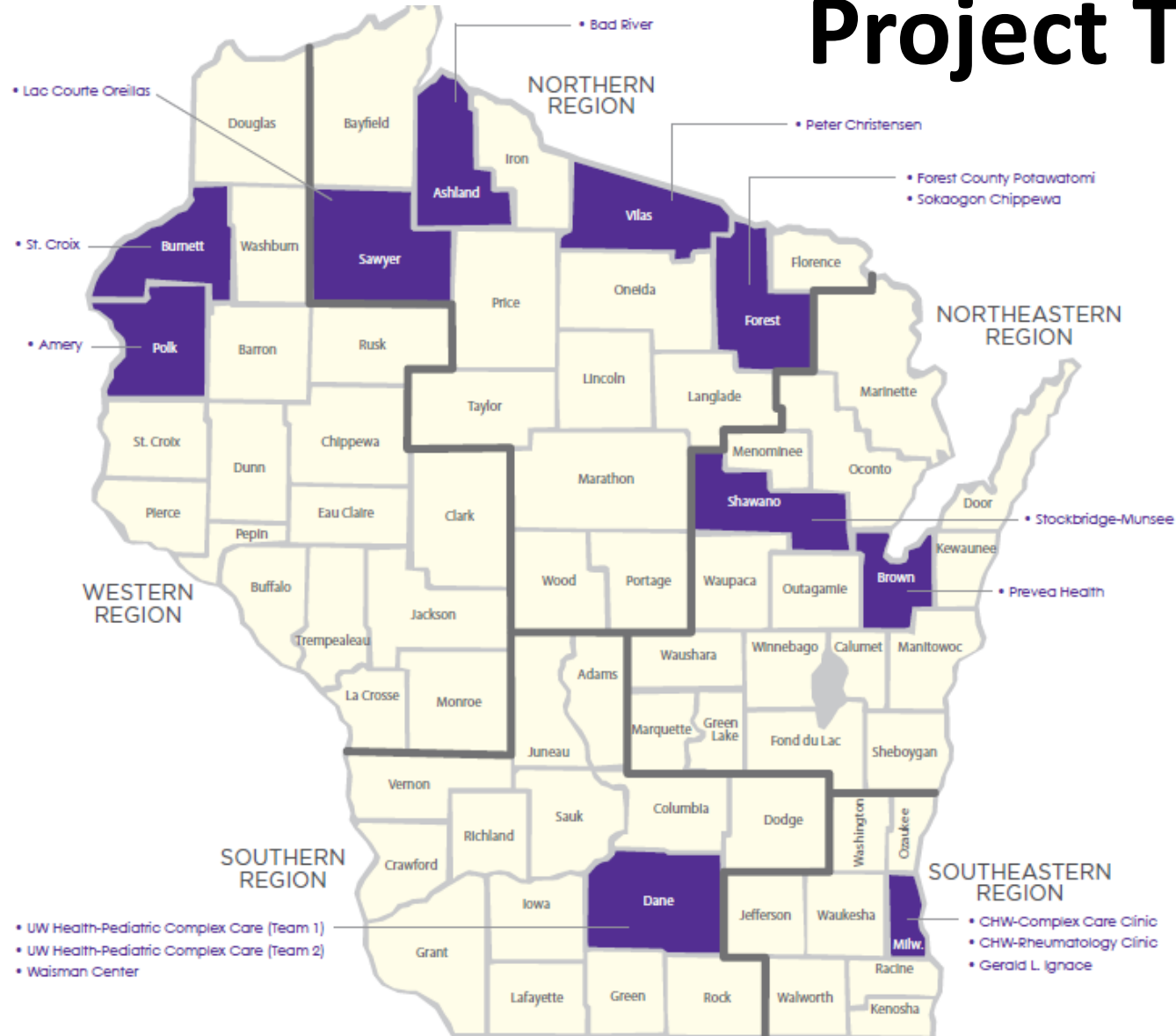
9-10:15 am	Rebecca Baum, MD
10:15-10:30 am	Break
10:30-11:15 am	Focus Area Breakout Sessions
11:25-12:15 pm	Rebecca Baum, MD
12:15-1:00 pm	Lunch
1:00-1:55 pm	Family and Youth Engagement
2:00-2:45 pm	Learning Communities and QI
2:45-3:00 pm	Wrap Up and Next Steps





Project Teams

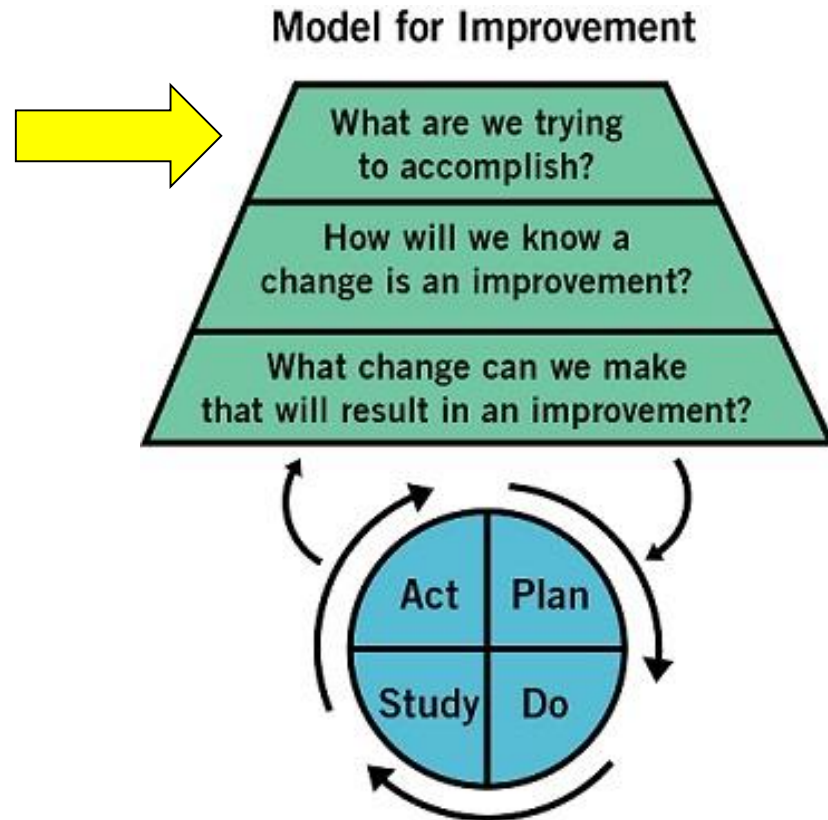
(15 teams)





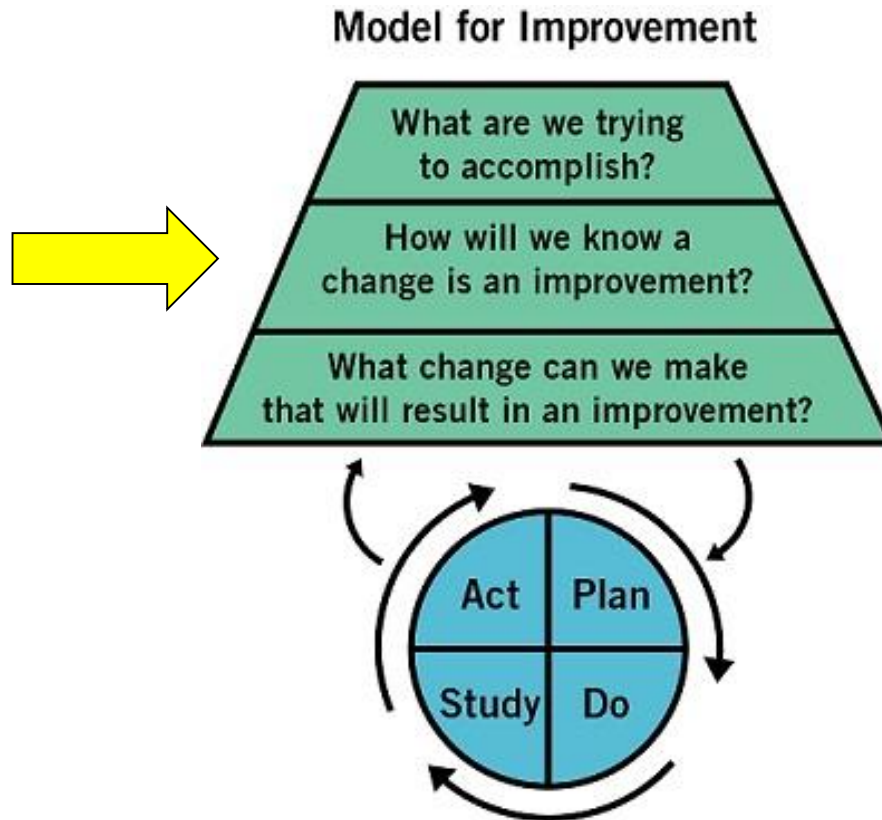
Aim

By December 31, 2019,
85% of families will
agree/strongly agree
that the SPoC helps
ensure more their
child's needs are met.





Measures





Family of Measures

MEASURE

GOAL

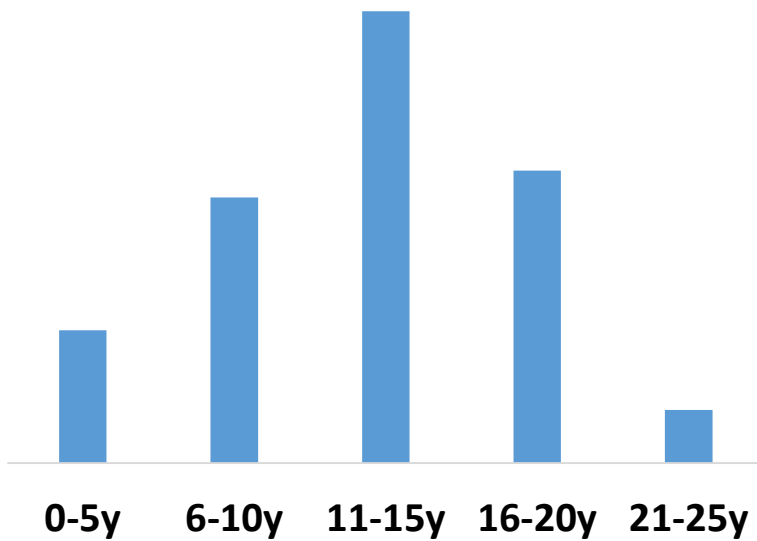
1. Families agree/strongly agree SPoC helps ensure more of their child's needs are met 85%
2. Care team meetings including family member 75%
3. Families agree/strongly agree that SPoC helps them tell other service providers (schools, child care providers) about their child's needs 60%
4. Teams neutral/disagree/strongly disagree use of SPoC helps their team communicate more efficiently <20%



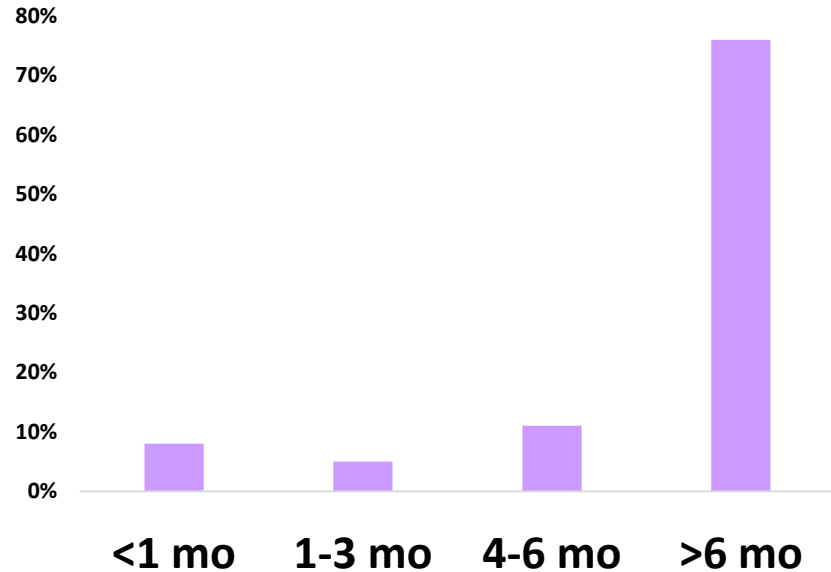


Q1 Family Survey (n=45)

Child's Age (n=45)

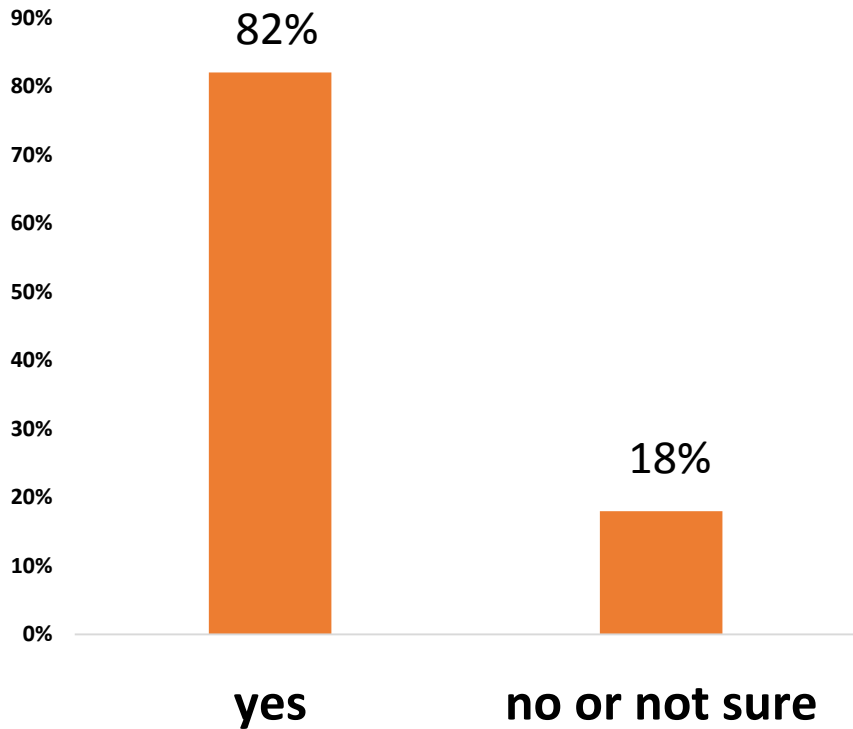


Duration of SPoC (n=37)





Does my child have a SPoC?



- **92%** agreed/strongly agreed helped in developing child's SPoC
- **96%** agreed/strongly agreed likes and dislikes as to how child is cared for included
- **97%** access to SPoC (all have paper, some online)





MEASURE

GOAL

Q1

1. Families agree/strongly agree SPoC helps ensure more of their child's needs are met

85%

79%

2. Care team meetings including family member

75%

3. Families agree/strongly agree that SPoC helps them tell other service providers (schools, child care providers) about their child's needs

60%

4. Teams neutral/disagree/strongly disagree use of SPoC helps their team communicate more efficiently

<20%





MEASURE

GOAL

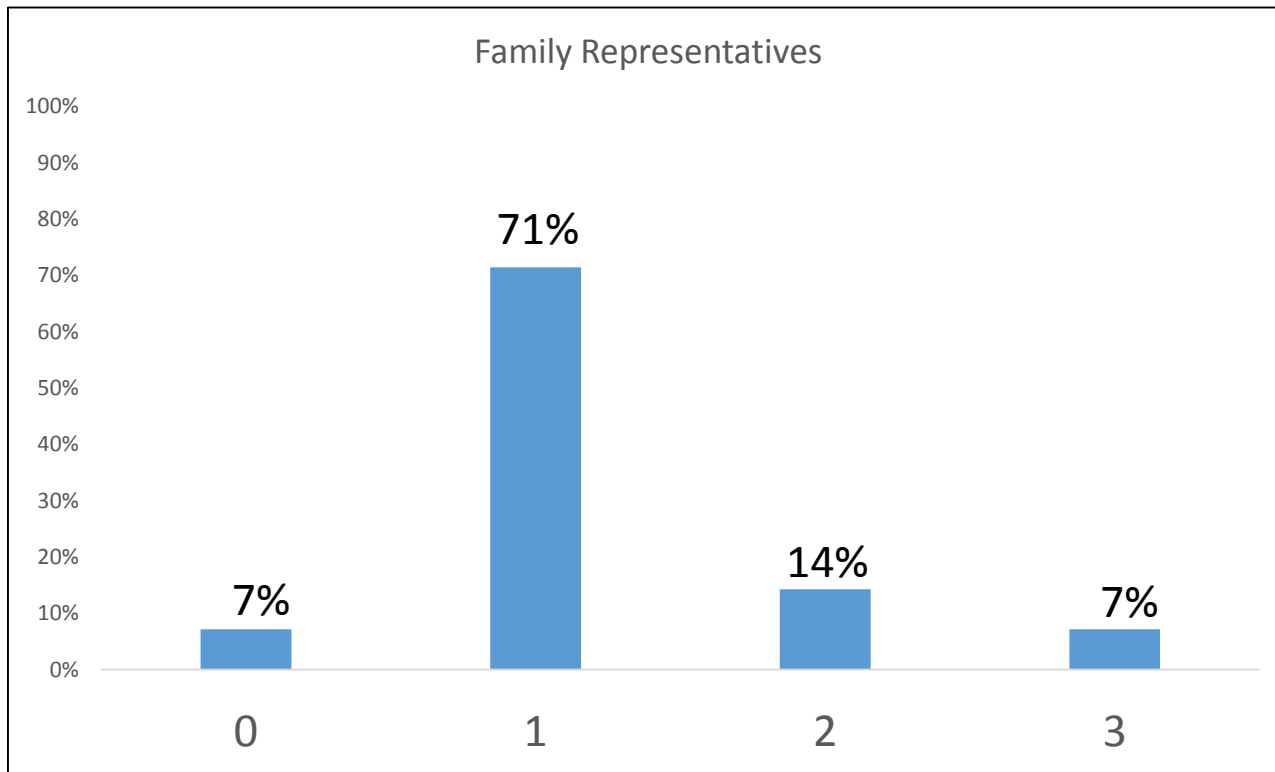
Q1

- | | | | |
|----|---|------|-----|
| 1. | Families agree/strongly agree SPoC helps ensure more of their child's needs are met | 85% | 79% |
| 2. | Care team meetings including family member | 75% | 41% |
| 3. | Families agree/strongly agree that SPoC helps them tell other service providers (schools, child care providers) about their child's needs | 60% | |
| 4. | Teams neutral/disagree/strongly disagree use of SPoC helps their team communicate more efficiently | <20% | |





Family Representative on QI Team





MEASURE

GOAL

Q1

- | | | | |
|----|---|------|------------|
| 1. | Families agree/strongly agree SPoC helps ensure more of their child's needs are met | 85% | 79% |
| 2. | Care team meetings including family member | 75% | 41% |
| 3. | Families agree/strongly agree that SPoC helps them tell other service providers (schools, child care providers) about their child's needs | 60% | 71% |
| 4. | Teams neutral/disagree/strongly disagree use of SPoC helps their team communicate more efficiently | <20% | |





MEASURE

GOAL

Q1

1.	Families agree/strongly agree SPoC helps ensure more of their child's needs are met	85%	79%
2.	Care team meetings including family member	75%	41%
3.	Families agree/strongly agree that SPoC helps them tell other service providers (schools, child care providers) about their child's needs	60%	71%
4.	Teams neutral/disagree/strongly disagree use of SPoC helps their team communicate more efficiently	<20%	7%





Care Teams say....

Our SPoC helps to **communicate with numerous health care providers** for children with medical complexities.

It has allowed us an avenue to **develop and address family goals.**

Care plans make us more **cognizant of how a child is doing overall.**





Why we do what we do...





Families say....

It **feels empowering** to have a plan, as a family. To take note of issues that my daughter is experiencing, but to have help to make a plan to make things better.

The shared plan has **helped us to work together** to best manage our daughter's care and pro-long her quality of life!

Help manage medication plan, IEP at school, therapy and try to **help him heal** from past trauma and emotional breakdowns.





Coordinating Care in an Uncoordinated World

Rebecca Baum, MD
Nationwide Children's Hospital

