

Getting the Family out From Under: Care Coordination in a Family- Centered System of Care

Deborah Allen, ScD
Kathleen Ryan



Agenda

- Medical home care coordination
- State care coordination infrastructure
- Paying for care coordination
- Care coordination in context

Findings of CCWG

- Lots of models out there
- Hard to discern real differences
- Our model should be
 - Comprehensive
 - Defined as a family service
 - Housed in medical home
 - BUT tied directly to broader system
 - Staffed by people with
 - Knowledge of system
 - Problem solving skills
 - Comfort with medical issues and needs Professional training in any of a range of areas
 - NOT necessarily nurses

Work group definition

Medical home care coordination:

- Is central to an effective system of care
- Is available to families on an ongoing basis
- Engages family in creation of plan of care
- Support the central role of family
- Responds to and support family strengths as well as needs
- Seeks to enhance family capacity to meet challenges

Outcomes of care coordination

- Child satisfaction, well-being, autonomy
- Family satisfaction, well-being
- Provider satisfaction and capacity
- Effectiveness and efficiency of systems

Broad principles for a care coordination system

- A. Accessible
- B. Individualized
- C. Allied with family in its interactions with broader community
- D. Focused on systems change as well as family support

Process of care coordination

- Community environmental scan
- Child screening and identification
- Family needs assessment
- Collaborative development of IFSP
- Implementation and monitoring of plan
- Review and revision of plan
- Feedback to and engagement with community systems

Parameters of a statewide system

- Structure
 - Medical home
 - Vendors
 - State
- Operational components
 - Enrollment and service
 - Planning, systems development and oversight
 - Management and financing

Assuring access and quality

- Standards for care coordinators
 - Certification process
 - Benchmarks for service delivery
 - Client satisfaction
- Standards for vendors
 - Certification process
 - DPH oversight
- Performance standards for DPH

Financing

- How the system is funded
- How the system pays for services
- How much \$\$\$ are we talking about

System organization and financing

