

Promising Practices

Presentation to Massachusetts Consortium
Children with Special Health Care Needs
June 3, 2004

Agenda

- ❖ Brief Overview of Harvard Pilgrim Health Care
- ❖ Describe Quality Improvement Efforts
- ❖ Review Children with Special Health Care Initiative
 - Attention Deficit Hyperactivity Disorder project
 - Identification of need for input
 - Describe review process for educational materials
- ❖ Discuss Benefits of Collaboration
- ❖ Outcomes and Next Steps

Harvard Pilgrim Health Care

- ❖ Health plan with about 786,000 members in Massachusetts, New Hampshire, Maine, and Rhode Island
- ❖ Mission is to improve the health of the people we serve, and the health of society
- ❖ Member of Alliance for Health Care Improvement (ACHI) - a collaboration of five Massachusetts not-for-profit health plans which promotes coordination on quality initiatives
- ❖ Harvard Pilgrim actively participates on several consortium committees: Family Participation and Care Coordination

Clinical Programs

Department focuses on the development of clinical quality programs

- ❖ Provide educational support tools to members
- ❖ Deliver actionable information and tools to clinicians

Wellness and Prevention Programs

- ❖ Worksite Programs
- ❖ Women's Health
- ❖ Smoking Cessation
- ❖ Adult and Pediatric Immunization Program
- ❖ Patient Safety: Reduction in Medication Errors

Disease Management Programs

- ❖ Diabetes
- ❖ Asthma
- ❖ Heart Disease
- ❖ Children with Special Health Care Needs

Children with Special Health Care Needs Team

- ❖ Reviewed CAHPS® - Consumer Assessment of Health Plans-children with chronic conditions survey which indicated opportunity to improve written materials

- ❖ Narrowed topic area to Attention Deficit Hyperactivity Disorder as area of focus

- Several provider groups working on quality improvement activities
- Potential future measure for The Health Plan Employer Data and Information Set Measure (HEDIS®)
 - Performance standards for health plans that employers can use as a guide to compare health plans
 - Developed by the National Committee for Quality Assurance

- ❖ Benchmarking with experts and provider groups

- NICHQ
- Value Options

- ❖ Elicited family and clinician review of patient/family educational booklet

Value Options- ADHD Initiative

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Educational Prevention Programs for Harvard Pilgrim Members

Your Child and You - ADHD: This is a free stress management education program. It was designed for parents of children ages 0-12 with ADHD. Research has shown that parents raising one or more children with ADHD often have a very hard time dealing with stress. Stress may get so bad that it causes trouble in their work or family life. Or they may become anxious and have problems with eating or sleeping. The goals of this program are to help parents of children with ADHD to learn to lower their levels of stress and to reduce their risk of having serious problems with stress. This is done partly by helping parents to feel better about their ability to help their children to learn new ways of behaving. We believe that this can also help lower the risk that children with ADHD will have other problems such as depression or substance abuse. Parents also learn that it is important to have their other natural children screened for ADHD, since the disorder tends to run in families. The program uses a free educational "workbook" filled with material and exercises to help you learn more about learning to cope with a child or children with ADHD.

Major Depression and Antidepressant Treatment: This free program is designed to help adults with Major Depression to know more about the disorder and its effective treatment. For those who take medication for depression, a major part of the program involves helping them to learn about the importance of taking the medications exactly as prescribed and about what to do about "side effects". The program is not a replacement for treatment with a doctor and/or mental health therapist, but is meant to help people to know more about how to practice good self-care when they have depression. The program uses a free educational "workbook" filled with material and exercises to help you learn more about the effective treatment of depression.

If you think you or your family could be helped by one of these programs, we strongly encourage you to call us at 1-800-872-8592 to sign up.

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Attention-Deficit/ Hyperactivity Disorder: Your Child and You

A Workbook For Parents



Attention Deficit Hyperactivity Disorder



DEPARTMENT OF HEALTH AND HUMAN SERVICES • NATIONAL INSTITUTES OF HEALTH

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OF CHILD HEALTH



What is Attention Deficit Hyperactivity Disorder (ADHD)?

You and your child are not alone. Three to five percent of school kids have ADHD. Kids with ADHD may be unable to sit still or finish tasks. They may be unable to plan ahead or be fully aware of what's going on around them. Sometimes, to their families and classmates they seem to have jumbled or frantic activity. At other times they seem fine. The disorder can disrupt their daily life and lessen self-confidence. It can even harm the child's relationships with others.

Your child may:

- Run around a lot
- Do poorly in school
- Be easily distracted
- Do the opposite of what he/she is told
- Fail to follow through on parents' requests
- Have a hard time with relationships at school or home
- Not be able to complete school work
- Have a hard time following rules
- Make careless, hasty errors
- Have problems sitting still

There are two phases of ADHD treatment.

Phase 1: Seeking Treatment

You may seek treatment for your child because you, your child's doctor, teacher, or school counselor thinks he or she may need help. In this first phase of treatment, the clinician will assess if your child has symptoms of ADHD and what treatment will help your child feel and function better. You will be asked about your child's behavior and ability to concentrate both at home and at school. The clinician may or may not use psychological testing to assist in making decisions about the care of your child. If you agree, you may be asked to keep records of your child's behavior. You may be asked to ask your child's teacher to keep records too. Some children will receive formal therapy to help with behaviors and feelings. This therapy should include you as parent and/or other members of your family.

In addition, your doctor will examine your child and may prescribe medications if symptoms are moderate or severe. If your child suffers from other conditions, either medical or behavioral, the clinician treating your child's ADHD will coordinate with other clinicians involved in his/her treatment as needed.

Your child's clinician should share results of their exam and coordinate treatment plans with teachers and counselors so the school can be helpful to your child. They should give you information about ADHD that will help you to understand and react differently to your child's behavior. They may also refer you to organized parent support groups. *See the section Resources for Parents below.*

Phase 2: Preserving and Building Upon Progress

The goal of treatment in phase two is to preserve and build upon progress made during phase one. From time to time, you and your child will return to your clinician. During these visits you and your clinician will review your child's behavior and medications. The clinician will ask about you, your child's school performance and behavior, and your family. After listening to you and examining your child, the clinician may continue current treatment, make changes in medication, or suggest other helpful support.

Will My Child Have to Take Medicine?

If your child's diagnosis is ADHD, medication will be helpful in the treatment of the condition. By working together, you and your doctor will make the best choice of medicine for your child. When your child takes the medicine, he/she may start to feel or behave better right away. Some medications, however, may take 4-6 weeks to reach their full potential. Taking medicine is not always easy. Sometimes your child may not want to take it. When your child takes his or her medicine, he/she has a better chance to manage the symptoms of ADHD. **Sometimes it takes more than one kind of medicine.** Even when your child takes his/her medicine, their

Review of ADHD Parent Workbook

- ❖ Received comprehensive and insightful comments
- ❖ Served as a framework for evaluating document
- ❖ Gave the process credibility and ensured a comprehensive review by parents
- ❖ Perspective and comments made by reviewers will be considered with future decisions

Outcomes and Next Steps

- ❖ Retiring booklet
- ❖ Meeting with Pediatricians and Mental Health providers to confirm choice of written materials
- ❖ Finalizing new booklet for distribution by September 2004
- ❖ Post updated information on Harvard Pilgrim website