



Families Partnering with Providers The Nashaway Pediatrics Experience

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Promising Practices: Family-Professional Collaborations that Promote
Improvement in Services for Children with Special Health Care Needs
Massachusetts Consortium, June 3, 2004

Nashaway Pediatrics

- Community-based
 - Part of UMass Memorial Healthcare, Department of Pediatrics
 - 5 FTE MD, 1 FTE NP, 2.7 FTE RN, 2.0 FTE MA, 4.9 FTE Clerical
 - > 6,500 Patients
 - > 30% CSHCN
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Definition of Medical Home

Care that is:

- Accessible
 - Family- centered
 - Comprehensive
 - Continuous
 - Coordinated
 - Compassionate
 - Culturally- effective
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GAPS Project

- Guiding Appropriate Pediatric Services for children with special health care needs and their families
 - Began in 1991 as a research project
 - Facilitate coordinated, family-centered care in community primary care pediatric settings
 - Enhance communication and mutual collaboration between the primary care provider and the families
 - Facilitate family involvement by participation in a Parent Advisory Group (PAG)
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Family and Provider Collaboration – Challenges

- Agenda or concerns of the parents may not always match those of the physician
 - Time involvement – both in the office and on the phone
-

Family and Provider Collaboration

- Benefits

- Better communication between the primary care providers and the parent/families of special needs children
 - Improved satisfaction on the part of both the physicians and the families
 - Improved patient care
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The Parent Advisory Group

An important component of Medical Home

- Long history. Est. 1991 as part of a research project. It's value was recognized early on by office staff.
 - Within last few years has evolved into a working PAG.
 - True parent professional partnership at the practice level.
 - Feedback.
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The Roles of the Nashaway Pediatrics PAG

- Parent Advisory Group
 - Identify strengths and weaknesses of the service delivery
 - Provide means for families to express satisfaction and concerns
 - Keep practice informed about supports, resources, and opportunities in the community
 - On-going educational programming for families and staff
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Parent Advisory Group (P.A.G.)

- Coordinated I.E.P. Workshop; for public featuring a speaker from The Federation of Children with Special Needs.
- Flyer for open house
- Parents feel part of the process.
- Resource Bulletin board
- Still seeking new ways to make the board accessible to those who are hesitant or in denial.
- Currently drafting an info sheet that will be placed in each examining room.
- Recall notices have a place in the office so all can see.
- Everything has a place!

STERLING'S NASHAWAY PEDIATRICS PARENT ADVISORY GROUP (PAG)
AND
THE WACHUSETT REGIONAL SCHOOL DISTRICT

Are co-sponsoring an

I.E.P. WORKSHOP

Given by the Federation for Children with Special Needs (FCSN)

- *Is your child on an Individualized Education Plan but you would like to know more?
- *Do you think your child should be receiving Special Education services but you don't know how to start?
- *This workshop could prove invaluable to you!

This informative FREE workshop is open to the Wachusett District and all surrounding towns!

Location: Sterling's Chocksett Middle School Auditorium
Date: Wednesday October 9, 2002
Time: 7-9pm

The workshop will end with a Q&A discussion period that will include:

Dr. Richard Antonelli: -Moderator- Pediatrician with Nashaway Pediatrics
Phil Campbell: WRSD's Director of Student Information Services and SPED Administrator
Lincoln Waterhouse: WRSD's SPED Program Facilitator
Mary Loughlin: parent and staff member from the Federation for Children with Special Needs

Handouts will be provided so please register with:
Paula Easley of PAG (978-422-3444 /email paulae@attbi.com) or call for directions...

A Parent's Guide to Special Education



A JOINT PUBLICATION OF
The Federation for Children with Special Needs and
The Massachusetts Department of Education



om



EARLY INTERVENTION

INFORMATION FOR PARENTS OF CHILDREN WITH SPECIAL NEEDS

Need more information call us at 800-368-5878

INFORMATION LINE

SUPPORT AND SERVICES FOR PARENTS

A large, light blue bulletin board is densely packed with numerous informational brochures and flyers. The items are organized into several rows. The top row features four large white headers with blue text: 'EARLY INTERVENTION', 'INFORMATION FOR PARENTS OF CHILDREN WITH SPECIAL NEEDS', 'INFORMATION LINE', and 'SUPPORT AND SERVICES FOR PARENTS'. Below these headers, the board is filled with a variety of smaller documents, including brochures with colorful covers (one prominently features the word 'PAPER' in green), informational sheets with text and diagrams, and some with photographs of children. The brochures appear to cover topics related to early childhood development, special needs, and parental support services.

Additional notices and documents posted on the wall to the right of the main bulletin board.

Pre Visit Surveys

- Idea brought up May 2002.
 - Survey drafted Summer 2002.
 - Discussions of what types of questions should be included. What would be helpful
 - Several rough drafts were done.
 - Placed in several areas of waiting room and in each exam room March 2003.
 - Option was given to families to place in file or not.
 - Gets families to think systemically.
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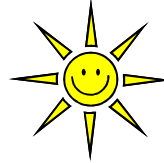
NASHAWAY PEDIATRICS – CHILDREN’S PRE-VISIT SURVEY*



As you wait to see the pediatrician or nurse practitioner today, you may fill out this paper. You may also choose to share it with us. The grown-up who came with you today can help you answer the questions.

Name: _____ Birth Date: _____

What I like about myself



- | | |
|-------------------------------------|---|
| <input type="checkbox"/> How I look | <input type="checkbox"/> My School Work |
| <input type="checkbox"/> My Family | <input type="checkbox"/> My Body’s Height |
| <input type="checkbox"/> My Friends | <input type="checkbox"/> My Body’s Weight |

Other things I am good at _____

Things I might worry about



- | | |
|-------------------------------------|---|
| <input type="checkbox"/> How I look | <input type="checkbox"/> My School Work |
| <input type="checkbox"/> My Family | <input type="checkbox"/> My Body’s Height |
| <input type="checkbox"/> My Friends | <input type="checkbox"/> My Body’s Weight |

Other things I might worry about _____

I wish I were better at _____

If you would like, please use the back of this paper to draw a picture of yourself doing anything you choose.



Nashaway Pediatrics Pre-Visit Survey*

This survey is to be used as a tool to help you organize your thoughts concerning your child(ren) and family. Completing it will enable our practice to assist you with any needs or concerns. Completion of the form is voluntary and you may decide if you wish to have it placed in your child's record, or you may take it with you.

Child's Name: _____ Date of Birth: _____

1. During the past 6 months, how much of the time did you worry about your child's health?

- none of the time most of the time
 a little of the time all of the time

2. Do you have any concerns about the following issues for your child ?

- development differing peers being independent
 ability to learn self-care issues
 falling behind in school the future
 sleeping making/keeping friends
 loneliness participation in activities
 behavior self-esteem
 substance use or abuse eating or diet concerns
 other(s) sibling issues

3. Of the above concerns, which are the two most on your mind today ?

a. _____

b. _____

“Never doubt that a small group of thoughtful and committed people can change the world. Indeed, it is the only thing that ever has.”

Margaret Mead
