

# Rhode Island Pediatric Practice Enhancement Project (PPEP)

Medical Home Enhancement  
Through  
Parent Professional Partnership



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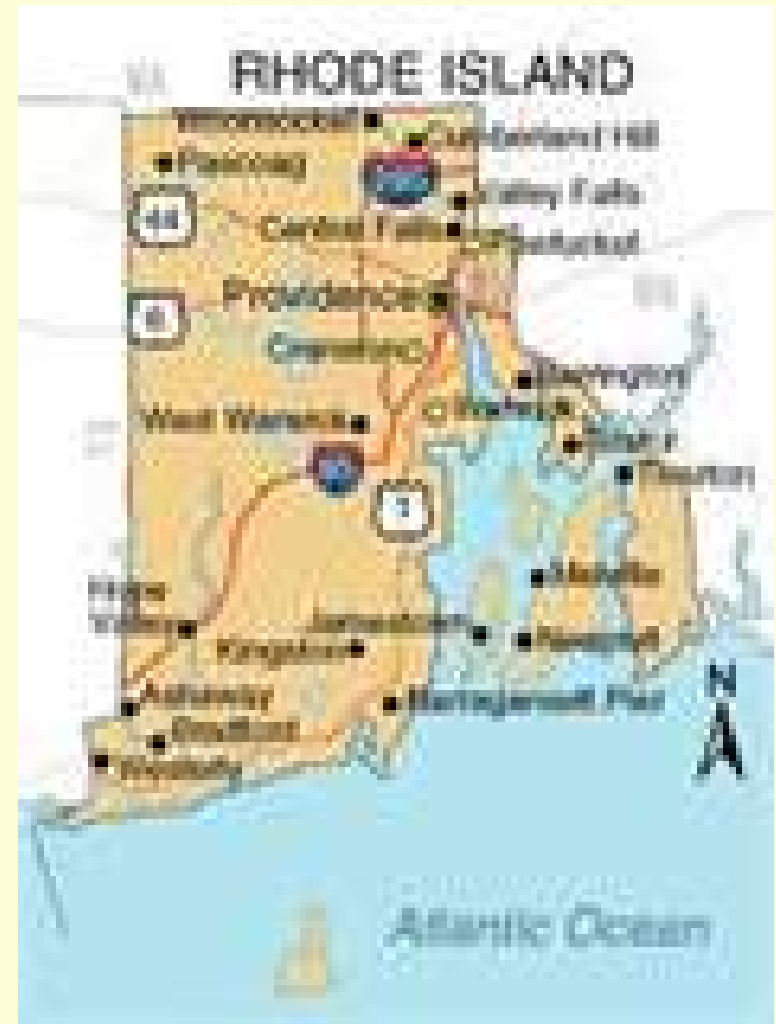
Presented to the Massachusetts Consortium for Children with  
Special Health Care Needs, June 14, 2007



# Pediatric Practice Enhancement Project

## Rhode Island at a Glance:

- **Small Area**  
1,214 sq miles
- **Small Population**  
1,076,189 est., 2005





## Pediatric Practice Enhancement Project

### Health Care in Rhode Island at a Glance

- **Universal Newborn Screening**
- **Hospitals and Specialty Services**
- **Comprehensive Medicaid Program**
- **3 Major Health Plans**
  - **Rlte Care/Rlte Share**



## Pediatric Practice Enhancement Project

### Health Care in Rhode Island at a Glance

- High Rates of Insured Children
- Medical Home Model
- Medical Care for CYSHCNs
- CEDARR Family Centers



# Pediatric Practice Enhancement Project

## Title V Needs Assessment

- **Physician and Family Concerns**
- **Problems in Access to Care (CYSHCN)**
- **Disconnect between Health Care and Community Social Services**
- **Difficult to Navigate Community-Based Service and Support Systems**



## Pediatric Practice Enhancement Project

### Partners Develop Program to Bridge the Gap

- **The RI Departments of Health and Human Services developed a model to Bridge Physician Practices, Community Programs and Resources**
- **Based on the State's Successful Early Intervention Program Model, the Project would utilize Parents and Family Members of CYSHCN (Parent Consultants) to assist Pediatric Primary and Specialty Care Practices serving CYSHCNs and their Families**



# Pediatric Practice Enhancement Project

## Project Intent

- **Support Pediatricians in Providing a Medical Home for CYSHCN and their Families.**
- **Extend the Scope of Pediatric Practices into the Community.**
- **Support and Link Families with Appropriate Community Services and Supports.**
- **Provide Systems Feedback, Accountability, and Quality Improvement.**



## Pediatric Practice Enhancement Project

### What is the PPEP?

- **Medical Home Project that Provides Enhanced Services in a High Quality and Cost Effective Manner**
- **Family Centered Approach to Health Care**
- **Collaborative Care that Depends on all Partners for Success**



# Pediatric Practice Enhancement Project

## The Rhode Island Partners

- Rhode Island Department of Health (OSHCHN)
- Rhode Island Department of Human Services
- Rhode Island Parent Information Network
- Neighborhood Health Plan of Rhode Island
- Family Voices
- Hasbro Children's Hospital
- RI Chapter, American Academy of Pediatrics
- All Participating Sites



## Pediatric Practice Enhancement Project

### Project Development History

- **11/03 Statewide Notification of Project Intent with Application and Requirements**
- **2/04 Application Receipt and Review**
- **4/04 Project Pilot Implemented in 11 Sites**
- **5/06 President's New Freedom Grant Receipt, Project Expansion (9 Sites with Buy-In)**
- **6/07 Total of 20 Sites Participating in Project**



# Pediatric Practice Enhancement Project

## Project Roles

**Rhode Island Department of Health  
Office of Special Health Care Needs**

- **Administers the Project in Partnership with the Rhode Island Department of Human Services**
- **Financial Management**
- **Physician / Practice Interface**
- **Data and Evaluation**



## Pediatric Practice Enhancement Project

### Project Roles

#### Rhode Island Parent Information Network

- **Recruit, Hire and Train Parent Consultants**
- **Ongoing Support/ Supervision of Parent Consultants**
- **Organization Founded in 1991**
- **Serves over 20,000 Families each Year**
- **Mission is to Inform, Educate, Support, and Empower Families to be Equal Partners in Advocacy for the Education, Health, and Socio-economic Well -Being of their Children and Families**



# Pediatric Practice Enhancement Project

## Parent Consultants

### Rhode Island Parent Information Network

- **Parent(s) and Family Members of CYSHCN who have Experience Navigating the Complex Systems of Care in Rhode Island**
- **Physically Placed On -site at Pediatric Primary and Specialty Care Practices to Educate and Assist Physicians and Staff Concerning Resources and Supports for CYSHCN and their Families**
- **Parents are Matched with Practices to Meet the Individual Site Needs (Cultural Make-Up and Predominant Family Needs)**
- **Data Reporting to R I Department of Health (Individual Level Evaluation)**



# Pediatric Practice Enhancement Project

## Project Roles

### Neighborhood Health Plan of Rhode Island

- **Orientation of Parent Consultants to RIte Care and Neighborhood Health Plan of Rhode island**
  - **Identification of “High Risk” Children in the Project Practices**
  - **A “ Key Contact” at Neighborhood Health Plan and Beacon for Practices**
  - **Support of Integrated Care Management**
- 
- **Founded by RI Community Health Centers and Incorporated as an HMO in 1994**
  - **Largest RIte Care Health Plan (59%, Twice Received Excellent Rating (NCQA)**
  - **Named by U.S. World and News Report – # 1 Medicaid Health Plan in the Country 2006**
  - **Over 800PCPs: Over 1,900 specialists and top 10 rating in 2004 and 2005**



# Pediatric Practice Enhancement Project

## Participating Sites

- **10 Primary Care Sites**
  - **Hospital Based Primary Care Clinics**
  - **Health Centers**
  - **Private Physician Office**
  - **Private Physician Group Practices**



# Pediatric Practice Enhancement Project

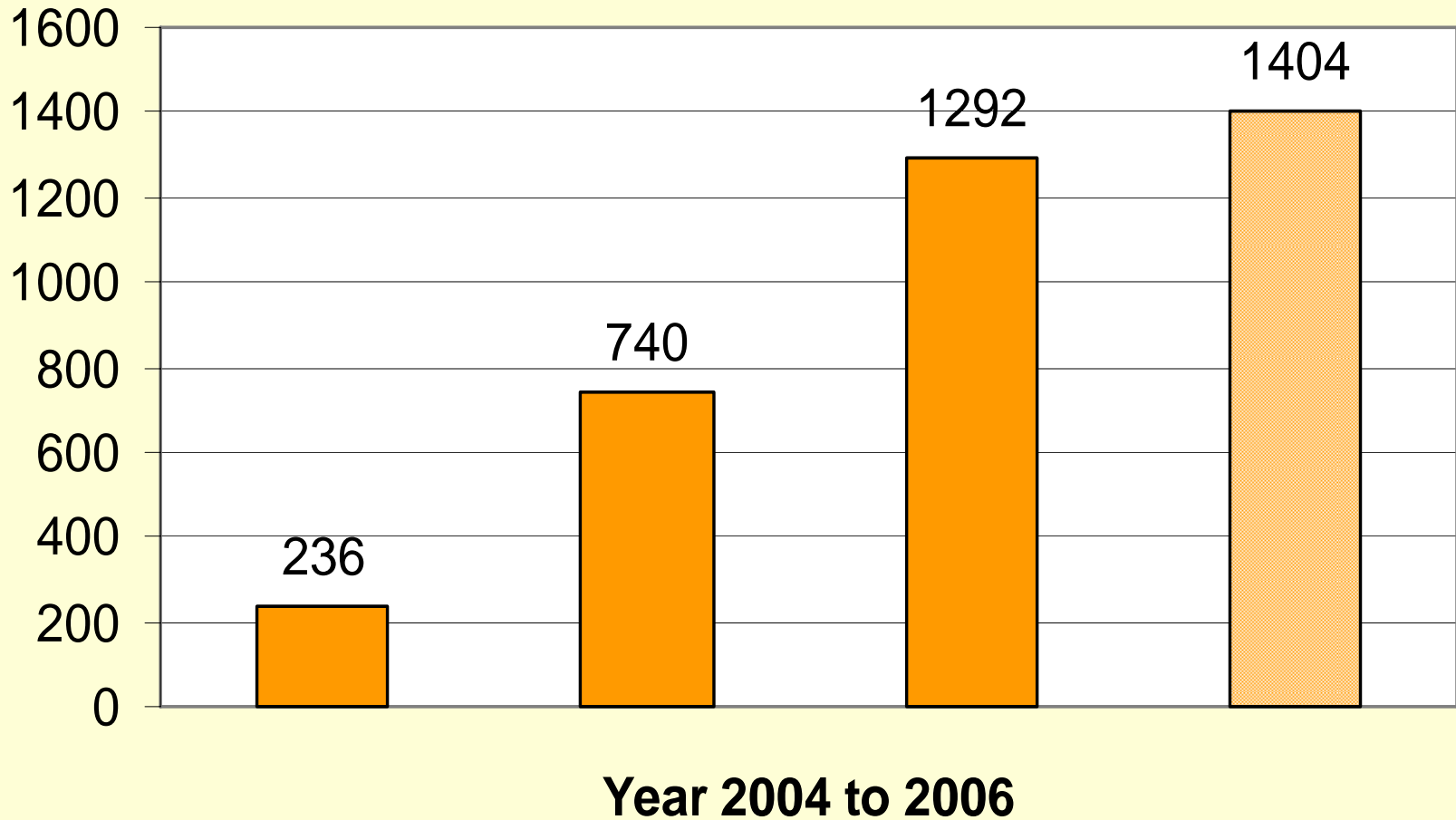
## Participating Sites

### 10 Specialty Care Sites

- Multi-Disciplinary Evaluation Sites (2)
- Intensive Clinical Services:
  - NICU / PICU
  - Technology Dependent
  - Rehabilitation
- Disability Specific Programs:
  - Autism
  - Asthma
- Special Needs Dental Provider
- Special Intervention Teams:
  - Housing
  - Behavioral Health

# Pediatric Practice Enhancement Project

## Families Served by PPEP





# Pediatric Practice Enhancement Project

## Accomplishments

### **Project In the Past three years:**

- **Served 1,404 CYSHCN and their Families**
- **Had 4,738 Contacts with Families**
- **Spent over 1,725 Hours on Family Concerns**
- **Addressed 1,941 Family Concerns**
- **Assisted Families in Achieving 72% of Concerns**
- **Parent Consultants are Currently Working on 674 Concerns**



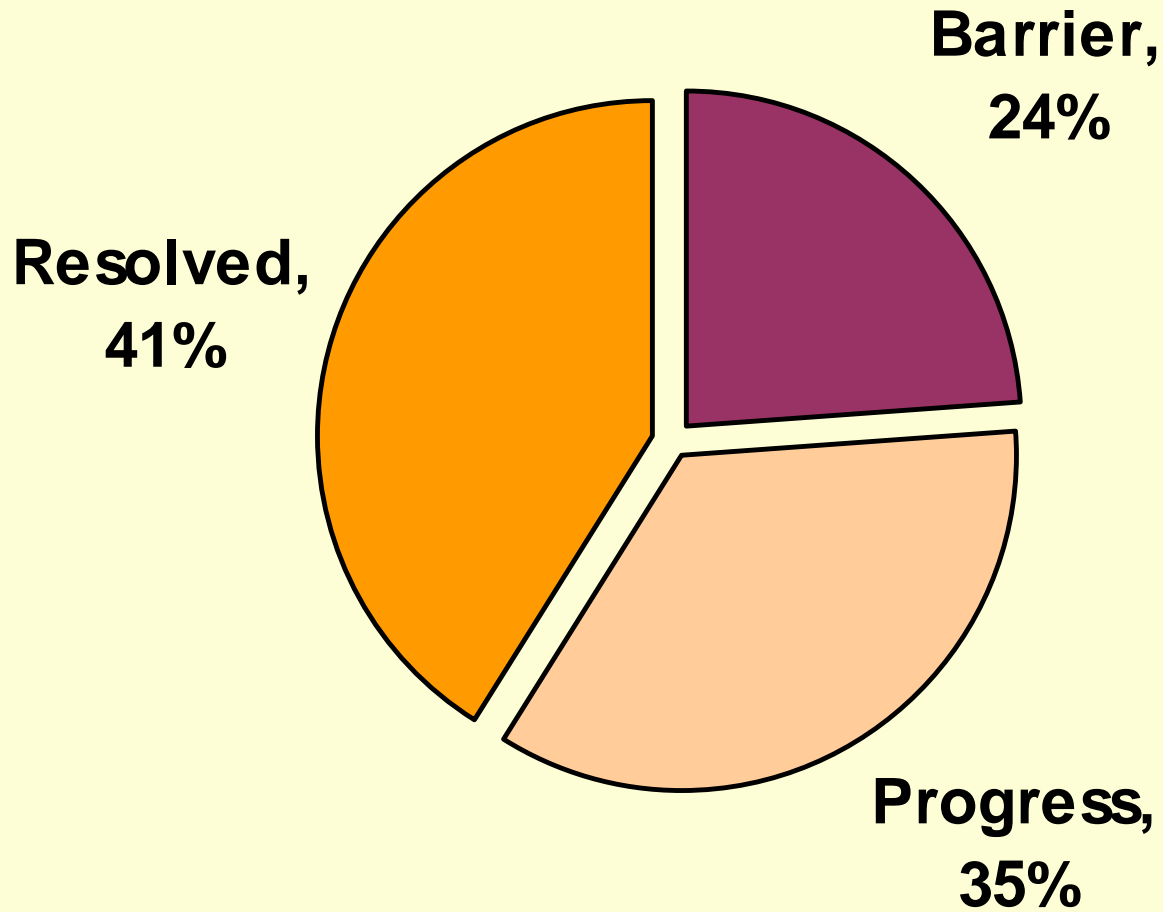
## Pediatric Practice Enhancement Project

### Categories of Concerns Addressed

- **22% Education**
- **19% Mental / Behavioral Health**
- **17% Specialty Evaluation**
- **9% Health Insurance**
- **7% Recreation / Social**
- **7% General Parenting**
- **5% Housing**
- **4% Food / Clothing**
- **4% Nutrition**
- **3% Medical Equipment**
- **3% Child Care**

# Pediatric Practice Enhancement Project

## Resolution Status of Issues





# Pediatric Practice Enhancement Project

## How Do We Measure Success?

### Individual Level Evaluation

- **Demographics/General Information: Age, Diagnosis, Race, Ethnicity, Number in Household, Problems Identified**
- **Process Measures: Activity Type, Activity Location, Activity Content, Time Spent**
- **Outcomes: Goal Achievement, CEDARR Referrals, Referrals Made and Type, Utilization Analysis**



## Pediatric Practice Enhancement Project

### How Do We Measure Project Success ?

#### Practice Level Evaluation

- **Identification, Tracking and Monitoring of CYSHCNs within Practice**
- **Impacts on Practice and Families**
- **Comprehensive Service Delivery / Provision**



# Pediatric Practice Enhancement Project

## How do We Measure Success?

### Practice Level Results

- ↑ **Physician Productivity**
- ↑ **Patient Satisfaction**
- ↑ **Physician Satisfaction**
- ↑ **Comprehensive Care**
- ↑ **Knowledge of System**
- ↓ **Family Wait Time**
- ↑ **Family Centered Care**



## Pediatric Practice Enhancement Project

### How Do We Measure Project Success ?

#### System Level Evaluation

- **Integrated Service Delivery System for CSHCN and their Families**
- **Systems Barriers Identified and Addressed**
- **Practices Buying-In**
- **Recognition as a Reimbursable Service!**



# Pediatric Practice Enhancement Project

## Neighborhood Health Plan Service Utilization

- **Increased Outpatient / Home & Community Services**
- **Major Shift in Behavioral Health Services:**
  - **48% Increase in Outpatient Services**
- **Major Reduction in Inpatient Utilization: >56%**
- **50% Decrease in Inpatient and Day/Night Services**



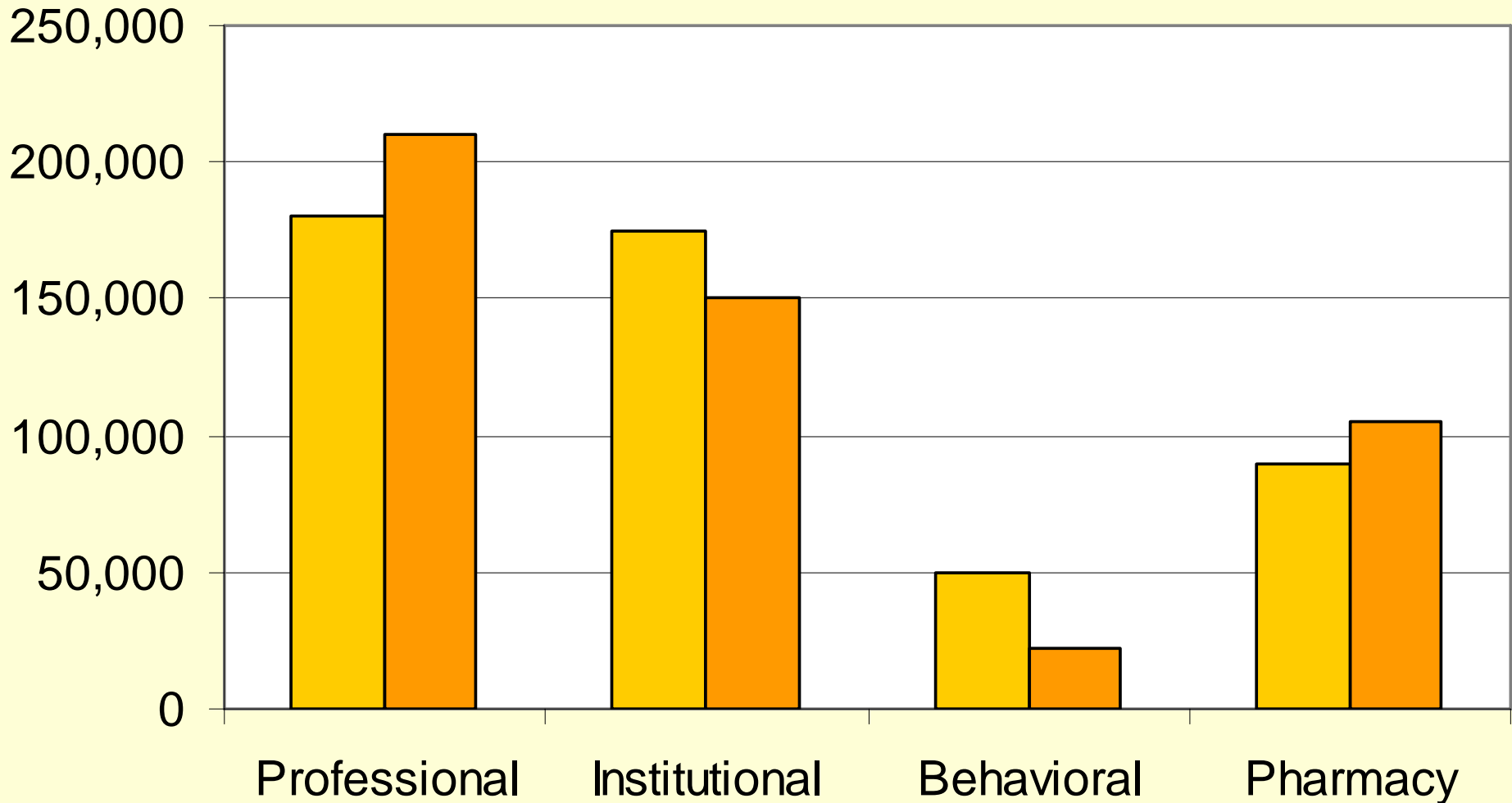
## Pediatric Practice Enhancement Project

### Neighborhood Health Plan Cost

- **Over 57% of Members had Lower Health Care Costs after Becoming Involved in Pediatric Practice Enhancement Project**
- **Cost Decreases:**
  - **Behavioral Health (Inpatient and Day/Night)**
  - **Institutional (Hospital Affiliated Services)**
- **Cost Increases: Professional & Pharmacy**

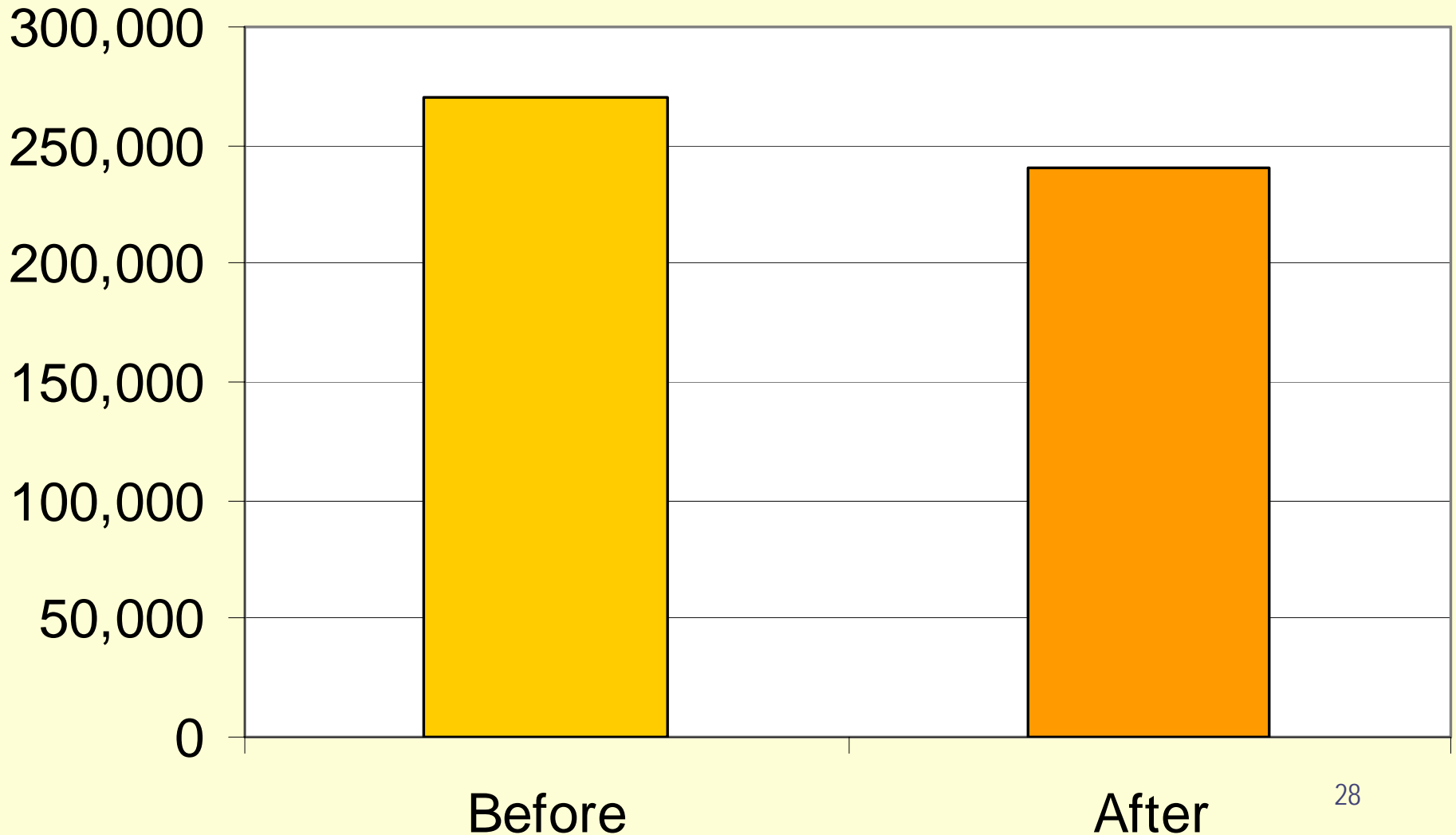
Pediatric Practice Enhancement Project

# NHPRI Costs Pre & Post PPEP



# Pediatric Practice Enhancement Project

## NHPRI Health Care Costs: Pre & Post PPEP





## Pediatric Practice Enhancement Project

### Key Elements of a Successful Model

- **Philosophy and Practice of the “Medical Home”**
- **Role of the Peer to Peer Support Model**
  - **Increasing Family Utilization of Lower Cost Community Services**
  - **Parent Network Decreasing Time Factor and Providing More Direct Resolution to Address Family Concerns**
- **Linkage to State’s Managed Care Health Plan**
- **Integrated Care Management Model**
- **The Partnerships; Opportunities for Innovation**



# Pediatric Practice Enhancement Project

## Positive Trends

- **Decreased Costs**
- **Decreased Utilization of Inpatient Care**
- **Increased Home & Community-Based Services**
- **Family Satisfaction**
- **Provider Satisfaction & Interest**



## Pediatric Practice Enhancement Project

### Family Outcomes

- **Families Report:**
  - **Greater Understanding & Satisfaction Regarding the Healthcare Service System**
  - **Feel Empowered**
  - **Increased Knowledge of Supports**
- **Family Success story**



# Pediatric Practice Enhancement Project

## Challenges

- **Sustainability**
- **Linkages to Healthcare and Social Services**
- **Adolescent/Youth Transition**
- **Uninsured population**



# Pediatric Practice Enhancement Project

## Future Opportunities

- **Enhanced Reimbursement for Medical Homes**
- **Co-location of Behavioral Health Services  
in the Medical Practice**
- **Partnerships with Community-Based Healthcare  
and Social Services Organizations**
- **Creating Similar Model for Adults with Disabilities**



## Pediatric Practice Enhancement Project

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