



Update on Medical Home Activities in Massachusetts

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Massachusetts Consortium for CSHCN

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The Medical Home Work Group

- Created after MA team attended the first AAP National Medical Home Conference in 2001
- Previous MHWG activities:
 - Preparation of Medical Home Background Brief
 - Planning of the Every Child Deserves a Medical Home Boston Training (11/01)
 - Consultation to agencies and presentation to various audiences on medical home



MHWG: Recent Projects and Areas of Interest

- Medical Education Survey
- Dental Care for CSHCN
- Palliative Care
- Emergency Preparedness for CSHCN



A Refresher: What is a Medical Home?

A building?

A jumble of nice sounding adjectives:
(comprehensive, compassionate,
coordinated, continuous, accessible,
culturally sensitive, and family
centered)?

Something physicians are doing already?

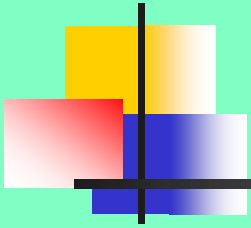


A Refresher: What is a Medical Home?

An approach to care/philosophy of care

A partnership with families which helps them to access all services and community supports needed to care for their child

Paradigm shift from individual change-> practice change->community collaboration



How do we make Medical
Home a reality?



Medical Home Network Project

- Three session CME discussion series completed in four regions of Massachusetts 2003-2004
- Parent and physician co-facilitators
- Participants included 29 physicians, 11 nurses, PNP or PAs, 20 parent and community partners
- Supported by DPH funding
- Advised by Medical Home Work Group



The Massachusetts Medical Home Network Project

Supporting physicians, families and communities in caring for children with special health care needs

Resource Packet

General Information

- Resource Materials Listing
- Definition of Children with Special Health Care Needs
- Medical Home Network Project Abstract
- New England SERVE Information Sheet

Session I: Introduction - Medical Home, Children with Special Health Care Needs & Family Centered Care

Defining Medical Home

- **Policy Statement on Medical Home.** American Academy of Pediatrics, 2002: *Pediatrics*, 110,1,184-186.
- **The Medical Home Pyramid.** University of Illinois, Division of Specialized Care for Children, Continuing Education Initiative for DSCC Medical Home Providers, Chicago, IL, April, 2002.

Identifying Children with Special Health Care Needs

- **A New Definition of Children with Special Health Care Needs.** *Pediatrics*. McPherson M, Arango P, Fox H, et.al, 1998: 102,1, 137-140.
- **The Children with Special Health Care Needs (CSHCN) Screener.** Foundation for Accountability (FACCT), The Child and Adolescent Health Measurement Initiative (CAHMI), Portland OR, March 2002.
- **"HOMES" Complexity Index.** Developed by Exeter Pediatric Associates and the Center for Medical Home Improvement, Hood Center for Children and Families, Children's Hospital at Dartmouth, Dartmouth-Hitchcock Medical Center, Lebanon, NH, 2001.
- **Complexity Index.** Developed by Phoenix Pediatrics, David Hirsh, MD - from Center for Medical Home Improvement, Hood Center for Children and Families, Children's Hospital at Dartmouth, Dartmouth-Hitchcock Medical Center, Lebanon, NH, 2001.
- **Common ICD-9 Codes.** Center for Medical Home Improvement, Hood Center for Children and Families, Children's Hospital at Dartmouth, Dartmouth-Hitchcock Medical Center, Lebanon, NH, 2001.

Family-Centered Care

- **Disability Etiquette: Some Do's and Don'ts - From the Parent's Perspective.** In Silva, TJ, Sofis LA, Palfrey JS. *Practicing Comprehensive Care: A Physician's Operations Manual for Implementing a Medical Home for Children with Special Health Care Needs.* Institute for Community Inclusion, Children's Hospital, Boston MA, 2000.
- **Tips for Office Staff.** Developed by Longwood Pediatrics and the Pediatric Alliance for Coordinated Care Project, Institute for Community Inclusion, Children's Hospital, Boston, MA, 2000.



Medical Home Network Project

It was “eye opening to hear the provider’s point of view”

Parent participant

There will be “greater mutual respect for all the difficulties and challenges faced by individuals and families”

Physician participant



Medical Home Partnership Brochures

- Developed by New England SERVE Fall 2003
 - “A New Way, A Better Way” (family version)
 - “Small Steps, Big Differences” (physician version)
- Funded by Noonan Grant
- Reviewed by 10 MDs, 11 parents, and 1 medical educator
- Defines medical home partnership and describes practical steps to achieving

The Medical Home Partnership



Building a Home Base for
Your Child with Special
Health Care Needs



Practical Tips for Physicians
Caring for Children with
Special Health Care Needs





Central Massachusetts Partnership for CSHCN

- Formerly the UMass Medical Home Special Interest Group
- Affiliated with Consortium in 2004 with funding from the Champion's grant
- Parents, physicians, community partners
- “Family Reflections”- a regional resource guide based on family stories

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Family Reflections:

A Thought-Provoking
Guide to Getting Help
for Children & Youth
with Special Needs

- Family Stories
- Parents' questions & concerns extracted
- Resources matched to questions & concerns

Central Massachusetts
Partnership for Children
and Youth with Special
Health Care Needs





Western Massachusetts Consortium

- Created after ECDMH training in Springfield in 2003
- Affiliated with Consortium in 2004 with support from Champions Grant
- Western Mass Resource Guide Developed
- Weekly steering committee meetings
- List serve currently under construction

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“Stringing the Pearls”

MCHB Medical Home Grant

- MCHB funded medical home quality improvement project
- Learning collaborative model, currently active in three central MA practices, with plans to expand to three others over funding period
- Kick-off dinner January 2005
- “Community Coalition for Coordinated Care” established involving fifteen agencies including the Consortium



MCAAP Committee on Disabilities

- Members have been involved in many of the projects already described.
- Opportunities for collaboration with the Consortium?
- Meeting April 27 at Massachusetts Medical Society. All interested physicians welcome!

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Next to come:

The Compassion
Component....