Systems of Care for Children with Special Healthcare Needs

University of Florida Pediatric Pulmonary Leadership Training Center

Objectives:

1. Define "system"
2. Define "systems of care"
3. Explain why providers should be concerned with systems of care
4. Explain benefits and challenges of collaborative systems of care
5. Demonstrate skills needed to develop or enhance systems of care
6. Identify local agencies impacting CYSHCN

How to use this module*

Time 1: Complete the pre-assessment
Time 2: Review readings about Systems
Time 3: Take the quiz
Time 4: Watch the lecture/work on worksheet
Time 5: Play Jeopardy

* You may choose to combine some sections, or to watch the lecture in two installments

Pre-Assessment

1. What is a “system”?
2. What is a “system of care”?
3. Explain why providers might be concerned with systems of care.
4. Identify several benefits and challenges of collaborative systems of care.
5. What skills do you think are needed to utilize or enhance systems of care?

Time 1: Pre-assessment

Time 2: Readings
Readings & SDLAs based on pre-assessment
- https://www.childwelfare.gov/pubs/soc/
- http://www.tapartnership.org/systemsOfCare.php
- http://gucchd.georgetown.edu/72377.html

Readings & SDLAs based on pre-assessment
- http://www.tnvoices.org/systemofcare
- https://www.google.com/#q=systems+of+care+for+children+with+special+healthcare+needs

Time 3: Quiz

What is the best definition of a system?
- A series of activities designed to achieve a single purpose
- A group of interacting bodies under the influence of related forces
- A cyclical process
- A self-contained activity that achieves several goals

Which of these is NOT a definition of “system of care”?
- An organizational framework that involves collaboration across agencies, families, and youth for the purpose of improving access and expanding the array of coordinated services and systems for CYSHCN
- A service delivery approach that builds partnerships to create a broad, integrated process for meeting families’ multiple needs.
- A comprehensive spectrum of health and other necessary services that are organized into a coordinated network to meet multiple and changing needs of children and their families.
- A framework and service delivery approach in which the patient and family develop individual and unique relationships with each agency so as to maintain exclusivity and HIPAA protections.

Why should providers be interested in Systems of Care? (proceed to next slide to answer)
- a. NIH is focused on Systems of Care
- b. It is imperative that we work at a systems level to effect positive outcomes
- c. MCHB focuses on teaching patients about systems of care
- d. Providers have more impact if they improve the conditions conducive to health on a larger scale
Why should providers be interested in Systems of Care?

Which is not a benefit of focusing on systems of care?

Which is not a skill necessary to utilize or enhance systems of care

Objectives:

Time 4: Lecture

1. Define “System”
The body has eleven systems

Draw a picture of a “system”

If the squiggly lines are agencies, what might some influencing forces be? (▲)

Systems must be kept in balance
2. Define systems of care

An integrated and coordinated inter-agency network of care.

- Systems of care include:
  - Collaboration
  - Individualized, strengths-based care
  - Cultural and linguistic competence
  - Community-based services
  - Partnership, and full participation of families and youth

For example...

- How is this a system of care?
- With which other systems does the CAC interact?

What are some other systems of care in our community?

What happens if one part of a system of care is changed?

- Each change affects all other parts of the system
- There may be unintended consequences of actions if providers do not consider systems’ impact
- Unidirectional change:

But…..what about other systems factors?

What do you think a “Medical Home” is?
Medical Home

• A model or philosophy of primary care (not a literal building)

• Patient-centered, comprehensive, team-based, coordinated and accessible

• A partnership between the patient, family, primary provider, specialists and community agencies

• The patient/family is the focal point of this model, and the medical home is built around this center.

How is a Medical Home a System of Care?

3. Explain why providers should be concerned with systems of care

• There is very little, if anything, we do that does not exist or occur within a larger context
• Providers will have more impact if they try and improve the conditions conducive to health on a larger scale

Please write down one example of each problem below:

1. Intervening in one part of a system is ineffective because there are larger systems that influence the outcome more powerfully

2. Intervening in one part of a system has unintended consequences in another part of the system

3. Having several systems that are not coordinated, leads to duplication in efforts or gaps in care.
MCHB’s six core outcomes (below) for CYSHCN rely on well-functioning systems of care

I. Families of CYSHCN partner in decision making at all levels and are satisfied with the services they receive.

II. CYSHCN receive coordinated ongoing comprehensive care within a medical home.

III. Families of CYSHCN have adequate private and/or public insurance to pay for the services they need.

IV. Children are screened early and continuously for special healthcare needs.

V. Community based services for children with special healthcare needs are organized so that families can use them easily.

VI. YSHCN receive the services necessary to make transitions to all aspects of adult healthcare work and independence.

Health is a complete state of physical, mental and emotional well-being and not merely the absence of disease or infirmity
• WHO 1947

Public health is what we do collectively as societies to create conditions in which people can be healthy
• IOM 1988

4. Explain benefits and challenges of collaborative systems of care

Benefits
• Decreased cost
• Decreased duplication
• Increased attention to child
• Improved:
  – Problem solving
  – Resources
  – Advocacy power

Challenges
• Miscommunication
• Turf issues
• Fighting for funding
• Lack of interest or buy-in

Costs
Benefits
Action

5. Demonstrate leadership skills necessary to enhance systems of care

Provide strategic planning for program/system
• Identify community stakeholders and their extent of engagement in the collaboration process.

• Interpret situations systemically; i.e., identifying both the whole situation and the dynamic interplay among its parts.

• Assess the environment to determine goals and objectives for a new or continuing program (system)

• List factors that facilitate or impede implementation, develop priorities, and establish a timeline for implementation.
5. Demonstrate skills necessary to utilize or enhance systems of care

- Manage project and coordinate with other programs
- Translate mission and vision statements for different audience
- Understand different cultures, perspectives, and use of language
- Use negotiation and conflict resolution strategies with stakeholders when appropriate.
- Maintain a strong stakeholder group

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How do these agencies interact?

![Image of agencies interacting](image)

Let’s play!

- Identify two systems of care and their roles
- Take one of these: How might it be improved?
- How might the two you’ve identified work together to provide improved care for patients/families?

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Which skills could you develop, to enhance your ability to work more effectively with systems of care?

![Image of question mark](image)
### 6. Identify local agencies impacting CYSHCN

**School**
- Alachua County Public Schools
- Betty Geter Child Development Center
- Head Start
- Child Care Centers
- Early Learning Coalition

**After School/Recreational**
- Alachua County Extension Service 4-H
- Alachua County Library District
- Big Brothers Big Sisters of Mid Florida
- Boys and Girls Club
- Girls, Inc.
- Girl Scouts of Gateway Council
- City of Gainesville Parks, Recreation & Cultural Affairs
- Prime Time After School Program

**After School/Tutoring**
- YMCA READS Program

**After School/Mentoring**
- Project MANCOT
- Peer Stock in Children
- Girls to Young Ladies, Inc.

### 6. Identify local agencies impacting CYSHCN

**Pediatric Healthcare/Insurance**
- Florida KidCare
- Children’s Medical Services
- Pediatric Clinic
- CMS Specialty Programs
  - Brain & Spinal Cord Injury Program
  - Cancer & Blood Disorders
  - Cardiac Program
  - Craniofacial Program
  - Diabetes Program
  - Genetics Program
  - HIV/AIDS Program
- CMS Medical Services
  - OMPT
  - High Risk Obstetrical (OB) Services
  - Medical Foster Care Program
  - Partners in Care
  - Social Services
  - Youth Transitions

**Pediatric Healthcare/Insurance**
- Early Steps
- Fresh Start Surgical Gifts
- Ryan White Care program
- Southeastern Guide Dogs, Inc.
- Better Hearing Institute-Hotline
- Angel Flight Southeast
- Peds After Hours
- Pediatricians (private practice)
- Southeastern Guide Dogs, Inc.
- Florida Elks Children’s Therapy Services
- Project: Dentists Care
- Vision USA
- Center for Autism and Related Disabilities
- WIC
- Fernside Community Health Center

### 6. Identify local agencies impacting CYSHCN

**Family Organizations**
- Family Network on Disabilities of Florida
- Family Voices

**Career/Employment**
- FloridaWorks/One-Stop Career Center

**Food Pantries**
- Bread of the Mighty
- Catholic Charities Food Pantry
- Compass Outreach Ministries
- Food Pantry
- Gainesville Community Ministries
- Food Pantry-Angel Food Ministries
- Gainesville Harvest

**Legal Assistance**
- Three Rivers Legal Services

**Housing**
- Alachua Housing Authority
- Gainesville Housing Authority

### 6. Identify local agencies impacting CYSHCN

**Mental Health**
- Meridian Behavioral Healthcare
- Alachua County Crisis Center
- AMIkids Gainesville
- GC Family & Behavioral Health Services
- Gainesville Community Ministry (GCMT)
- Mental Health Intensive Case Management
- Crisis Intervention Team/The Crisis Center (Health Department)
- National Alliance On Mental Illnesses
- Mental Health Court
- Psychotherapeutic Services/FACT
- Private Mental Health practitioners

### 6. Identify local agencies impacting CYSHCN

**At Risk Youth**
- Dignity Project
- Florida Department of Juvenile Justice
- Reinehart House
- Job Corps

**Child Welfare**
- Child Advocacy Center
- Children’s Home Society
- Guardian Ad Litem
- Partnership for Strong Families

**Domestic Violence**
- Interpersonal Violence Assistance Clinic (The Source)
- Peaceful Pathways
- Another Way

**Social Services**
- Salvation Army
- Alachua County Social Services
- Trinity United Methodist Church
- Gainesville Community Ministries
- Catholic Charities
- Elder Options
- Meals on Wheels

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Can you identify state or national systems of care?

8/16/2014
Why does MCHB care about systems of care?

What is the relationship of Systems of Care to Interdisciplinary Leadership Training?

Let’s play Jeopardy!!

Click on the link 😊

https://www.superteachertools.net/jeopardyx/jeopardy-review-game.php?gamefile=1399551603

Our children are living messages sent to a future we will never see

• African Proverb

Thank you