

Medical Home Telephone Conference August 23, 2005

Practices share what has been going on in their practice relative to medical home new programs, new ways of running the office, new resources they may have recently discovered and found very helpful, new screening attempts etc.

South Main clinic has identified 149 kids with special health care needs and tracking if they have had their well child checks and then calling if they haven't and scheduling return appoints. This has been going well. Wendy has been working on a CATCH grant looking at focus groups for families of children with special health care needs and also with physicians to find out what needs are not being met. Across the board most would like emotional support with both English and Spanish speaking families. The Spanish speaking families say they feel very isolated and they would love a group support for them to be with other parents of children with special health care needs. The physicians feel it is their job to identify some of the support needs that the patients has and try and find ways to meet those needs. The systems to do this are not that easy to navigate. Need to work on letting people know what support is out there. Currently working on a grant to start having support or advocacy groups for Spanish speaking kids with special needs in SLC. The first year it will be the South Main patients (about 125 Spanish speaking) and will exclude asthma. They will then try and open it up to the broader Salt Lake Valley. There will be 4 attending physicians and 20 residents. To identify these kids, every time a child with a special health care needs comes into the clinic a sticker is placed on a yellow piece of paper and then the nurse put them all into an excel file. This has helped increased the awareness of residents. Their criteria for special health care needs is basically kids who have increased needs for services such as Endocrine abnormalities, (asthma is excluded), ADHD, Downs, diabetes, ect..

Dr. Terashima's office has been focusing on individual families. Their team meets about twice a month and invites a family to participate in the meeting and listen to their needs and try to brainstorm on how to help them. Many families are at the transitional phase. They try and find ways to help them with the transition to other providers. Several doctors have expressed interest with this so they have invited them to come to the meetings so that the families can talk to them and interview them. Not sure how successful this is going to be but they have been able to place a few families with providers and they have been very happy. This process is usually done by self-select. Many don't accept Medicaid. One doctor specializes in visiting homes. For children who are entering puberty and the need for education, they are working with a nurse at Jordan School District to help them address teaching children with special care needs about puberty issues. Also working with Granite school district. One special needs patient was beat up by kids at school which started them looking into bullying issues. Also have applied for a CATCH grant.

Cheryl Henderson at Clinic 6 is working on the (Ages and Stages) ASQ questionnaire. Started working on the 6-12 month old and is now hitting additional age brackets as well as including all of the physicians at the well child visit. They are just getting ready to inservice their staff on the newborn packets they will send out at the well child visits. These were created by sitting down with the doctors visit notes and corresponded appropriate material for the families with topics that the physician discussed at each of the well child visits. This will hopefully help with 1) patients will have resources when they leave and 2) will also it will impact number of calls to the nurses. Want to do a better job on educating families. Working on getting materials in Spanish.

Jessica from the Budge Clinic is continuing to work on Medical Care Plans and have the families update them at each visit, this then goes to the care coordinator and is updated and mails out a new copy to the family. Also started follow-up call. There are about 150 families in the programs with medical summary care plans so they are focusing more on the follow-up. A follow-up call is made the day after their visit. This helps the families to get questions answered, help with prescription refills and if they need help with scheduling an appointment with a specialist. Also, family socials (next one at a playground). Monthly committee meetings are still being continued. A full time care coordinator has been hired (funded by grant and IHC).

Cathy Coopersmith from Bear Care Pediatrics. Not a lot of new things going on. Added new kids. Dr. Stevenson and the nurse have known about the kids and what their health problems are and also if new kids come in to put them into the program.

Dr. Jones from Montezuma Creek are trying a few new things. They have been able to keep the parent advocate and she is included in meetings. Starting an initial contact with special education teachers in the schools and have scheduled meetings with them to discuss common clients and help with IEP's. Had a swimming party and dinner for the group. Continuing to meet monthly and trying to improve the program.

IHC Sandy is able to take some money from the grant and purchase a computer that they put in their waiting room with resources on it so that the parents can access and they have gotten permission from IHC for internet access so the parents can look up all the resources they are given when they come to the visit. Kathy Heffron is the care coordinator.

Chuck - Did get another 3 year grant funded. Grant will fund expansion to the medical home concept and integration of community health services into the medical home. More details in the next few weeks. This will involve a quality improvement process, a bit more elaborate than the first one, involving UPIQ. Hopefully will be able to help practices. Particularly focused on getting

community services involved with practices and with patient so the communication amongst practices will be enhanced and have a coordinated plan.

Next Phone Conference is on Tuesday September 27, 2005. Jocelyn Taylor from the State Office of Education will be talking about "Bullying"

Attendees: Lisa Samson-Fang, Barbara Ward, Dennis O'Dell, Grace Baugh, Jessica Carpenter, Jeff Sheen, Meridan, Laura, Kathy Coopersmith, Cheryl Henderson, Wendy Hobson, Sharon, Karen Stagnarro, Robert Terashima, Val Jones, Kendra Tortalita, Donna, Fred, Cathi Hall.