

# Medical Home Telephone Conference

## August 31, 2004

### Medical Home Perspective

Guest Speakers: Kathie Coopersmith, Bear Care Pediatrics; Val Jones, Montezuma Creek Health Center; Wendy Hobson, South Main Clinic.

The Medical Home Project can help with organization by targeting kids that need medical home services. Currently, Bear Care Pediatrics has about 600 charts that are marked so when a child comes into the office everyone knows they belong to Teddy Bear Kids. Teddy Bear Kids are a group of kids who are in the Medical Home. Bear Care Pediatrics places a sheet on the inside front of each chart that lists all the medications, and specialists. This sheet is updated every six months. If a change in medication occurs the sheet will be updated on an as needed basis.

One of the biggest problems Bear Care Pediatrics is facing is working with the schools. They are trying to develop better communication and get more feedback from the teachers. They are trying to help with IEP's and ADHD kids but there isn't a lot of communication going back and forth between them and the schools, most of the communication is being done by the mothers. They also have a parent that helps with the Spanish speaking families. Most of these problems can be corrected it's just a matter of time.

At the Montezuma Creek Health Center, all Medical Home charts have been identified by stickers so that when the parents bring their kids in they can be identified and then the staff will be aware of their special situation. Also in the chart is a summary of current medications, and a list of names and specialists. The parents are given a questionnaire so that in addition to the current needs of the child, the staff is reminded of their other needs. For example, if a child comes in because he/she has a cold the staff will also be made aware of their other needs. The questionnaire also helps parents bring up issues they may not normally have thought about.

One of the most successful things for the Montezuma Creek Health Center is the parent advocate. Being in a rural and remote area, the parent advocate was able to talk to parents in a non-medical setting and then bring back some of their concerns. Unfortunately, the funding has not been continued.

The South Main Clinic is working on identifying the special needs kids and getting their charts labeled. The Medical Home website has a place that lists ways of how to identify children with special needs. Along with identifying the kids they are also identifying who their resident is so that the resident may start

learning how to care for children with special health care needs. The challenged faced with this is that there are a lot of residents.

South Main Clinic is also working on getting care plans in place and have also begun making wallet size cards that identify children with special needs that the child can bring to the clinic and take to other clinics and hospitals as well. The card will include items like primary language and diagnosis.

Next Conference is on September 28, 2004.

Next Discussion: Educational Linked Focus.

Attendees: Lisa Samson-Fang, Gina Pola-Money, Barbara Ward, MD's from practices, Grace Baugh, Kathy Coopersmith, Chuck Norlin, Wendy Hobson, Bob Terashima, Val Jones.