

Synopsis of April 24, 2007 Phone Conference
Feedback from medical home practice teams on their local CSHCN clinic

Problems identified by practices

1. Communication between clinics and medical homes (MH) needs improvement
2. Referral process is confusing or unknown
3. When referring the MH would like to have input as to the specialty that the patient sees
4. Do not know what services are offered in the clinics
5. Feedback re tests ordered confusing; have they been ordered, why were they ordered or does the MH need to order, who will follow-up on these tests
6. Medical Homes would like to know which of their patients were seen
7. Follow-up information is delayed to the MH (reports take two months to reach MH)
8. MH's do not have the contact information for the clinics
9. Website is not easy to find and information is outdated
10. MH's would like a paper to hand to patients with contact information and services available
11. MH's would like a referral form to hand to patients family so the family knows the reason for the referral and whom they need to see.
12. MH's would like clinic schedule

The CSHCN committee has met twice resulting in the following solutions

1. Have and are reviewing the website for accuracy:
 - Include contact information
 - Clinic services by site
 - Clinic schedules
 - Referral information
 - Referral form (downloadable)*
 - Brochures (downloadable)*
2. A new referral form has been developed and will be posted to site for providers to download and give to patient. This can be faxed directly to the CSHCN clinic.*
3. Referral form will have area for provider to request specialty and a feedback portion to be faxed back to the MH after pt seen in clinic
4. Developing two new brochures, one on the traveling clinics and one on the Salt Lake and specialty clinics. Post on the web, include in IPS newsletter, and send to MH's*
5. Article in IPS newsletter on CSHCN services and clinics
6. Care plans or referral form from the clinic to be faxed to MH's immediately following clinic
7. Where feasible MH's can be included in end of day CSHCN clinic staffings
8. Provo clinic is working on presenting their services to UVpeds at their monthly MD meeting and also to the care coordinators and business managers of the medical home teams
9. Clinic schedule and web address was emailed to all medical home sites.

* Will be notified when available on the web