

# How to Provide a Medical Home to the Child With Special Health Care Needs

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# What is a medical home?

- ✓ Definition: A medical home is an accessible, family centered, continuous, comprehensive, coordinated, compassionate, and culturally effective approach to providing health care services to a child with special needs

## Why we need a medical home

- ✓ Multiple medical problems
  - ✓ More than one care provider involved
    - ✓ Leads to fragmented care
- ✓ Higher level of daily care needed (more medically fragile)
  - ✓ Increased equipment and supply needs
  - ✓ More family resources required

## Benefits of a medical home

- ✓ Improves coordination of care
- ✓ Increases the satisfaction of patient and family
- ✓ Increased wellness resulting from comprehensive care
- ✓ Helps link families to resources
- ✓ Allows for efficient use of limited resources

## Why we need a medical home

- ✓ **Expensive**
  - ✓ Hospitalization is one of the major reasons that care for children with chronic illness and disability can be costly

## Benefits of a medical home

- ✓ Children and youth who receive more outpatient services spend less time in the hospital
- ✓ Intensive outpatient monitoring, including proactive care and case management, can help reduce total expenditures

# Who Are the Primary Members Involved in a Medical Home?

- ✓ Patient
- ✓ Family
- ✓ Primary Care Provider
- ✓ Sub-specialists
- ✓ Nurses
- ✓ Therapists
- ✓ Social Workers/Case Managers

# Who Are the Primary Members in a Medical Home?

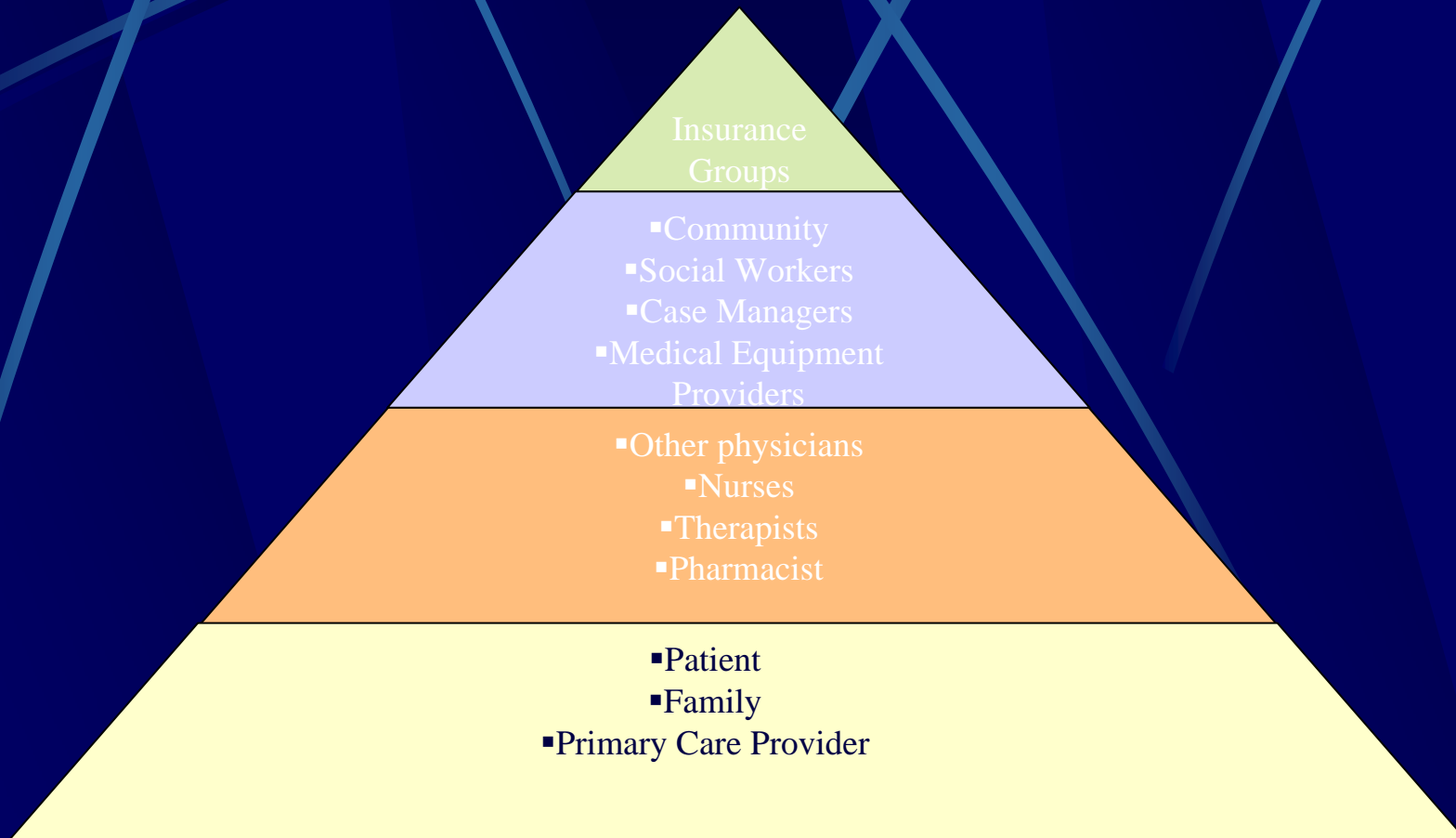
- ✓ Pharmacists
- ✓ Medical Equipment Providers
- ✓ Teachers
- ✓ Transportation providers
- ✓ Community
- ✓ Information Resources
- ✓ Insurance groups

# How Can We Provide a Medical Home?

*The longest journey begins with a single  
step.*

~Lao Tsu

# How Can We Provide a Medical Home?



# Role of the Primary Care Provider in Establishing a Medical Home

- ✓ Provide Medical Knowledge Base
- ✓ Aware of resource availability
  - ✓ Linking services to families
- ✓ Understanding of of state/federal legislation
- ✓ More efficient care coordinating
  - ✓ Avoids duplication and unnecessary costs
- ✓ More influential advocate

# How Does a Primary Care Provider Help Provide for a Medical Home

- ✓ Provide Accessibility
  - ✓ Ensure that what ever care is needed is easily accessible in the child's community
    - ✓ Therapy referrals
    - ✓ Subspecialty referrals
    - ✓ Daycare
    - ✓ Home nursing
  - ✓ Creating a list of available community resources
  - ✓ Be available for families to speak directly with if they have questions or concerns

# How Does a Primary Care Provider Help Provide for a Medical Home

- ✓ Provide Coordination
  - ✓ Develop a plan of care with the family and child and have that available to share with other resources involved in the child's care
    - ✓ Keep frequently updated
    - ✓ Thorough and concise e.g detailed PMHx, meds, hospitalizations, etc.
    - ✓ Identify goals of family and patient
    - ✓ Identify who are the members of the child's medical home

# How Does a Primary Care Provider Help Provide for a Medical Home

- ✓ Provide Coordination (cont.)
  - ✓ Link patient and families to available support services
  - ✓ Identify barriers to care coordination

# How Does a Primary Care Provider Help Provide for a Medical Home

- ✓ Provide Continuous Care
  - ✓ Ensure continuity of care
    - ✓ Limits fragmented care
    - ✓ Builds a strong physician to patient bond
      - ✓ Strengthens trust
      - ✓ Improves decision making
  - ✓ Help assist with transitions with the family and child

# How Does a Primary Care Provider Help Provide for a Medical Home

- ✓ Provide Comprehensive Care
  - ✓ Ensure that health care is available at all times
    - ✓ Equipment providers available in cases of emergencies
    - ✓ Ensure a physician or nurse who is aware of the child's needs is available to answer any questions and concerns
  - ✓ Ensure that the patients are able to have all of their cares addressed
    - ✓ Frequent contacts or updates from sub-specialists
    - ✓ Review goals on care plan
    - ✓ Close communication with family

# How Does a Primary Care Provider Help Provide for a Medical Home

- ✓ Provide Culturally Effective Care
  - ✓ Assess/evaluate for cultural differences
  - ✓ Ensure that the family's cultural beliefs, rituals, and customs are respected and incorporated into the care plan of the child

# How Does a Primary Care Provider Help Provide for a Medical Home

- ✓ Provide Family-Centered Care
  - ✓ Provide unbiased and complete information to the family
    - ✓ Keep communications close
  - ✓ Help the family cope with any barriers to a happy and healthy lifestyle
    - ✓ Provide support groups
    - ✓ Counseling referrals
    - ✓ Help educate the community

# Conclusion

- 1) Recognize what a medical home is
- 2) Understand why a medical home is needed
- 3) Identify the players in a medical home
- 4) Identify who is the “Gatekeeper”
- 5) Link together all these players to help provide a continuous, coordinated, compassionate, accessible, and family centered approach to providing care to the child with special needs

# References

□ [www.medicalhomeinfo.org](http://www.medicalhomeinfo.org)