



The Medical Home

Caroline Shieh

David Meuler

The Medical Home

- ✦ It's not just a building! It's an approach to providing health care services, in a high quality and cost effective manner.
- ✦ It involves physicians partnering with other health care professionals and parents to help children and their families achieve their maximum potential.

The Medical Home: Accessible

- ★ What does it mean to be accessible?
 - physician is available in child's community
 - all** types of insurance are accepted
 - health services are available by various modes of transport, and are physically accessible to patients
 - families and children can speak directly to their care providers

The Medical Home: Family Centered

- ★ How do we keep the family central?
 - care providers are known to the family
 - family is the principal caregiver and support for the child
 - complete** information is shared on an ongoing basis
 - decision-making responsibility is shared
 - children and families are the experts!

The Medical Home: Continuous

- ★ How do we provide continuity of care?
 - same care providers from birth to adolescence
 - care providers participate to the fullest extent possible in care and discharge when a child is hospitalized
 - assists with *transition* (to school, work, home) and works with colleagues in adult medicine to provide continued coordinated health services

The Medical Home: Comprehensive

- ★ How comprehensive is **comprehensive**?
 - outpatient and inpatient care is provided at all times for ongoing and acute illnesses
 - primary (including preventive) and tertiary cares are provided
 - the physician is an *advocate* for the child and family, and addresses all aspects of care including medical, educational, psychosocial, legal, etc
 - Information provided about insurance and public resources
 - take extra time during the office visit as needed to address special needs and concerns

The Medical Home:

Coordinated

- ★ How do we keep it together?

- plan of care that is developed by the child, family and physician is shared by all parties involved in care

- a centralized data base (like J. Gordon's summaries) containing pertinent info is maintained, and accessible while remaining confidential

- families are connected to support groups and other family resources

- primary care providers organizes care with appropriate specialists and implements plan in concert with the family



The Medical Home: Compassionate

☀ How do we care?

- demonstrate concern for the child and family
- try to understand a family's situation and perspective, including different social, cultural, and religious beliefs and customs

The Medical Home: Culturally Effective

Can we truly live in harmony?

- incorporate cultural backgrounds into the care plan
- spoken and written communication is conveyed in the native language of the family
- ensure the family and child understands all aspects, including risks, benefits, and thought processes involved in the care plan

Who needs a medical home?

- ✦ The answer is: CSHCN, who are...
- ✦ Children who may have a chronic condition including physical, developmental, behavioral, or emotional involvement. They also may require health and other services above that of most children.

CSHCN - Examples

- ✦ Prematurity
- ✦ TBI
- ✦ CP
- ✦ Spina bifida
- ✦ HIV
- ✦ DM
- ✦ Asthma
- ✦ Malignancy
- ✦ ADHD
- ✦ Metabolic Disorders
- ✦ Neuromuscular Disorders
- ✦ FTT
- ✦ CHD
- ✦ Genetic Disorders
- ✦ BPD



Partnership

We need to work together as a team to achieve the maximum potential for our children

In addition to incorporating the above principles, here are some resources for achieving this goal...

Resources: Palpable

- ★ Pediatric Extended Care: A day care staffed by skilled nurses and volunteers who provide advanced services for CSHCN
- ★ Birth to Three: A program including PT/OT/ST evaluation and therapy for CSHCN.
- ★ Home Care Medical: A company providing a wide array of medical supplies and equipment for CSHCN.

Resources: Ponderable

- ✦ www.specialneedsfamilycenter.org
- ✦ www.medicalhomeinfo.org
- ✦ www.cssw.org
- ✦ www.abcforhealth.org
- ✦ www.aap.org
- ✦ www.medicalhomeimprovement.org
- ✦ www.familycenteredcare.org
- ✦ www.familyvillage.wisc.edu

The Parent Perspective

- ★ What do parents think we should know about how to better care for their children?
- ★ -recognize that a child's health is only a **part** of the family's priorities and that sometimes other family needs may need to take precedence
- ★ -value a parent's expertise on their child
- ★ -acknowledge the parent as a *competent* partner in health care

The Parent Perspective

- ✦ Tips from parents for health care providers:
- ✦ -help parents find info to understand their child's condition
- ✦ -don't withhold info concerning the severity or extent of the child's condition
- ✦ -help parents understand the range of possibilities and outcomes in regards to their child's course
- ✦ -acknowledge a parent's sense of urgency by responding timely to requests for information, referrals, etc.
- ✦ -reaffirm my child's strengths
- ✦ -collaborate with other professionals

The Resident Perspective

- ★ What do we think parents need to know about how we can help them care for their child?
- ★ -we also try to provide care with the best interests of the child and family in mind
- ★ -we would like you to ask questions if you don't understand something, we see this as the parent wanting to be actively involved in forming a plan of care
- ★ -we would like to be more involved in care coordination and long term planning as residents eg: participating in care conferences, incorporate continuity within residency program

References

- ★ Pediatrics, The Medical Home- policy statement, VOI. 110 No. 1, July, 2002, pp. 184-186
- ★ Medicalhomeinfo.org
- ★ Medicalhomeimprovement.org