

MA CHILD HEALTH QUALITY COALITION

Coalition Focus Area #1: Promoting Effective Communication and Coordination of Care for Children with Behavioral Health Needs

Work Plan and Needs for Coalition Member Engagement

Goals: Over the next twelve months, the Coalition will:

- *Identify key elements of effective care coordination linked to family-centered goals*
- *Identify measures that stakeholder groups can use to monitor progress in implementing these elements*
- *Develop tools to support implementation (templates for practices, templates for families)*
- *Begin testing feasibility of the processes and tools*
- *Produce a resource guide on confidentiality issues*
- *Explore synergies with other efforts underway to support linking families to community resources*

Overall Strategy:

- An initial broad framing for care coordination will be augmented by adding elements addressing special considerations for children with behavioral health needs
- Two task forces being created to implement the work:

Task Force #1: Care Coordination Elements and Strategies Supporting Implementation

Task Force #2: Communication and Confidentiality

Coalition Member Engagement:

Member organizations will contribute to the work of two task forces in the following areas:

#1: Care Coordination Elements and Strategies Supporting Implementation

- a) Identify key elements & link those elements to process, structure, and outcome measures to monitor their adoption
 - Families' desired outcomes of the care coordination processes and systems
 - Measurement landscape: measures, gaps
 - Environmental scan: elements/measures used in effective programs
 - Stakeholder input: elements/measures they are using
- b) Create tools/implementation supports
- c) Begin feasibility testing

#2: Communication and Confidentiality

- a) Identify family perspectives: their goals and concerns regarding information sharing
- b) Clarify the rules (HIPAA/FERPA/regs); address standards issues when using the full range of new media for communications
- c) Complete case studies: strategies demonstrating how a climate of trust has been created, effective cross-sector communication established
- d) Collect stakeholder input: ideas for solving communication barriers
- e) Produce a resource guide on confidentiality issues (using input from above)

Coordinating Activities and Next Steps

- The Coalition's Policy and Planning Workgroup (PPW) will provide strategic oversight and the forum for the task forces to come together to refine Coalition deliverables. Co-leaders of the two task forces will delineate assignments to coordinate and avoid duplication of effort.
- Year Two and Beyond: The task forces and the PPW will work together to develop a set of next steps to **support implementation of effective care coordination processes**, set priorities for pilot interventions and education/training, and develop strategies to promote financing and accountability to achieve effective care coordination.

Background Notes for Task Force #1

Working list of care coordination components and processes for discussion:

To be linked to process, structure, or outcome **measures** that stakeholders can use to monitor the extent to which the elements are being used

- **Ensuring engagement and transparency for families**
 - How to reflect on different family needs and interests over time?
- **Co-developed care plans**
 - What are the minimally necessary elements that are important to include in a care plan?
 - What are good ways to ensure that families are involved in care plan development?
 - What are the barriers to co-developing a care plan, and how could these be overcome?
 - How can a practice best make use of a care plan in supporting coordinated care for the child and family?
- **Making and tracking referrals**
(ways that establish a “warm” handoff and sustained reciprocal communication)
To be effective, the handoff must be:
 - 1) Timely
 - 2) Well informed
 - 3) Totally transparent, with the expected outcomes clear to the family
 - 4) Sensitive to family input and participation
 - 5) Articulated into ongoing care management plans
 - 6) Backed by a system that can track that it occurred
- **Linking to community resources**
 - Addressing needs beyond just referral from practice to sub-specialist, connecting the education and family support needs to the medical and behavioral health systems
- **Clarified roles and responsibilities for the broadly-defined members of the child’s care team**

Special issues: behavioral health

- Build in roles for family partners & youth peer supports/lived experience
- Coordination addressing state-centered programs under CBHI/Wraparound, joint DCF/DMH residential treatment procurement, emergency services
- Tackling substance abuse assessment and treatment as an integral part of the care plan
- Link to other transitions-to-adulthood skills and activities. Maintaining medication/treatment especially important for young adults with mental health issues transitioning to adulthood

Supports for Implementing the Care Coordination Elements and Feasibility Testing

- Develop tools to support implementation of the key elements of care coordination, augmented by those elements specific to children with behavioral health needs, such as:
 - templates for families to manage information and support skill and capacity building
 - templates for service agreements between providers
 - templates and tools for tracking transitions/referrals
 - specifications for registries to track patients with behavioral health needs, with models for using the registry to support coordinated care
- Test feasibility – identify practices to undertake small implementation tests
- Testing care coordination following a child/youth’s discharge from an inpatient psychiatric stay (identified by Coalition members as a priority opportunity for early feasibility testing)

MA CHILD HEALTH QUALITY COALITION WORK PLAN (part 2)

Coalition Focus Area #2:

Promoting use of the most clinically appropriate site of care

Initial focus on reducing preventable and non-urgent emergency department use

Goal: by the end of 2012, the Coalition will:

- *Review evidence on pediatric preventable/non-urgent ED use and the underlying root causes to clarify potential for effective Coalition interventions*

Coalition's 2012 Work Plan:

The 2012 Coalition Work Plan focuses on collecting more information necessary to guide the development of effective Coalition interventions.

- **Collect data to validate the IMPORTANCE of this focus area.**
 - Are enough system costs involved in pediatric preventable/non-urgent ED visits to merit Coalition effort?
 - What are the quality benefits of engaging children in effective primary care relationships earlier (to support lifetime care management skills)?
- **Collect evidence to understand root causes of pediatric ED visits.**
 - Evaluate potential for proposed Coalition initiatives to promote change (e.g. building provider-family partnerships, developing information resources for families, providing practice-level ED use reports to practices, and/or identifying geographic access constraints).
 - Explore whether ED visits can be used as an evaluation measure of the effectiveness of care coordination interventions.

Coalition Focus Area #3:

Building Measurement Capacity – The Coalition's Measure Development Workgroup

Coalition's One Year Work Plan:

- The Measure Development Workgroup will support the activities of the other two focus areas. It will undertake a review of the measurement landscape in both the care coordination/behavioral health and ED use domains, identify valid existing measures/data, and assess gaps.
- This work will support the Workgroup's longer-term goals of facilitating the development of logical, functional specifications of one or two measures to fill the identified gaps.

Coalition's overarching mission and sustainability

Ongoing Objectives:

- Maintain the Coalition's strategic plan
- Keep the Coalition abreast of new developments impacting children's health
- Ensure Coalition member engagement; ensure family leader participation in all aspects of the Coalition's activities
- Promote Coalition visibility
- Advocate for inclusion of child health issues in broader statewide activities
- Create synergies among existing child health measurement and improvement activities to increase impact
- Develop and implement plans to ensure the Coalition's long term sustainability; identify additional funding sources