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