MA Child Health Quality Coalition
Care Coordination Task Force

September 12, 2012
Significant gaps, opportunity to promote better outcomes
  - Urgent needs for children with behavioral health issues

Stakeholder value: quality and cost

Care coordination reflects activities in “space between”, fits Coalition “sweet spot” – leverages our broad stakeholder engagement

Coalition action: timely, need for alignment among care coordination/integration activities
**Task Force Goal**

- Define and support implementation of a set of foundational elements of high-performing pediatric care coordination

**Short-Term Objectives**

- Identify key elements of high-performing pediatric care coordination
- Link those elements to process, structure, and outcome measures to monitor their adoption and efficacy
Driven by family priorities for desired outcomes
  ◦ Building foundational elements of care coordination
  ◦ Agnostic to condition
  ◦ Critical relationship building, meeting families where they are

Process linking traditionally separated parties to shared prioritization

Extend beyond the medical domain: reflect on social, educational, developmental, and financial influences

Focusing on end result (outcome): flexibility in specific strategies/resourcing; agnostic to whom/where
Purposeful alignment with:

- AHRQ Care Coordination Atlas
- Commonwealth Fund Pediatric CC Framework
  - Antonelli, McAllister, Popp 2009
- National Wraparound Institute Frameworks
  - High Fidelity Wraparound model of service integration embedded in the MassHealth Children’s Behavioral Health Initiative (CBHI)
- NCQA, NQF, Medical Home, Meaningful Use
- NQS-NPP-MAP “Families of Measures” (inform Accountability Framing)
### Framework for High Performing Pediatric Care Coordination

<table>
<thead>
<tr>
<th>Key Elements</th>
<th>Measures</th>
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<tbody>
<tr>
<td>1) Needs assessment, continuing care coord engagement</td>
<td>Ask family: did you get what you wanted?</td>
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<tr>
<td>2) Care planning and coordination</td>
<td>Family participation in process</td>
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<td></td>
<td>Care team on same page</td>
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<tr>
<td>3) Facilitating care transitions</td>
<td>HEDIS measures</td>
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<td>Patient Experience Survey</td>
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<td>Resource use</td>
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<td>4) Connecting with community resources/schools</td>
<td>Link to family partner</td>
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<td>Referral connections made</td>
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<tr>
<td>5) Transitioning to adult care</td>
<td>Acquisition of self-management skills</td>
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</tbody>
</table>

*See handout: Table 1*
### Framework for High Performing Pediatric Care Coordination

**Count: # measures identified**

<table>
<thead>
<tr>
<th>Key Elements</th>
<th>Existing</th>
<th>Potl</th>
<th>Gaps</th>
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<tbody>
<tr>
<td>1) Needs assessment, continuing care coord engagement</td>
<td>3</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>2) Care planning and coordination</td>
<td>3</td>
<td>2</td>
<td></td>
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<tr>
<td>3) Facilitating care transitions</td>
<td>6</td>
<td>4</td>
<td>2</td>
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Insights from Care Coordination Task Force Members

- David Keller, MD, Associate Medical Director, Office of Clinical Affairs/MassHealth Commonwealth Medicine

- John Straus, MD, Director, MA Child Psychiatry Access Project (MCPAP) and SVP of Medical Affairs, MA Behavioral Health Partnership

- Nancy Borreani, Family Support and Training Director, Families and Communities Together
NEXT STEPS

- Enhance work with insights from all Coalition stakeholder groups
- Targeted outreach
  - Payers/purchasers (early outreach already done through PPW)
  - State entities
  - What it takes to get to authentic partnerships
- Synergies with other activities
  - Includes coordinating with Measure Development Workgroup and Communications and Confidentiality Task Force
- Strategic approach to feasibility testing
  - Pilot testing desirable, before broad dissemination
- Implementation tools and supports
DISCUSSION

- Feedback on framework, list of key elements/activities, measures
- Strategies for reaching out to your organization/stakeholder group for input
- Strategic approaches to feasibility testing
Care Coordination “Key Elements” Task Force Contacts

- **Task Force Co-Leads**
  
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