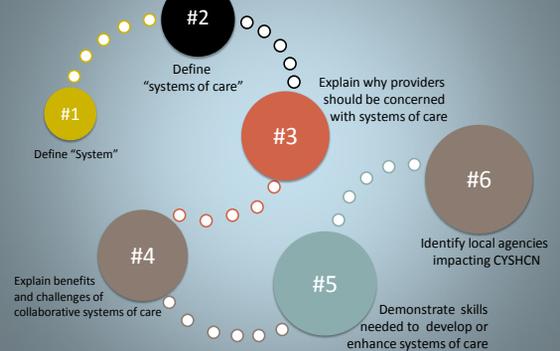


Systems of Care for Children with Special Healthcare Needs



University of Florida
Pediatric Pulmonary
Leadership Training Center

Objectives:



How to use this module*

- Time 1: Complete the pre-assessment
- Time 2: Review readings about Systems
- Time 3: Take the quiz
- Time 4: Watch the lecture/work on worksheet
- Time 5: Play Jeopardy

* You may choose to combine some sections, or to watch the lecture in two installments

Time 1: Pre-assessment

Pre-Assessment

1. What is a "system"?
2. What is a "system of care"?
3. Explain why providers might be concerned with systems of care.
4. Identify several benefits and challenges of collaborative systems of care.
5. What skills do you think are needed to utilize or enhance systems of care?
6. Identify local agencies impacting Children with Special Healthcare Needs.

Time 2: Readings



Readings & SDLAs based on pre-assessment

- <https://www.childwelfare.gov/pubs/soc/>
- <http://www.tapartnership.org/systemsOfCare.php>
- <http://gucchd.georgetown.edu/72377.html>
- <http://www.ncdhhs.gov/dss/systemofcare/soc.htm>

Readings & SDLAs based on pre-assessment

- <http://www.tnvoices.org/systemofcare>
- <https://www.google.com/#q=systems+of+care+for+children+with+special+healthcare+needs>
- http://depts.washington.edu/isei/iyrc/roberts_173.pdf
- <http://www.lpfch.org/nationalmodels/fullreport.pdf>



Time 3: Quiz

What is the best definition of a system?

A series of activities designed to achieve a single purpose

A group of interacting bodies under the influence of related forces

A cyclical process

A self-contained activity that achieves several goals

Which of these is NOT a definition of "system of care"?

An organizational framework that involves collaboration across agencies, families, and youth for the purpose of improving access and expanding the array of coordinated services and systems for CYSHCN

A service delivery approach that builds partnerships to create a broad, integrated process for meeting families' multiple needs.

A comprehensive spectrum of health and other necessary services that are organized into a coordinated network to meet multiple and changing needs of children and their families.

A framework and service delivery approach in which the patient and family develop individual and unique relationships with each agency so as to maintain exclusivity and HIPAA protections.

Why should providers be interested in Systems of Care? (proceed to next slide to answer)

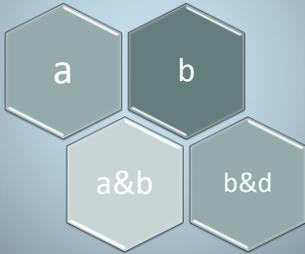
a. NIH is focused on Systems of Care

b. It is imperative that we work at a systems level to effect positive outcomes

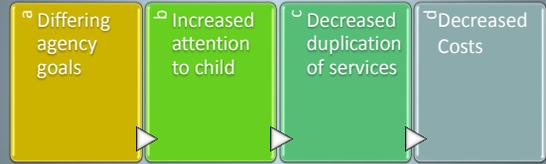
c. MCHB focuses on teaching patients about systems of care

d. Providers have more impact if they improve the conditions conducive to health on a larger scale

Why should providers be interested in Systems of Care?



Which is **not** a benefit of focusing on systems of care?

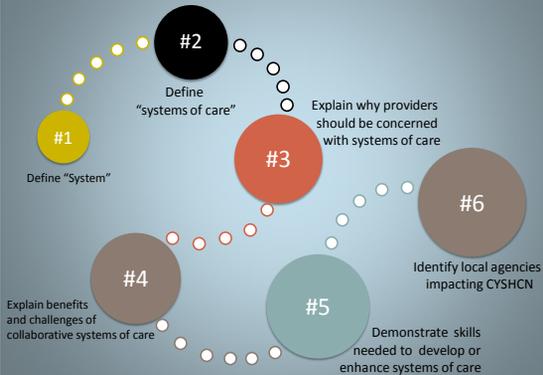


Which is **not** a skill necessary to utilize or enhance systems of care

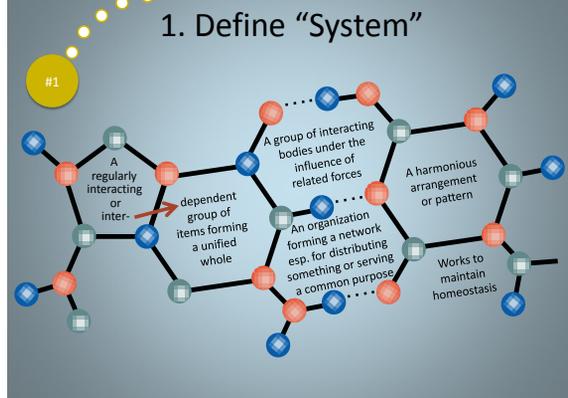


Time 4: Lecture

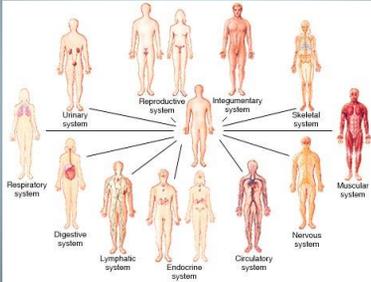
Objectives:



1. Define "System"

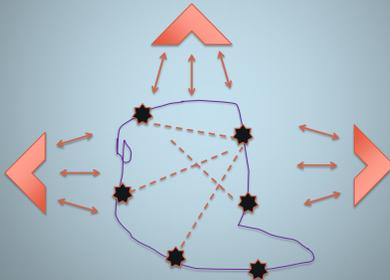


The body has eleven systems



Draw a picture of a "system"

If the squiggly lines are agencies, what might some influencing forces be? (^)



Public Policy

National, state, local laws

Community

Relationships among organizations

Organizational

Organizations, social institutions

Interpersonal

Family, friends, social networks

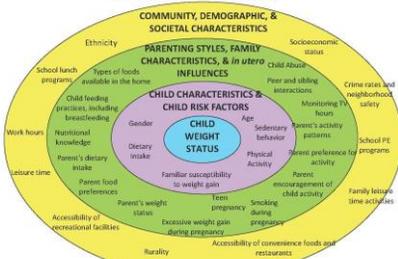
Individual

Knowledge, attitudes, skills

Systems must be kept in balance



Ecological Model of Childhood Overweight



Based on expanded version of Dornen & Birch (2001), reviewed by Bond et al. (2011). Credits to David T. French, Looking Beyond Nutrition and Physical Activity. *Prevent Med*, Vol. 5, Pp. 403

#2 2. Define systems of care

An integrated and coordinated inter-agency network of care.

- Systems of care include :
 - **Collaboration**
 - Individualized, **strengths-based** care
 - **Cultural and linguistic competence**
 - **Community-based** services
 - **Partnership**, and full **participation** of families and youth

For example...

- What does the Child Advocacy Center do?
<http://www.childadvocacycentergainesville.org/>
- How is this a system of care?
- With which other systems does the CAC interact?

What are some other systems of care in our community?

What happens if one part of a system of care is changed?

- Each change affects all other parts of the system
- There may be un-intended consequences of actions if providers do not consider systems' impact
- Unidirectional change:


```

            graph LR
            A[Patients use ER for primary care] --> B[ER gets swamped with non-emergent patients]
            B --> C[Let's charge a small ER fee! Then patients will go to PCP!]
            
```

But....what about other systems factors?

```

            graph LR
            A[Patients may decide not to get care at all] --> B[Patients trust ER, may not trust other HCPs]
            B --> C[ER may be only HCP on bus line]
            C --> D[ER is only 24 hour location]
            D --> E[Patients are often low income and can't afford fee]
            F[Let's charge a small ER fee! Then patients will go to PCP!] --> C
            F --> E
            G[It costs more to collect the co-pay than would be recovered] --> F
            
```

What do you think a "Medical Home" is?

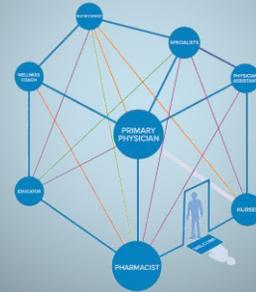
Medical Home

- A **model** or **philosophy** of primary care (not a literal building)
- **Patient-centered**, comprehensive, team-based, **coordinated** and **accessible**
- A **partnership** between the patient, family, primary provider, specialists and community agencies
- The **patient/family** is the **local point** of this model, and the medical home is built around this center.

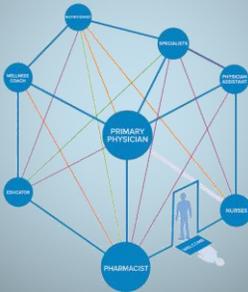


<http://www.medicalhomeinfo.org/>

How is a Medical Home a System of Care?



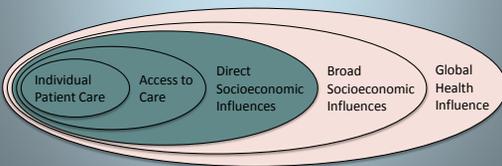
How is a Medical Home a System of Care?



- #3 3. Explain why providers should be concerned with systems of care

- #3 3. Explain why providers should be concerned with systems of care

- There is very little, if anything, we do that does not exist or occur within a larger context
- Providers will have more impact if they try and improve the conditions conducive to health on a larger scale



Please write down one example of each problem below:

1. Intervening in one part of a system is ineffective because there are larger systems that influence the outcome more powerfully
2. Intervening in one part of a system has unintended consequences in another part of the system
3. Having several systems that are not coordinated, leads to duplication in efforts or gaps in care.

MCHB's six core outcomes (below) for CYSHCN rely on well-functioning systems of care

- I. Families of CYSHCN partner in decision making at all levels and are satisfied with the services they receive.
- II. CYSHCN receive coordinated ongoing comprehensive care within a medical home.
- III. Families of CYSHCN have adequate private and/or public insurance to pay for the services they need.
- IV. Children are screened early and continuously for special healthcare needs.
- V. Community based services for children with special healthcare needs are organized so that families can use them easily.
- VI. YSHCN receive the services necessary to make transitions to all aspects of adult healthcare work and independence.

Links

- https://www.youtube.com/watch?v=v2xqd1gc_h5M
- <https://www.youtube.com/watch?v=vZLay6t3g4k>

• **Health is a complete state of physical, mental and emotional well-being and not merely the absence of disease or infirmity**

• WHO 1947

• **Public health is what we do collectively as societies to create conditions in which people can be healthy**

• IOM 1988

#4 4. Explain benefits and challenges of collaborative systems of care

Benefits

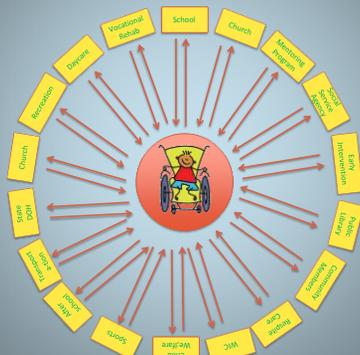
- Decreased cost
- Decreased duplication
- Increased attention to child
- Improved:
 - Problem solving
 - Resources
 - Advocacy power

Challenges

- Miscommunication
- Turf issues
- Fighting for funding
- Lack of interest or buy-in



What's wrong with this picture?



#5 5. Demonstrate leadership skills necessary to enhance systems of care

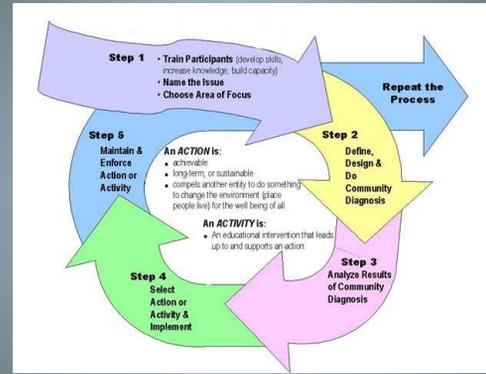
Provide strategic planning for program/system

- Identify community stakeholders and their extent of engagement in the collaboration process.
- Interpret situations systemically; i.e., identifying both the whole situation and the dynamic interplay among its parts.
- Assess the environment to determine goals and objectives for a new or continuing program (system)
- List factors that facilitate or impede implementation, develop priorities, and establish a timeline for implementation.

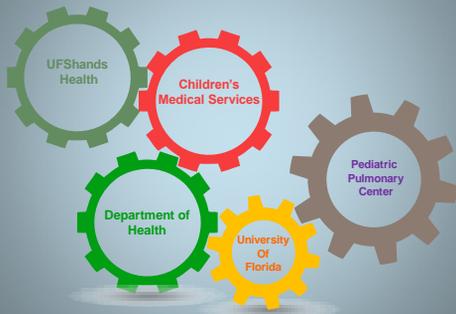


5. Demonstrate skills necessary to utilize or enhance systems of care

- Manage project and coordinate with other programs
- Translate mission and vision statements for different audience
- Understand different cultures, perspectives, and use of language
- Use negotiation and conflict resolution strategies with stakeholders when appropriate.
- Maintain a strong stakeholder group



How do these agencies interact?



Let's play!



- Identify two systems of care and their roles
- Take one of these: How might it be improved?
- How might the two you've identified work together to provide improved care for patients/families?

Which skills could you develop, to enhance your ability to work more effectively with systems of care?



60 WAYS TO BUILD COMMUNITY

- Go outside.
- Say hello to people on the street.
- Smile or wave.
- Make friends with your neighbours.
- Plant a community garden.
- Have a party.
- Visit your local library.
- Get involved with projects that inspire you.
- Have friends of all colours, beliefs, & abilities.
- Respect elders.
- Remember your ancestors.
- Support community events.
- Host a community event.
- Plan a block party.
- Have potlucks.
- Share your knowledge.
- Learn from others.
- Read books with your children.
- Talk about it, celebrate already.
- Ask questions.
- Offer answers.
- Notice problems then find solutions.
- Pick up garbage.
- Keep your local park clean.
- Barter and trade.
- Shop local & necessary.
- Support indie artists & handmade culture.
- Connect with the producers of the things you consume.
- Buy food at Farmer's Markets.
- Find farms and go visit them.
- Pick your own fruit.
- Make pies and give them away.
- Have other children over and make something beautiful.
- Spent time at your local school or community centre.
- Help out a new mom.
- Take someone's kids for the day - even if it's a day off.
- Hire a local youth to do odd jobs.
- Give your seat to elders, pregnant women and small children.
- Pick flowers. Bring the bouquet to someone sad.
- Invite a friend to tea.
- Tell people why you appreciate them.
- Give thanks often.
- Ask for help when you need it.
- Organize a work party.
- Help carry someone's groceries.
- Offer a ride or a place to stay.
- Know the names of the people you see every day.
- Ask them about their lives.
- Really listen.
- Care about people's stories.
- Share what you have.
- Resolve conflicts.
- Don't run away from suffering.
- Volunteer at a local shelter, hospital or hospital.
- Step it even if it makes you uncomfortable.
- Speak up.
- Be cheerful but honest.
- Give lots of hugs.
- Never forget how important you are & how much your community needs you.
- Just be there.
- How do you build community?

#6

6. Identify local agencies impacting CYSHCN

- **School**
 - [Alachua County Public Schools](#)
 - [Baby Gator: Child Development Center](#)
 - [Head Start](#)
 - [Child Care Centers](#)
 - [Early Learning Coalition](#)
- **After School/Recreational**
 - [After School Gators](#)
 - [Alachua County Extension Service 4-H](#)
 - [Alachua County Library District](#)
 - [Big Brothers Big Sisters of Mid-Florida](#)
 - [Boys and Girls Club](#)
 - [Girls Place, Inc.](#)
 - [Girl Scouts of Gateway Council](#)
 - [City of Gainesville Parks, Recreation & Cultural Affairs](#)
 - [Prime Time After-School Program](#)
- **After School/Recreational – Developmentally Delayed**
 - [Best Buddies](#)
 - [Gator Pals](#)
- **After School/Tutoring**
 - [YMCA READS Program](#)
 - [Kids Count](#)
- **After School/Mentoring**
 - [Project MASCOT](#)
 - [Take Stock in Children](#)
 - [Girls to Young Ladies, Inc.](#)

#6

6. Identify local agencies impacting CYSHCN

- **Mental Health**
 - [Meridian Behavioral Healthcare](#)
 - [Alachua County Crisis Center](#)
 - [AMKids Gainesville](#)
 - [CDS Family & Behavioral Health Services](#)
 - [Gainesville Community Ministry \(GCM\)](#)
 - [Mental Health Intensive Case Management](#)
 - [Crisis Intervention Team/The Crisis Center \(Health Department\)](#)
 - [National Alliance On Mental Illness](#)
 - [Mental Health Court](#)
 - [Psychotherapeutic Services/FACT](#)
 - [Private Mental Health practitioners](#)
- **At Risk Youth**
 - [Dignity Project](#)
 - [Florida Department of Juvenile Justice](#)
 - [Pleasant Place, Inc.](#)
 - [Reichert House](#)
 - [Job Corps](#)
- **Child Welfare**
 - [Child Advocacy Center](#)
 - [Children's Home Society](#)
 - [Guardian Ad Litem](#)
 - [Partnership for Strong Families](#)

#6

6. Identify local agencies impacting CYSHCN

- **Pediatric Healthcare/Insurance**
 - [Florida KidCare](#)
 - [Children's Medical Services Pediatric Clinic](#)
 - **CMS Specialty Programs**
 - [Brain & Spinal Cord Injury Program](#)
 - [Cancer & Blood Disorders](#)
 - [Cardiac Program](#)
 - [Craniofacial Program](#)
 - [Diabetes Program](#)
 - [Genetics Program](#)
 - [HIV / AIDS Program](#)
 - [Liver Transplant Program](#)
 - **CMS Medical Services**
 - [CMAT](#)
 - [High Risk Obstetrical \(OB\) Services](#)
 - [Medical Foster Care Program](#)
 - [Partners In Care](#)
 - [Social Services](#)
 - [Youth Transitions](#)
- **Pediatric Healthcare/Insurance**
 - [Early Steps](#)
 - [Fresh Start Surgical Gifts](#)
 - [Ryan White CARE program](#)
 - [Southeastern Guide Dogs, Inc](#)
 - [Better Hearing Institute Hotline](#)
 - [Angel Flight Southeast](#)
 - [Peds After Hours](#)
 - [Pediatricians \(private practice\)](#)
 - [Southeastern Guide Dogs, Inc](#)
 - [Florida Elks Children's Therapy Services](#)
 - [Project: Dentists Care](#)
 - [Vision USA](#)
 - [Center for Autism and Related Disabilities](#)
- **WIC**
- [Fernside Community Health Center](#)

#6

6. Identify local agencies impacting CYSHCN

- **Healthcare (General)**
 - [Helping Hands Clinic](#)
 - [Acorn Clinic](#)
 - [UF Mobile Clinic](#)
 - [Insurance/Financial Assistance for Healthcare](#)
 - [Florida Alliance for Assistive Services and Technology](#)
- **Condition-Specific**
 - [American Cancer Society](#)
 - [American Heart Association](#)
 - [American Kidney Foundation](#)
 - [American Diabetes Association](#)
 - [American Lung Association](#)
- **Domestic Violence**
 - [Interpersonal Violence Assistance Clinic \(The Source\)](#)
 - [Peaceful Paths](#)
 - [Another Way](#)
- **Social Services**
 - [Salvation Army](#)
 - [Alachua County Social Services](#)
 - [Trinity United Methodist Church](#)
 - [Gainesville Community Ministries](#)
 - [Catholic Charities](#)
 - [Elder Options](#)
 - [Meals on Wheels](#)

#6

6. Identify local agencies impacting CYSHCN

- **Family Organizations**
 - [Family Network on Disabilities of Florida](#)
 - [Family Voices](#)
- **Career/Employment**
 - [FloridaWorks/One-Stop Career Center](#)
- **Food Pantries**
 - [Bread of the Mighty](#)
 - [Catholic Charities Food Pantry](#)
 - [Compassion Outreach Ministries Food Pantry](#)
 - [Gainesville Community Ministries Food Pantry-Angel Food Ministries](#)
 - [Gainesville Harvest](#)
- **Legal Assistance**
 - [Three Rivers Legal Services](#)
- **Housing**
 - [Alachua Housing Authority](#)
 - [Gainesville Housing Authority](#)

Can you identify state or national systems of care?

Why does MCHB care about systems of care?

What is the relationship of Systems of Care to *Interdisciplinary Leadership* Training?



Time 5: Jeopardy

Let's play  !!

Click on the link 😊

<https://www.superteachertools.net/jeopardyx/jeopardy-review-game.php?gamefile=1399551603>

Our children are living messages sent to a future we will never see

• African Proverb

Thank you

