NC Project LAUNCH

Nuts & Bolts of the Family Centered Medical Home

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NC Pediatric Society Webinar 9/17/2015
The On-site Early Childhood Mental Health Team

- Why it’s great for practices
The On-site Early Childhood MH Team

Why it’s great for patients and their families:

- Services provided in the comfort of their medical home
- Same day support as well as scheduled appointment times at a later date
- Option to have Health Navigator attend school meetings
- Resource connection
- Frequent follow-up
- Lactation support
- Health Coaching
- Positive parenting program, Triple P
Before the ECMH Team

Patients and families received:

- Medical Care
- Screenings
- Outside referrals for all other needs
With the ECMH Team

Patients and their families receive:

- Behavior support
- Parenting support
- Lactation support
- Social and emotional assessment & support
- Emotional support and encouragement
- Resource assistance
- Screening follow-up, to ensure families get connected.
REFERRALS TO THE TEAM

- Doctors
- Nurses
- Front Desk
- Phone Nurse
- Department of Social Services
- School system
- Hospital
- Foster support group
- Pediatric rehab
- Word of mouth/self referral
- Positive screenings (ASQ, ASQ:SE, PHQ-2, PSC, MCHAT
- Re-referral
Work Flow Implications......
from the Office Manager’s Perspective

WE USE THE TEAM APPROACH THROUGHOUT THE CLINIC
COMMUNICATION AND TRACKING FROM SCHEDULING TO CHECKOUT
IDENTIFYING NEEDS AND COMMUNICATING THOSE NEEDS OR CONCERNS
WORKING WITHIN THE SCHEDULE TO ACCESS/IDENTIFY AND IMPLEMENT
PATIENT AND FAMILY ASSISTANCE
COMMUNICATION IS KEY IN PATIENT AND FAMILY ASSISTANCE WITHIN THE
PATIENT CARE MODEL
ENHANCEMENT OF PATIENT AND FAMILY VISITS FOR COMPLETE MIND/BODY
HEALTHCARE
FLEXIBILITY AND AVAILABILITY IN HOUSE FOR A BETTER PATIENT/FAMILY
EXPERIENCE
National Committee for Quality Assurance

- NCQA Level 3 Family Centered Medical Home Accreditation

KC was recently acquired by the PDC and the focus of becoming a accredited medical home is currently in review. Our Mindset is already focused on the family home process without the accreditation for complete mind/body family care. We have acknowledged the dire need of family support and assistance that is needed throughout our community as well as our patient base.

It is our desire here at KC to be on the cutting edge of assisting our patients and families to be the best that they can be with direct focus on the mind and body as a whole. Accreditation is obtained by the circle of care that is obtained – goals of patient care are met and follow up and continuance of care is successful. The patient and family have a contact person and a completed circle of care. We play the part of the gate keeper so that at all times we are aware of where the patient is in the process of care and assistance.
Things to consider when Implementing a Team into your Practice

Access to Electronic Medical Records

- How will your team document in your office records
- Templates

Space

- You will need space for each team member, a private place for intakes, assessments, and therapy.
Positive Parenting Program

Physician Level: Light touch, used during anticipatory guidance, tip given when appropriate, and a referral to health navigator when additional sessions are necessary.

Health Navigator Level: Level 3 Intervention with 1-2 behavior problems, over the course of 4 sessions

Clinician Level: Level 4, more intensive intervention 8-10 sessions

The greatest benefit doctors being trained is it provides us with a common “language”, parents receive the same message all the way around.
Each member of the child’s team brings a unique piece

- Doctors are the medical expert
- Nurses make it possible for the doctor to provide the highest quality of care
- Health Navigator brings resource expertise and parenting support, the bridge between the body (medical staff) and the brain (mental health/clinician)
- The mental health clinician is well trained in social and emotional health, bringing knowledge and expertise in mental health back to the doctor, resulting in wrap around care...all in ONE setting.
**Practice Feedback**

**Nurses:** Having the ECMH team in our office makes us feel more comfortable with mental/behavioral support. Prior to having the team we had no idea what was available for our families. Our health navigator is such a valuable resource. –Jessica, LPN

In the past, we offered as much support as we could but time was limited. We now have someone with the knowledge, skills, and time to devote to our moms. Our babies are breastfeeding longer now and moms feel more supported. –Marsha, CMA

When patients would come in with resource needs, I was unsure of how to help. The health navigator has helped us all become more aware of how rich our country is in resources. –Connie, CMA

**Physicians:** Patients used to call wanting to ask the doctor about behavior resources needs now families don’t call us anymore, they call the health navigator. Parents and patients are having all their needs met here in our office. –Dr. Dvergsten

We won’t go back to the way things were before the team. – Dr. Pringle

A patient told me that for the first time she has hope. She felt alone and desperate and didn’t know where to turn. She came here as a new patient with her child and was immediately introduced to Ashley and called me the same day to tell me that Ashley “saved her life”. We are extremely lucky to have Ashley and the program here at KC Pediatrics. She enhances our facility in a way that no one else could. I look forward to the future and the enhancements that will be made to our practice as well as to the lives of our patients and their families. – Angelia London

The parent featured in the Tip Paper reported, Every doctors office should have a team.