



Pediatric Medical Home Implementation – You Can Do It [We Can Help]!

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Background

For over 15 years, the National Center for Medical Home Implementation (NCMHI) has served as a leading technical assistance center for the implementation and advancement of pediatric medical home. State Maternal and Child Health Title V / Children and Youth with Special Health Care Needs (MCH Title V / CYSHCN) programs have been asked—through the creation of MCH National Performance Measures—to consider work related to impacting the number of children receiving care through a medical home (48.7%), particularly children and youth with special health care needs (43.2%)*

Purpose

This poster provides an overview of results from the MCH Title V / CYSHCN Programs Assessment and Evaluation Project conducted in collaboration by the NCMHI and Dr Pam Kelley of Kelley Analytics in 2017-2018. The purpose of this project was to gain insights from MCH Title V / CYSHCN programs on how the NCMHI can better provide resources and technical assistance to states focused on National Performance Measure 11 (medical home) or patient/family-centered care.

Methods

Survey: A survey targeting state MCH Title V / CYSHCN directors was conducted during fall 2017. An invitation to participate—containing an anonymous survey link—was emailed to a list of 113 state MCH Title V / CYSHCN directors. Of the 113 individuals who received the survey, a total of 50 (44.2%) completed the survey.

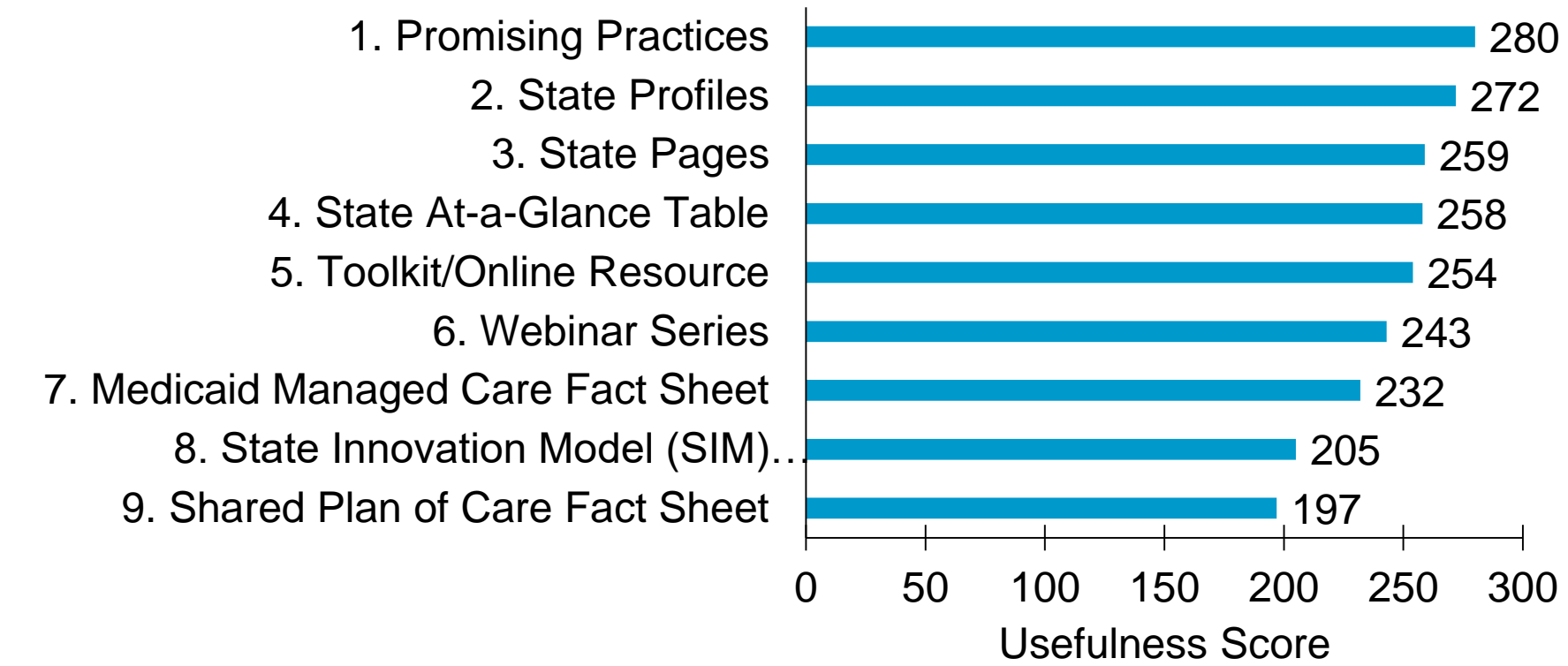
Key Informant Telephone Interviews: Using a purposive sampling approach, ten state teams comprised of state MCH Title V / CYSHCN directors and relevant staff were recruited to participate from an initial list of 14 states. The ten participating state teams were located in the four major regions of the United States as follows: Northeast (n=2), South (n=3), Midwest (n=2), and West (n=3).

Pediatric Medical Home Resources for MCH Title V / CYSHCN Programs

- **State Pages:** Overview of pediatric medical home initiatives in 50 states and the District of Columbia
- **State Profiles:** Highlights of Medicaid and CHIP programs designed to advance the pediatric medical home model
- **State At-a-Glance Table:** Overview of pediatric medical home initiatives in Medicaid and CHIP programs in all 50 states
- **State Innovation Model (SIM) Award Profiles:** Summaries of pediatric components of state SIM testing awards
- **Medicaid Managed Care Fact Sheet:** Overview of challenges and opportunities for children and youth with special health care needs in Medicaid managed care
- **Shared Plan of Care Fact Sheet:** Overview of key components of shared plans of care and strategies for state programs to support implementation of shared plans of care in practice and programs

Survey Results: Most Useful Resources

Usefulness Rankings: NCMHI Resources (N=50)



| Importance of Technical Assistance in Advancing Medical Home within States: Mean Ratings (N=50) | | |
|---|---|-------------------|
| Order | Technical Assistance Type | Importance Rating |
| 1 | Access to care coordination resources and information related to measurement, implementation, & training/education. | 7.5 |
| 2 | Assistance in designing culturally competent community-based medical home projects or initiatives. | 7.4 |
| 3 | Customized & targeted one-on-one technical assistance from NCMHI staff & experts with Title V / CYSHCN programs (via email, telephone or otherwise). | 7.2 |
| 4 | Toolkit & resource guides to help with implementation of key medical home functions in practices & states. | 7.0 |
| 5 | "How to" tutorials on topics related to family engagement & team-based care. | 6.8 |
| 6 | Strategies to enhance collaboration between Medicaid agencies & Title V / CYSHCN programs. | 6.7 |
| 7 | A comprehensive collection of literature on the effectiveness of the medical home model in pediatrics. | 6.4 |
| 8 | Monthly e-Newsletters highlighting the most up-to-date tools, resources, & national/state initiatives focused on pediatric medical home implementation. | 6.1 |
| 9 | Assistance in connecting and/or fostering partnerships with AAP state chapters & other pediatric clinicians. | 5.8 |

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Interview Results: Needs and Suggestions for Technical Assistance & Resources

State Teams' Reported Needs and Suggestions for Technical Assistance and Resources: Themes (N=10)

1. Identify funding, financing, & affordability strategies relevant to medical home and CYSHCN
2. Provide profession-specific medical home orientation training resources for new staff and stakeholders
3. Facilitate medical home stakeholder partnerships, collaboration, and systems integration
4. Provide education, information and promote awareness-raising to all medical home stakeholders
5. Identify relevant measurement, evaluation, and evidence-based strategies
6. Ensure CYSHCN and their families are involved in planning and implementing medical home initiatives and policies, especially at the national level

Conclusions

- The most common themes in state MCH Title V / CYSHCN teams' reported needs and suggestions for technical assistance and resources included the following:
 - assistance with financing strategies for medical home and CYSHCN
 - medical home orientation training for new staff
 - building stakeholder partnerships
 - promoting education and awareness-raising
 - identifying relevant measurement and evidence-based strategies
 - ensuring that CYSHCN and their families are included in planning and implementing medical home initiatives and policies.
- NCMHI resources rated as most useful by participating state MCH Title V / CYSHCN directors included summaries of state medical home initiatives and successful state medical home implementation strategies.
- NCMHI technical assistance rated by participating state MCH Title V / CYSHCN directors as most important in advancing the medical home model within their states included the following:
 - care coordination information and resources
 - assistance in designing culturally competent, community-based medical home initiatives
 - one-on-one, customized technical assistance

Next Steps

- Solicit and promote state MCH Title V / CYSHCN programs through the Promising Practices initiative
- Collaborate with and promote technical assistance centers and resources focused on healthcare financing and medical home / CYSHCN data
- Continue to involve parent partners/leaders in the development of all NCMHI projects and resources
- Develop a series of briefs summarizing relevant medical home evidence and evidence-based interventions for state MCH Title V / CYSHCN directors