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This document presents key findings from the NCMHI Maternal Child Health (MCH) Title V / CYSHCN Programs Technical Assistance and Resources Needs Assessment Project conducted 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 technical assistance and resources to states focused on National Performance Measure 11 (medical home) and/or patient-/family-centered care.

Using a mixed-methods approach, an electronic survey targeting state MCH Title V / CYSHCN directors was conducted during fall 2017. Of the 113 individuals who received the survey, a total of 50 (44.2%) completed the survey. In addition to the survey, key informant telephone interviews were conducted with ten teams comprised of state MCH Title V / CYSHCN directors and other program staff. 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).

**OVERVIEW**

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**KEY FINDINGS**

- The top five NCMHI resources ranked as most useful by survey respondents included the following:
  - Promising Practices
  - State Profiles
  - State Pages
  - State At-a-Glance Table
  - Toolkit/Online Resource Guide

- The top five types of NCMHI technical assistance rated by survey respondents as most important in advancing the medical home model included the following:
  - Access to care coordination resources and information related to measurement, implementation, and training/education
  - Assistance in designing culturally competent community-based medical home projects or initiatives
  - Customized and targeted one-on-one technical assistance from NCMHI staff and experts with Title V / CYSHCN programs (via email, telephone or otherwise)

- Resource guides to help with implementation of key medical home functions in practices and states
- “How to” tutorials on topics related to family engagement and team-based care

Based on interviews with state teams, the most important emerging trends that will affect services for CYSHCN and their families in their states, centered around the following themes:

- Uncertainty regarding changes to Medicaid/Medicaid managed care/Medicaid waiver 1115
- Mental and behavioral health / delivery systems for patients with mental health issues
- Telehealth
- Access to health care for immigrant families
- Lack of available transportation options for getting to and from medical appointments
- Lack of specialty and subspecialty care/provider shortages
State teams’ most commonly requested suggestions for technical assistance and resources included the following:

- Identify funding, financing, and affordability strategies relevant to medical home and CYSHCN
- Provide profession-specific medical home orientation training resources for new staff and stakeholders
- Facilitate medical home stakeholder partnerships, collaboration, and systems integration
- Provide education and information, and raise awareness to all medical home stakeholders
- Identify relevant measurement, evaluation, and evidence-based strategies
- Ensure CYSHCN and their families are involved in planning and implementing medical home initiatives and policies, especially at the national level
- Nearly all state teams expressed concern that many families of CYSHCN lack access to pediatric subspecialists/specialists and/or lack transportation options for getting to and from medical appointments.
  - Most teams expressed the opinion that telehealth has great potential to help CYSHCN and families who lack transportation options for getting to and from medical appointments
  - Some mentioned that one of the challenges with implementing telehealth is the time it takes to establish the programs

The most commonly reported challenges to advancing family-centered care (FCC) centered around the following themes:

- Providing sufficient training for families and clinician in FCC
- Language barriers / lack of sufficient resources to meet the needs of culturally and linguistically diverse families
- Differences in how families and providers understand and experience FCC
- Lack of specialty and subspecialty care/provider shortages
- Lack of resources / reimbursement for care coordination
- While most state teams mentioned that their states were focused on transition, many discussed their transition initiatives separately from their medical home efforts, suggesting an opportunity for the NCMHI to clarify the role of the medical home in supporting transition.
- Most state teams interviewed expressed the need for improved partnerships with state Medicaid agencies, especially with regard to shared definitions, measures, communication, and involvement / collaboration related to CYSHCN and medical home initiatives. Some teams mentioned that it would be helpful to clarify and develop a shared understanding of the unique care coordination needs of CYSHCN.

DISCUSSION AND NEXT STEPS

According to these results, state MCH Title V/CYSHCN directors have found NCMHI technical assistance and resources to be useful and important in advancing the medical home model, and patient/family-centered care, in their states. However, reported health care trends affecting CYSHCN—especially regarding changes to Medicaid, integration of mental health services, telehealth, lack of access to transportation and specialists/subspecialists—suggest that states may need additional support in their efforts to provide CYSHCN and families with patient/family-centered care within the medical home.

To address the state teams’ requests for technical assistance in the areas of financing strategies; medical home orientation training; building stakeholder partnerships especially with Medicaid agencies; and ensuring that CYSHCN and their families are included in planning and implementing medical home initiatives and policies, NCMHI will implement the following strategies:

- Solicit and promote state MCH Title V/CYSHCN programs through its Promising Practices initiative
- Collaborate with and promote technical assistance centers and resources focused on healthcare financing and medical home specifically related to CYSHCN
- Involve parent partners / leaders more concertedly in the development of all NCMHI projects and resources
- Develop a series of communications promoting relevant medical home tools and resources for state MCH Title V/CYSHCN directors

For more information visit www.medicalhomeinfo.org or contact medical_home@aap.org