

# The Arizona Experience

## Multidisciplinary Care Coordination Training for Children with Medical Complexity

The Pediatric Care Coordination Curriculum (PCCC): An Interprofessional Resource to Effectively Engage Patients and Families in Achieving Optimal Child Health Outcomes, 2nd Edition, was developed by a multidisciplinary team from across the United States, led by staff of the National Center for Care Coordination Technical Assistance at Boston Children's Hospital, in partnership with the National Center for Medical Home Implementation, through a cooperative agreement with the Maternal and Child Health Bureau of the Health Resources and Services Administration.

Phoenix Children's Hospital and the Arizona state Maternal and Child Health (MCH) Title V/Children and Youth with Special Health Care Needs (CYSHCN) program collaborated to adapt and implement content from the curriculum to enhance care coordination for children with medical complexity and their families. The adaptation was very successful, and planning is underway to facilitate additional trainings on shared plans of care and family-professional partnerships.

### Pediatric Medical Home Implementation Strategies

- Identify motivated leaders within your community who have a stake in provision of high-value care coordination services.
- Leverage existing partnerships, projects, and initiatives that relate to care coordination activities.
- Identify “pain points” or key “problem areas” in provision of comprehensive care coordination services for your patient population.
- Ensure families are equal partners in the planning, implementation, and evaluation of care coordination training.
- Plan and implement a care coordination training using the PCCC 2nd Edition. Some suggested steps in planning this training based on the experience in Arizona include the following:
  - ~ Identify your specific care coordination needs.
  - ~ Identify your population of focus.
  - ~ Review all content within the PCCC 2nd Edition. It is recommended that this review occurs with a multidisciplinary stakeholder team including families, MCH Title V/CYSHCN staff, AAP chapter staff, and clinicians.
  - ~ Convene with the National Center for Care Coordination Technical Assistance at Boston Children's Hospital to identify modules in the curriculum you would like to implement and discuss how to adapt PCCC 2nd Edition content to your specific needs.
  - ~ Adapt content within the module(s) you would like to implement to fit your needs and population.
  - ~ Invite multidisciplinary individuals to attend the care coordination training.
  - ~ Design evaluation questions for the training based on your project goals and needs.
  - ~ Collect evaluation data/feedback from participants via an evaluation survey.
  - ~ Ask all participants to complete one concrete action item as a result of the training.

### More Information

Interested in learning more about how the PCCC 2nd edition was implemented in Arizona, including detailed steps to implement care coordination training, challenges, and contact information for technical assistance and support? Visit the [National Resource for Patient/Family Centered Medical Home Web site](#)