Care Coordination for Kids

A webinar brought to you by the National Center for Medical Home Implementation

School Nurses Linking with the Medical Home

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12:30 pm Central

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Care Coordination for Kids – School Nurses Linking with the Medical Home

Moderator:
Stephanie Mucha, MPH
Children with Special Needs Initiatives
American Academy of Pediatrics
National Center for Medical Home Implementation
Disclosures

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• We do not intend to discuss an unapproved/investigative use of a commercial product/device in my presentation.
Learning Objectives

- Describe the role school nurses play in meeting the comprehensive needs of pediatric patients and families.

- Identify clinical guidance, curricula, tools, and resources that facilitate pediatric care coordination implementation.

- Provide examples of practical strategies and processes to implement effective pediatric care coordination between school health and medical communities.

- Identify care coordination models that demonstrate partnership and collaboration across multiple care systems.
Care Coordination for Kids – School Nurses Linking with the Medical Home

**Faculty:**
Dian Baker, PhD, APRN-BC, PNP
Credentialed School Nurse
California State University, Sacramento
School of Nursing
Care Coordination is Important for ALL These Reasons...and More!
Care Coordination: Everyone’s Talking About It…

- National Association of School Nurses: “Framework for 21st Century School Nursing Practice”
  - New framework is 21st century care coordination

- Centers for Disease Control and Prevention and the Association for Supervision and Curriculum Development
  - *Whole School, Whole Community, Whole Child* model emphasizes coordination of policy, processes, and practice across systems and integration with community resources

- American Academy of Pediatrics and US Maternal and Child Health Bureau policy statements
  - Care Coordination
  - Medical Home
  - Individuals With Disabilities Education Act (IDEA)
New Policy from the AAP

Monday, May 23, 2016; AAP releases the Policy Statement: “Role of the School Nurse in Providing School Health Services”

- Calls for a minimum of one full-time registered nurse in every school.
- School nurse’s job comprises much more than just health services. They monitor more children with special needs and help with management of ADHD, diabetes, life-threatening allergies, asthma and seizures.
- Collaboration among pediatric providers, families, and the school medical team is increasingly critical to optimal health care in both office and community settings.
- Policy encourages pediatric providers to include school contact information within the student’s EHRs and share relevant information with the school nurse.
Comprehensive System of Care Coordination Benefits the School

Students are in school -- Healthy, and ready to learn: Improved attendance

Families and students: Improved access and ability to navigate school and community services

Families and students: Enhanced self-advocacy skills

School health team: Enhanced job satisfaction

School nurse in Ledyard, CT
Care Coordination in Schools
ACCESS TO CARE AT SCHOOL

1. School Health Teams & Support
2. Interagency Partnerships: LINK TO PRIMARY CARE
3. Surveillance & Tracking Systems
4. Evidence-based Guidelines
5. Performance Improvement & Outcome Evaluation
FREQUENT, MEANINGFUL, EFFECTIVE COMMUNICATION is KEY!

- Common goals for care coordination across systems
- Involve school administration from the start
- Discuss FERPA and HIPAA
  - Do not have to be barriers to communication – become informed
- Meaningful engagement with students and families
- Design components for each step of the care coordination model
- Set timelines
- Monitor how the care coordination process is working:
  - How are things going?
  - Are we meeting our goals?
  - What are the next steps to improve services for students and families?
The National Center for Medical Home Implementation partnered with Dr. Baker and Ms. Johnson at California State University, Sacramento, to modify an existing care coordination curriculum, customizing it for the school nurse audience.

The revised curriculum has since been tested and evaluated by over 130 school nurses. Overall, the school nurses reported satisfaction and enhanced understanding of care coordination.

Health Care Coordination in Schools: An Instructional Curriculum for School Nurses—Building Student/Family-centered Care Coordination Through Ongoing Delivery System Design is now available for free download.
Health Care Coordination in Schools: An Instructional Curriculum for School Nurses—Building Student/Family-centered Care Coordination Through Ongoing Delivery System Design includes:

<table>
<thead>
<tr>
<th>3 Modules/Lesson Plans</th>
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<tbody>
<tr>
<td>1. How School Nurses Can Implement Care Coordination</td>
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<tr>
<td>2. How School Nurses and Care Coordination Support Students with ADHD</td>
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<tr>
<td>3. Health-Related Social Service Needs: Strategies to Assess and Address Shared Planning in the Family-centered Health Care Home</td>
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Modules include overviews, full presentations, facilitator guides, an algorithm for care coordination triage, easy to use communication forms across systems, and specific examples of care coordination related to ADHD.
Here’s How it Can Work…

- School nurse Robin Cogen’s Community Cafes in New Jersey
- School nurse partnership with pediatric triage hospitals
- Jody Johnson MS, RN, Credentialed School Nurse; Robert Wood Johnson School Nurse Fellow
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Faculty:
Jody Johnson, MS, RN
Credentialed School Nurse
Plumas Unified School District/
Rural Northern California mountain community
How do we better communicate and collaborate between school and health care communities?
### Problems

- Increased student population with chronic health care issues
- Impacting ability to learn, safety, and quality of life
- Often there is no formalized model to address issues at school

### Barriers

- Ineffective communication between school community and health care community
- Underdeveloped role of school nurses as health care coordinators within the schools

**Let’s Fix This!**
By Using Care Coordination Tools...

School nurses are in an ideal position to promote:

- Early Identification
- Data Collection
- Treatment
- Management of Follow-up
- Continued Communication with Pediatric Provider
Example: Our Community

- Developed tools to increase communication
- To test, the tools were initially applied to one identified chronic health issue - we used ADHD:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Actions</th>
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<tbody>
<tr>
<td>1</td>
<td>Early Identification/Classroom Interventions</td>
</tr>
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| 2     | Data Collection:  
  • Behavior Rating Scales  
  • Information from parents (health and behavioral)  
  • Teacher input |
| 3     | • Target person notified at pediatric provider’s office  
  • Assist in making appointments and other follow up needs |
Sharing Data with Pediatric Providers

- Release of information
- SBAR* from School Nurse
- Diagnostic Information (eg, screenings and academic progress)

* SBAR
  - Situation
  - Background
  - Assessment
  - Recommendation

Note: Look for sample SBAR communication forms in Module 2 of the School Nurse Curriculum
It’s All About Follow up!

MONITOR AND RECOGNIZE THE EFFECTS OF INTERVENTION

- In the classroom? At home?
- Is medication effective? Side effects?
- Follow up on other issues (e.g., sleep, allergies)
- Family counseling
Shaun: Quick Case Study
Results/Ongoing Goals

- Process has allowed for an improved, coordinated response to students with chronic health care issues such as:
  - Asthma, diabetes, weight management, and mental health concerns
- Teachers and staff feel supported in their health concerns for students
- Increased support of parents and family care providers
- School nurse increased job satisfaction
Faculty:
Mark Satterfield, MD
Family and Emergency Physician
Public Health Officer
Quincy, California

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Find the Champions

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<th>CHAMPIONS</th>
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<td>Must Have:</td>
</tr>
<tr>
<td>Passion</td>
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<tr>
<td>Tenacity</td>
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<tr>
<td>Necessary time available to achieve success</td>
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Individual champions are needed from each segment of care:
- School Nurses
- Emergency Department
- Pediatric & Primary Care Clinic
- Mental Health
- Social Services
- Public Health
- Tertiary Referral Center

Practical Tip:
Encourage/organize events which may increase the social interaction between these groups.

For example: shared “Grand Rounds” or physicians and NPs visiting schools
Cross-Cutting Issue: 2015 California law eliminates “personal belief” exemption from immunization for all schools (public and private) in which students share a confined (classroom-like) space.

How it was Addressed:
- Grand Rounds
  - Fact finding
  - Educate primary physicians on what constitutes a valid medical exemption
  - Educate primary physicians on the new burden placed on schools and school nurses to implement the letter of the law
  - Communication strategies for nurses and providers when dealing with upset parents
  - Ideal opportunity for public health to be involved
Champions Working Together: Implementing New Requirements

Cross-Cutting Issue: New law requires schools to implement “if in doubt, sit ‘em out” and “graduated return to play” procedures for concussion management (ie, standard of care)

Opportunity to:
- Educate coaches, parents, providers, nurses on “standard of care.
- ER, primary care, field-side/court-side
- Update policies and procedures

Challenges:
- Having coaches seasoned in current management of concussion sometimes a challenge in rural areas.
- No certified athletic trainers.
- Some policies and metrics that may be routine in urban/suburban districts may be very difficult or impossible to implement in rural areas.
- Financial constraints can be significant.

Despite challenges...
Champions have been able to develop a clear-cut process for communication between physicians, school nurses, coaches, and families.
Take Home Messages

There needs to be a champion from each stakeholder group.

Champions need passion, tenacity, and time to make sure our children receive the integrated healthcare they deserve through enhanced communication between groups.

We’re all in this together for the benefit of our children and communities.
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Faculty:
Harold Magalnick, MD, FAAP
Practicing Pediatrician
AAP Council on School Health Member
Phoenix, Arizona
What are practical ways that community pediatricians, in suburban and urban settings, can work together with school nurses to address the medical needs of children and their families?
Discuss Terms:

- What is medically necessary from what is educationally necessary to maximize care and services.

- Advocate with the family

- Attend IEP meetings

- Develop medical action plan for school
• Sign standing orders
• Write prescriptions for free Epi-pens for each school
• The pediatric office is the Medical Home for the child, pediatric providers can therefore supply records from all specialist and ER visits to the School Nurse, when needed.
Pediatric Providers can:

- Work with residencies to introduce School Health to the residency curriculum.

- Link school nurses and local School Nurse Association with:
  - State Chapters of the American Academy of Pediatrics
  - State Chapters of the American Academy of Family Physicians
Resources: 
In Order of Appearance During the Presentation

- AAP Policy Statements:
  - Care Coordination: http://pediatrics.aappublications.org/content/133/5/e1451
  - Medical Home: http://pediatrics.aappublications.org/content/110/1/184
  - IDEA: http://pediatrics.aappublications.org/content/136/6/e1650
  - Role of the School Nurse: http://pediatrics.aappublications.org/content/early/2016/05/19/peds.2016-0852
  - All AAP Policies and Additional Publications: http://www.aappublications.org/
Resources: 
In Order of Appearance During the Presentation

School Nurse Online Curriculum: medicalhomeinfo.aap.org/tools-resources/Pages/Care-Coordination.aspx

Curriculum (For Pediatric School Nurses)

- **Health Care Coordination in Schools: An Instructional Curriculum for School Nurses**
  The National Center for Medical Home Implementation partnered with the California State University, Sacramento, to edit the Pediatric Care Coordination Curriculum specifically for school nurses. The full curriculum is now available for download below.
  - **Module 1: How School Nurses Can Implement Care Coordination**
    - Overview and presentation documents
    - In-session handouts
    - Pre-session readings
    - Download all documents in Module 1 (Zip file)
  - **Module 2: How School Nurses and Care Coordination Support Students with ADHD**
    - Overview and presentation documents
    - In-session handouts
    - Download all documents in Module 2 (Zip file)
  - **Module 3: Health-Related Social Service Needs: Strategies to Assess and Address Shared Planning in the Family-centered Health Care Home**
    - Overview and presentation documents
    - Download all documents in the Instructional Curriculum for School Nurses (Zip file)
Resources:
In Order of Appearance During the Presentation

- Local school nurse association/organization: [www.nasn.org/AboutNASN/NASNAffiliatesChapters](www.nasn.org/AboutNASN/NASNAffiliatesChapters)

- AAP Chapters: [www.aap.org/member/chapters/chaplist.cfm](www.aap.org/member/chapters/chaplist.cfm)

- AAFP Chapters: [nf.aafp.org/MyAcademy/contactmychapter/Index/ChapterDirectory](nf.aafp.org/MyAcademy/contactmychapter/Index/ChapterDirectory)
Additional Resources

- National Center for Medical Home Implementation: medicalhomeinfo.org; medical_home@aap.org
  - Join the Listserv: medicalhomeinfo.org/contact/listserv.aspx

- AAP Council on School Health: www.aap.org/sections/schoolhealth

- AAP Council on Children with Disabilities: www.aap.org/cocwd
Thank You

www.medicalhomeinfo.org

Medical_home@aap.org

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