



Moving Beyond Cooperation: Engaging Families in Health Care Organizations and Practices

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Questions and Answers

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This document includes a summary of major questions presented by participants that were not answered during the live webinar due to time constraints.

Questions	Answers
<p>Are the practices billing insurance for care coordination under the available codes?</p>	<ul style="list-style-type: none"> • The American Academy of Pediatrics (AAP) offers a variety of pediatric coding resources available. Resources focus on pediatric-specific documentation and billing solutions. The AAP has published a fact sheet specifically for care coordination billing codes. Additionally, the AAP publishes a free pediatric coding newsletter and manages a coding hotline, which responds to all pediatric coding inquiries within 24 hours. • Webinar faculty from Oregon indicated that they do not currently bill for care coordination services. Oregon’s Medicaid program will provide some reimbursement, but private plans do not. Clinicians obtain a minimal amount of per member per month payments to help support care coordination, but billing codes haven’t been systematically implemented at this point in time.

<p>Please share a little more about implementation of family centered care beyond just mind set and culture change.</p>	<ul style="list-style-type: none"> • During 2016, the National Center for Medical Home Implementation conducted a Family Engagement Quality Improvement Project to improve family engagement in clinical practice through enhanced shared decision-making and connection of families to appropriate supports and services. The project engaged eight pediatric practices from around the country and included quality improvement coaching, training webinars, as well as an educational change package. The change package includes practical tools and resources for practice teams to implement Plan-Do-Study-Act (PDSA) cycles related to family engagement. PDSA cycles can be effective in changing mindset and culture in pediatric practices and can be used as a strategy to improve family centered care. • Beyond mind set and culture change, implementing family centered care is about involving parents and families at all levels of clinic operations. Concrete examples include: parent involvement on quality improvement teams, parent advisory councils, focus groups, and patient feedback surveys. On a clinic visit level, it is about eliciting parent concerns (rather than just running an agenda) and being aware of parent and family preferences with regards to treatment options. • Mind set and culture change are the hardest part. Incorporating family input becomes easier once both of those components have been established. Pediatric clinicians are in contact with families daily, therefore beginning family engagement by using clinical visits as a point of contact can be effective. Concrete examples of this include using questionnaires or having informal conversations in the exam room.
<p>Please provide more information on the family-to-family training for parent partners.</p>	<ul style="list-style-type: none"> • Family Voices National Center for Family/Professional Partnerships (NCFPP) in partnership with the Statewide Family Support Network (SPAN) will be providing regional trainings for systems level collaboration between family and public health leaders. The first day of the training is focused on development and support of diverse family leadership. A train the trainer model teaches family organizations to broaden their skills on training families to serve on decision-making groups. The second day of training is geared towards leaders of groups, such as Title V directors. The focus of the second day is on team member engagement, inclusion of diverse parents, and key issues involved in systems level change. More information about training schedules and descriptions can be found here.

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| | <ul style="list-style-type: none">• Family to Family Health Information Centers are located in all 50 states and DC and offer training and information support to families.• For parent partners in the state of Oregon, the training is done by the Oregon Family Support Network. More information can be found here. |
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