

# National Center for Care Coordination Technical Assistance: A Resource for You!

Hannah Rosenberg<sup>1</sup>, Stephanie Mucha<sup>3,4</sup>, Richard C. Antonelli<sup>1,2</sup>

<sup>1</sup>Boston Children's Hospital, <sup>2</sup>Harvard Medical School, <sup>3</sup>National Center for Medical Home Implementation, <sup>4</sup>American Academy of Pediatrics  
Collaborative partnership between Boston Children's Hospital Integrated Care Program and the National Center for Medical Home Implementation (NCMHI) at the American Academy of Pediatrics; supported by the United States Department of Health and Human Services, Health Resources and Services Administration, Maternal and Child Health Bureau (U43MC09134).

## Mission

The mission of the National Center for Care Coordination Technical Assistance (NCCCTA) is to support the promotion, implementation and evaluation of care coordination activities and measures in child health across the United States.


## Who we are


We are a collaborative partnership between Boston Children's Hospital Integrated Care Program and the National Center for Medical Home Implementation (NCMHI) at the American Academy of Pediatrics; supported by the United States Department of Health and Human Services, Health Resources and Services Administration, Maternal and Child Health Bureau (U43MC09134).

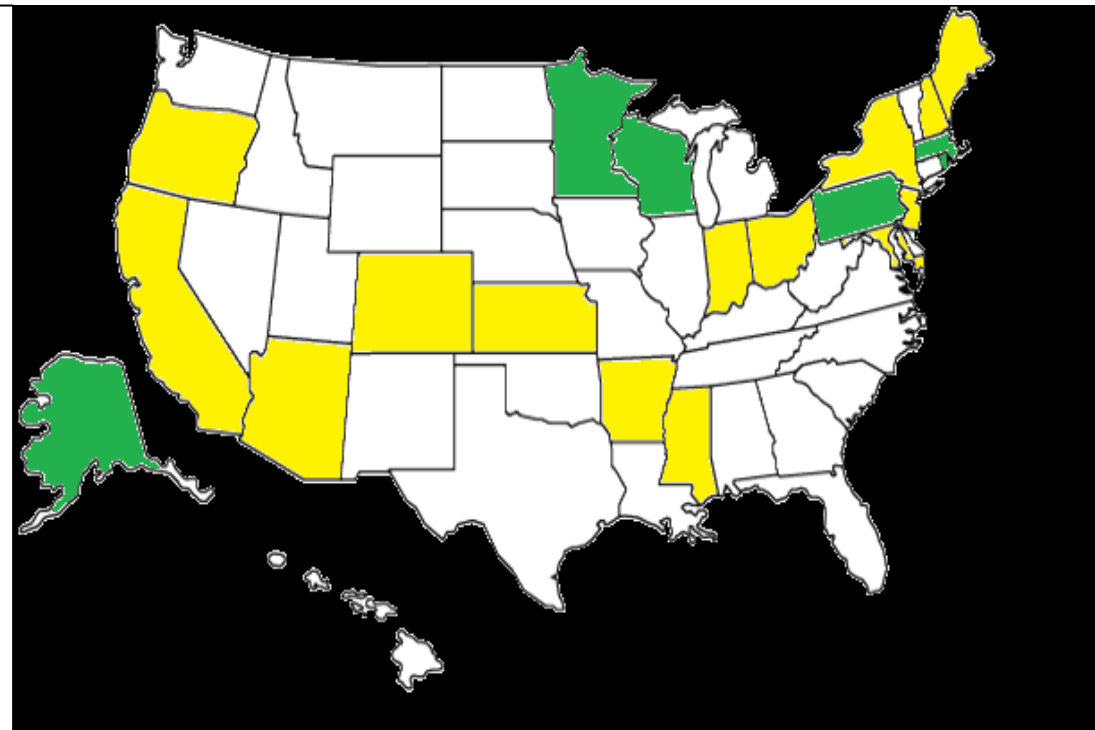
### Team

Medical Director: Richard Antonelli, MD, MS, FAAP  
Manager: Hannah Rosenberg, MSc.

The map to the right depicts the growing community serviced by the NCCCTA in 2015-2016

 = states with at least one practice/organization/institution to whom we have provided technical assistance

 = states with at least one practice/organization/institution currently implementing a key CC tool



## Progress to date

In Year 1 of our collaborative partnership, we provided technical assistance to 28 entities who were focused on pediatric care coordination.

We also gathered information, at a state level, on care coordination (cc) capacity building and measurement initiatives via a survey. We received survey responses from over 30 states.

## Environmental Scan

Responses from AAP chapter leaders, Title V Directors and Program Staff and other professionals in the pediatric health care:

- 87% (n=45) of respondents said that providing/improving delivery of CC services to children and youth with special health care needs (CYSHCN) was a strategic priority in their organization/institution
- 58% (n=30) of respondents said that their program/institution/state had hired staff to specifically focus on providing direct CC services to CYSHCN and their families
- 67% (n=35) of respondents said that their state/program/institution offered programs, trainings and/or initiatives to develop CC capacity
- 61% (n=30) of respondents said that their state/program/institution tracked CC activities and outcomes
- 73% (n=38) of respondents said that they would be interested in being connected to other entities focused on CC capacity building and measurement

## Year Ahead

- Continue to provide technical assistance on use of CC tools and measures
- Develop a network of learners committed to sharing experiences in implementing CC activities and measures
- Engage stakeholders at state, community and practice levels to inform the work of NCCCTA
- Use data collected from community of learners to inform further development of our key tools

## Join the community of learners

### Aims:

- Sharing resources
- Learning from the successes and challenges of other organizations
- Potential for collaboration

### Connect with our team at:

[hannah.rosenberg@childrens.harvard.edu](mailto:hannah.rosenberg@childrens.harvard.edu) / 617 919 3627  
**Join our virtual community:**  
<https://medicalhomeinfo.aap.org/tools-resources/Pages/Care-Coordination.aspx>

## Technical Assistance and Tools/Resources

The National Center for Care Coordination Technical Assistance offers:

**1 hour** of introductory technical assistance with the **Care Coordination Measurement Tool**, **Pediatric Care Coordination Curriculum**, and the **Pediatric Integrated Care Survey (PICS)**  
**2 additional hours** assistance in adaptation, implementation, and evaluation

Key tools:

**Pediatric Care Coordination Curriculum:** Co-developed as a partnership between *Family Voices*, and with colleagues from nursing, social work, medicine, Title V, and health care trainees, funded by US Maternal and Child Health Bureau. 4-module curriculum intended to demonstrate the principles, key concepts and activities that are necessary to successfully provide care coordination to patients and families. <http://www.childrenshospital.org/care-coordination-curriculum>

**Care Coordination Measurement Tool:** Tracks CC activities and outcomes to demonstrate how effective CC results in improved outcomes for patients and their families and the potential for cost savings. <http://www.childrenshospital.org/care-coordination-curriculum/care-coordination-measurement>

**Pediatric Integrated Care Survey:** The Pediatric Integrated Care Survey (PICS) is an outcome measure of the family experience of care integration in child health. It is designed to inform quality improvement efforts in care integration across multidisciplinary providers (medical, educational, behavioral health, social service, family support). For more information about the PICS instrument, please contact our team.