

# Advancing Family-Centered Care Coordination using a Shared Plan of Care

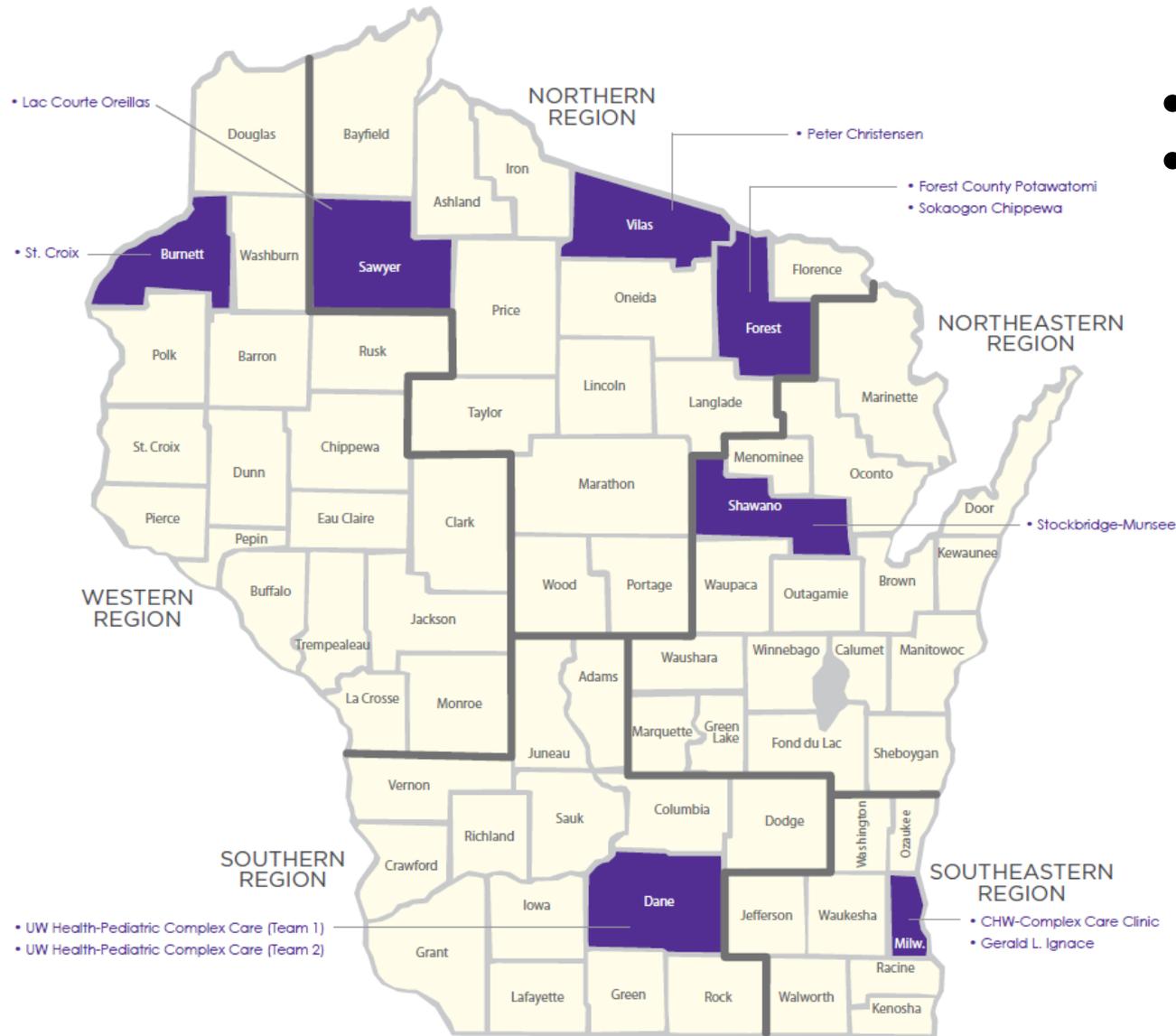
Learning Community

*June 23, 2020*

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- Welcome! Call will start at 12pm
  - Please share in the chat box:
    - Name
    - Organization

# Agenda

- Introductions
- 2020 SPoC Project Overview/QI (quarter 1 data summary)
- Sharing Experiences
  - All Teams
- Wrap Up & Next Steps



- **10 Teams**
- **7 Counties**



Health Center	Population
<b>Children’s Wisconsin-Complex Care Clinic</b>	Children with medical complexity (12yrs old or older)
<b>Forest Co Potawatomi Health and Wellness Center</b>	Children/youth diagnosed with global developmental delays and/or ASD
<b>Gerald L. Ignace Indian Health Center</b>	Children with ADHD
<b>Lac Courte Oreilles</b>	Children with special health care needs receiving care outside of the agency
<b>Peter Christensen Health Center (Lac du Flambeau)</b>	Children and youth with ADD/ADHD



<b>Health Center</b>	<b>Population</b>
<b>St. Croix Tribal Health Clinic</b>	Children who have been exposed to drugs
<b>Sokaogon Chippewa Health Clinic</b>	Children with medical complexity/behavioral health (0-21 yrs old)
<b>Stockbridge Munsee Health and Wellness Center</b>	Children with obesity (0-18 yrs old)
<b>UW Health AFCH – Pediatric Complex Care Program (Ehlenbach team)</b>	Children with medical complexity
<b>UW Health AFCH – Pediatric Complex Care Program (Sodergren team)</b>	Children with medical complexity (ages 12 and older)



# 2020 SPoC Project Activities

- Clinic Activities with SPoC
  - Quarterly care team surveys
  - Submit 1 PDSA/quarter
- Family and youth engagement with SPoC
  - Quarterly family surveys
- Family representation/partnership on the QI team
- Learning Community participation
- Care Mapping workshop (contact your Regional Ctr)
- Collaborate with your Regional Center, the Medical Home Initiative, Family Voices and others

# Family of Measures

- Families agree/strongly agree SPoC helps ensure more of their child's needs are met\*
- Care team meetings including family member\*\*
- Families agree/strongly agree that SPoC helps them tell other service providers (schools, child care providers) about their child's needs\*
- Teams neutral/disagree/strongly disagree use of SPoC helps their team communicate more efficiently\*\*

2020  
Goals

85%

75%

60%

<20%

Q1  
Results

91%

40%

82%

14%

\*n=11 families representing 4 teams (18 total family responses)

\*\*n=7 care teams

# Impacts of the SPoC in the Family's Words....

*"Share with school and other therapists outside of [clinic]."*

*"We have shared with our local EMT team for their knowledge in helping us. Also we have used when updating our private duty nursing prior auth and it has been helpful in collecting needed information...."*

*"Using the shared care plan was valuable for getting guardianship. I keep a copy on us at all times in event of emergency."*

Source: Q1 family comments

# Consider sharing:

- How has your work changed?
- Utilizing Telehealth? Seeing patients in clinic?
- How have families been impacted?
- Have you been able to work or resume working on the SPoC project?
- How may this affect your program and the care you provide in the future?
- Stronger, new or unexpected partners?
- What questions do you have for other teams?
- What support or resources do you need?



# Reminders/Updates

- **Jul 17:** Q2 surveys and one PDSA cycle due
- **July-Aug:** Tribal Health Centers: mid-years, individual team calls (no group virtual meeting)
- **Aug 6-7:** Complex Care Teams: virtual meeting as part of CoIIN work
- **Oct 27:** Learning Community Call
- **2021**

# Thank you!



**Please complete evaluation**

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