A Primary and Tertiary Care View of Co-management-- Changing Attitudes and Systems

"Designing Systems That Work for Children with Complex Health Care Needs"

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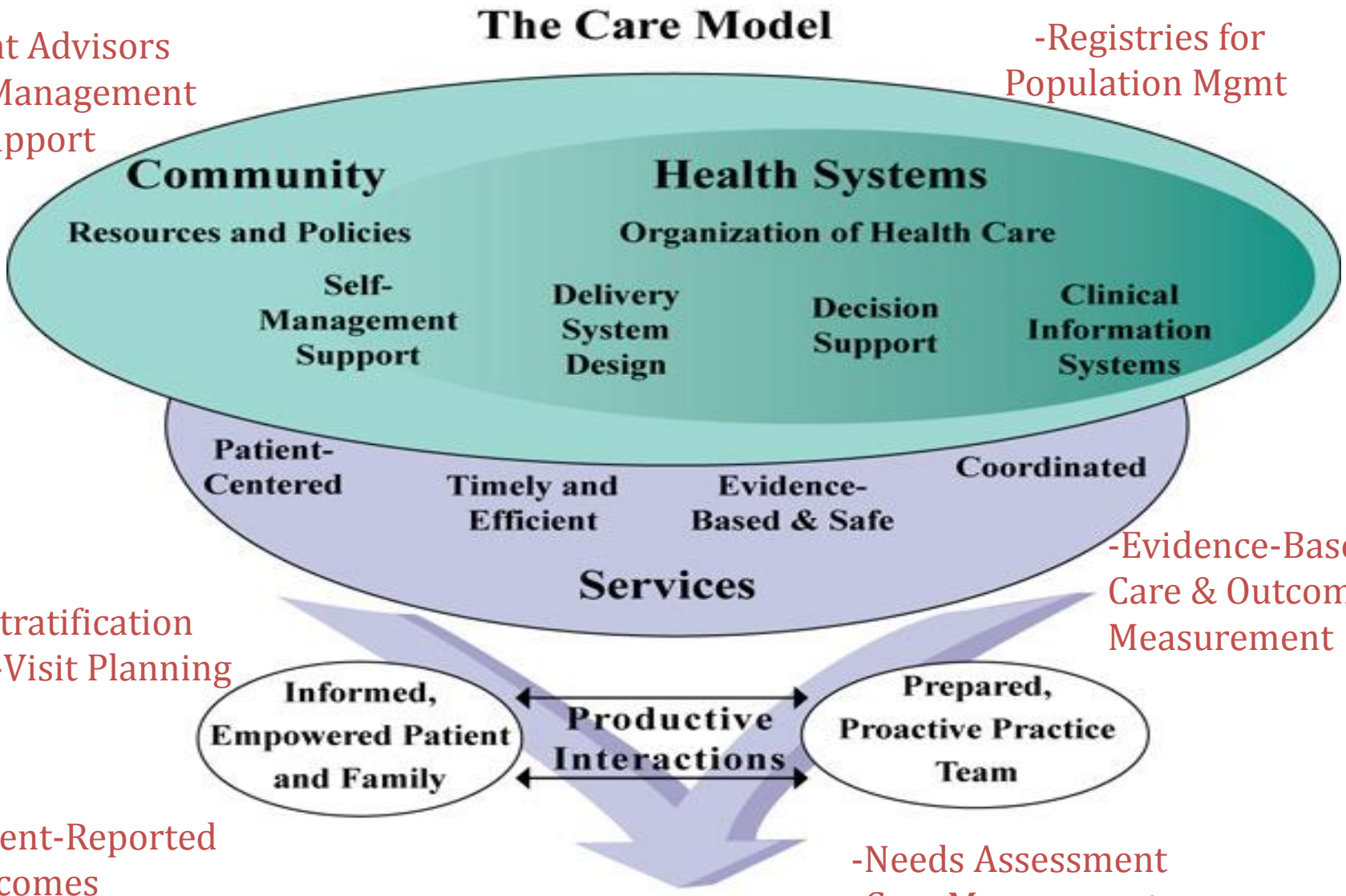
Essential Systems in Primary Care Medical Homes for Co-management in Chronic Conditions

- Relationships
- Ready Access
- Registry, Care Coordination, Planned Care
- Records (Electronic)
- Resources, internal and external
- Reimbursement
- Recruitment

-Parent Advisors
-Self-Management support

-Registries for Population Mgmt



-Evidence-Based Care & Outcome Measurement

-Risk Stratification
-Pre-Visit Planning

Patient-Reported Outcomes

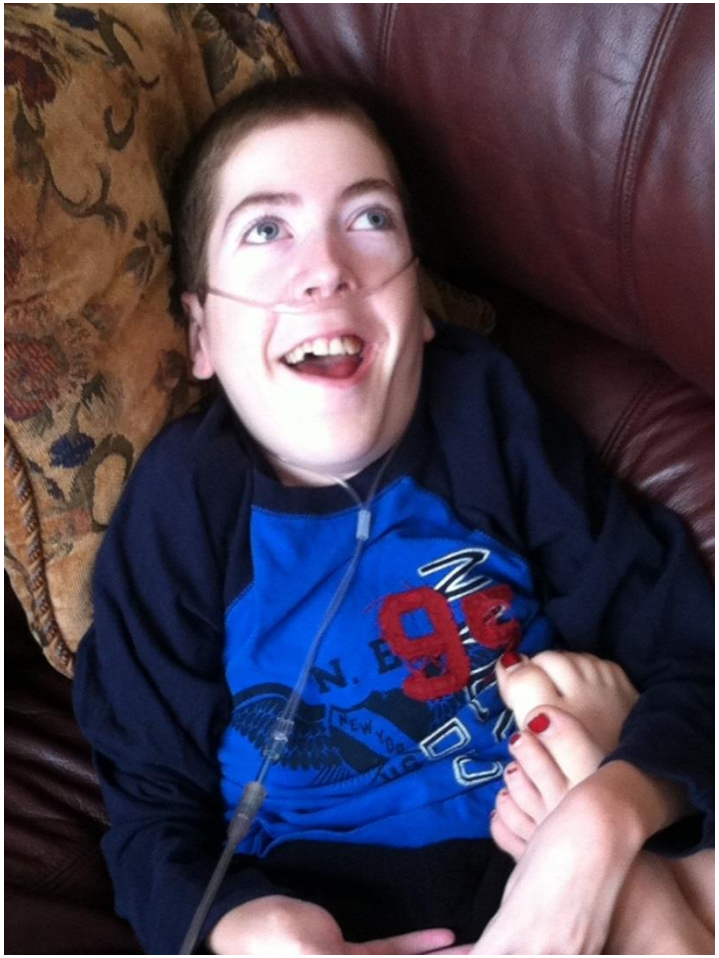
-Needs Assessment
-Care Management

www.improvingchroniccare.org/

Changing Attitudes—
"a culture of collaborative care"

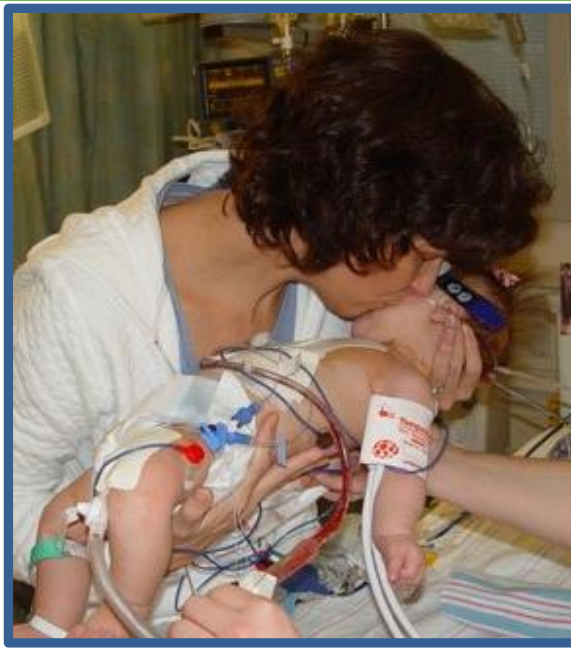
- Identify and connect allies and resources
  - personally
  - electronically
  - across domains
- Communicate explicitly - "what do I need to know to care for this child?"
- Clarify roles/responsibilities - Medical Home/Family/Specialists
- Maximize health, quality of life; prevent complications
- Support care beyond the encounter
- Focus on unique needs for Children with Medical Complexity

Changing Systems



- Population registries, stratified by need
- Bi-directional electronic communication
- Caring requires Person-support
- Innovative care (apps, Telehealth, e-visits, phone)
- Collect data on Outcomes/Value/Funding
- Make it easy to do the right thing
    - Standardize common processes
    - Provide decision support
    - Develop algorithmic care for triage and followup
    - Commit to accountability

To co-manage care, we must…



- Know our patients, populations
- Communicate explicitly
- Partner with Families
- Work as a team, optimizing all skills
- Make Care Plan -- Choose Plan Leader
- "All teach, all learn"– empower and improve
- Share resources in the Medical Neighborhood
- Give evidence/consensus-based care at most appropriate site
- Measure and Improve Outcomes and Spending
- Innovate to build a patient-centric system


”My family, with all its challenges, is a success story, but part of that success is because we have had a Medical Home”…
Libby

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