

# Pediatric Practice Enhancement Project: Strengthening Rhode Island's Medical Home Infrastructure

Office of Special Health Care Needs RI Department of Health, Rhode Island Parent Information Network, Neighborhood Health Plan of RI

## BACKGROUND

The President's New Freedom Initiative and the American Academy of Pediatrics charged states with implementing a system of care that gives all children with special health care needs access to a medical home by 2010.

Since children with special health care needs require care beyond that of most children, physicians have reported the following barriers to providing a medical home:

- Inadequate Reimbursement
- Time constraints regarding meeting the needs of these children beyond physical health.
- Difficulty navigating community based services and support systems
- Disconnect between healthcare and community services
- Lack of staff available to provide assistance

In response, the Rhode Island Department of Health in collaboration with several partners at the state and community level developed a "medical home" initiative entitled the *Pediatric Practice Enhancement Project (PPEP)*.

## PROJECT DESCRIPTION

The Pediatric Practice Enhancement Project (PPEP) supports pediatric and specialty practices in providing care to children with special health care needs and their families within a medical home. The PPEP places and supports trained parent consultants in pediatric primary and specialty care to link families with community resources, access specialty services, assist physicians in providing family centered care, and identifying systems barriers to coordinated care. There are currently twenty participating practices in a variety of settings, including private practices, community health centers, and hospitals.

The overall goal of the PPEP is to improve short and long-term health outcomes of children with special health care needs through accomplishment of the following objectives:

- Coordinated and comprehensive care provided to children with special health care needs and their families with greater operational efficiency by pediatric practices.
- Increased awareness of, and collaboration with, community services and resources for children with special health care needs by pediatric practices.
- Increased family understanding of the health care delivery system, including available community resources.
- Increased empowerment of families to facilitate management of their child's health care needs.

## PROJECT PARTNERS

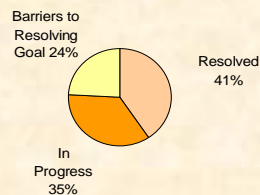
Rhode Island Department of Health  
Rhode Island Department of Human Services  
Family Voices of Rhode Island  
Rhode Island Parent Information Network  
American Academy of Pediatrics (Rhode Island Chapter)  
Neighborhood Health Plan of Rhode Island

## RESULTS

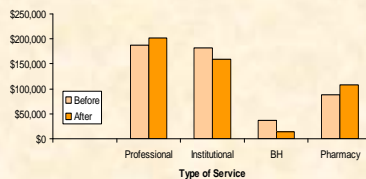
### Breakdown of Issues Presented

Category	Prevalence	Category	Prevalence
Education	22%	Housing	5%
Mental/Behavioral Health	19%	Food/Clothing	4%
Specialty Evaluation	17%	Nutrition	4%
Health Insurance	9%	Medical Equipment	3%
Recreational/Social	7%	Child Care	3%
General Parenting	7%		

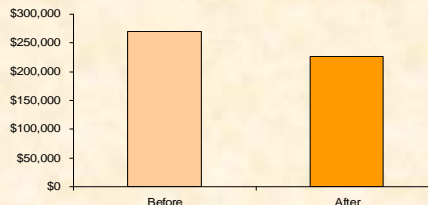
### Resolution Status of Presenting Issues DOH Analysis, June 2006



### Type of Service by Cost Pre and Post PPEP NHPRI Data Analysis, June 2006



### Healthcare Costs Pre and Post PPEP Overall Healthcare Costs were reduced by 11% NHPRI Data Analysis, June 2006



The PPEP is evaluated through a three-tiered approach that includes assessment of the impact at the following levels: individual (child/family), physician practice, and system of care.

Pre and post surveys administered to families and practice staff are utilized to measure the effectiveness of the medical home. Aggregate data is analyzed resulting from reports generated from Parent Consultants that chart information such as number of clients served, presenting issues, referral sources, and system barriers. Data analysis feedback is utilized by state and community agencies to direct quality improvement efforts.

A utilization review conducted with the State's Managed Care Health Plan for children with special health care needs was performed to provide a cost analysis of services utilized.

### Important Findings:

- Families raising children with special health care needs are more likely to get their needs met in a **peer to peer support model**, access **community based services** versus higher cost institutional level services and report a **greater sense of empowerment** to manage their children's health care.
- Participating practices receive **hands-on training** on family-centered care to enhance the practices' ability to provide a medical home.
- Physicians report **greater knowledge** of the special needs service delivery system and an improved **understanding of their patients' needs**. Physicians report the PPEP helped to **reduce scheduling delays, family wait time, and overall physician productivity**.
- After 2 years of the PPEP, 41% (approximately 700) of the **presenting problems were resolved** – many including long-term educational or behavioral health issues.
- **System Barriers** identified through the project such as transportation, funding, limited access to service, coordination between primary and specialty care were addressed through the advisory board.
- **Overall, children with special needs are receiving the referrals, specialty services and evaluation as prescribed!**

### For more information, contact:

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