

Neonatal Medical Home

**National Perinatal Association Conference
October 22, 2011**



**Debbie Pennington RN, BSN
Nurse Coordinator-Navigator
KU Neonatal Medical Home**

Objectives

- **Define** a Patient Centered Medical Home
- Understand **importance** of a Medical Home
- Discuss **need** for a *Neonatal* Medical Home
- Outline Medical Home **resources**

Patient Centered Medical Home (PCMH) Definition

A PCMH is a health care delivery **model** that:

- Establishes the patient's ongoing **relationship** with a physician or other personal care provider in a physician-directed team
- Provides **comprehensive**, accessible and continuous evidence-based primary and preventive care
- Coordinates the patient's health care needs across the health care system in order to improve quality and **health outcomes** in a cost-effective manner

The Patient-Centered Medical Home

A PCMH

- Puts patients at the **center** of the health care system
- Provides primary care that is:
 - accessible
 - continuous
 - comprehensive
 - family-centered
 - coordinated
 - compassionate
 - culturally effective

(American Academy of Pediatrics)

Medical Home Care Model

- Care that is...

- ★ Accessible

- ★ Continuous

- ★ Coordinated

- ★ Culturally competent

- ★ Family-centered

- ★ Comprehensive

- ★ Compassionate

A *concept* rather than a building

Principles of the PCMH

PCMH **Hallmarks** include

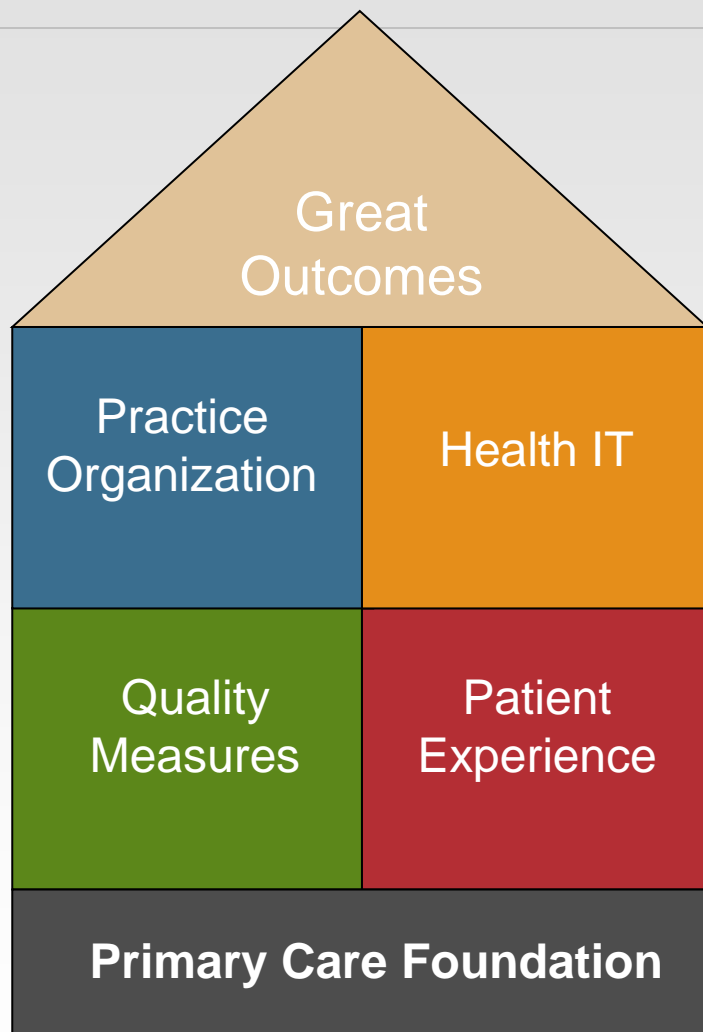
- Relationship with a personal physician
- Physician directed medical practice
- Coordination of care
- Quality
- Safety
- Evidence-based medicine
- Performance measurement & improvement
- Appropriate utilization of technology
- Enhanced access
- Enhanced payment

Need for PCMH care model

- **Triple Aim**
 - Population health
 - Cost per capita
 - Experience of care
- **Demonstrate value**
 - Chronic disease management
 - Quality care
 - Reduce costs
 - Improve the experience of care
 - Coordinate care

The Patient Centered Medical Home

The Primary Care Model



Building the Medical Home on the Primary Care Foundation!

Core Values of Primary Care
(Pediatrics)

- Continuous Healing Relationship
- Whole-person Orientation
- Family and Community Context
- Comprehensive Care

Primary Care Foundation

Culture of Improvement

- Learning Organization
- Staff education
- Team meetings

Performance Measurement

- Primary Care core measures
- Patient satisfaction surveys

Reliable Systems

- Lab and referral tracking
- Check list and reminders
- Evidence-based decision support tool

Quality Measures

Primary Care Foundation

Convenient Access

- Same-day appointments
- After-hours access coverage
- Online patient services

Personalized Care

- Reminders
- Personal Health Record
- Shared decision-making
- Self-management support

Care Coordination

- Referral management
- Patient engagement and education
- Prevention screening and services

Quality Measures

Patient Experience

Primary Care Foundation

Financial Management

- Budgets
- Cash flow
- Accounts receivable

Personnel Management

- Job descriptions
- Team development

Clinical Systems

- Lab testing
- Prescriptions
- Registries

Practice Organization

Quality Measures

Patient Experience

Primary Care Foundation

Business & Clinical Process Automation

- Intra-office team coordination
- Results, referrals and procedures tracking
- Schedule and resource management

Connectivity & Communication

- E-prescribing
- Clinical messaging with patients
- Health information exchange

Evidence-Based Medicine Support

- Evidence-based template for documentation
- Access to online medical information
- Clinical decision support

Clinical Data Analysis & Representation

- All patient, all condition registry
- Quality measurement collection and analysis
- Reporting to third parties

Practice Organization

Health IT

Quality Measures

Patient Experience

Primary Care Foundation

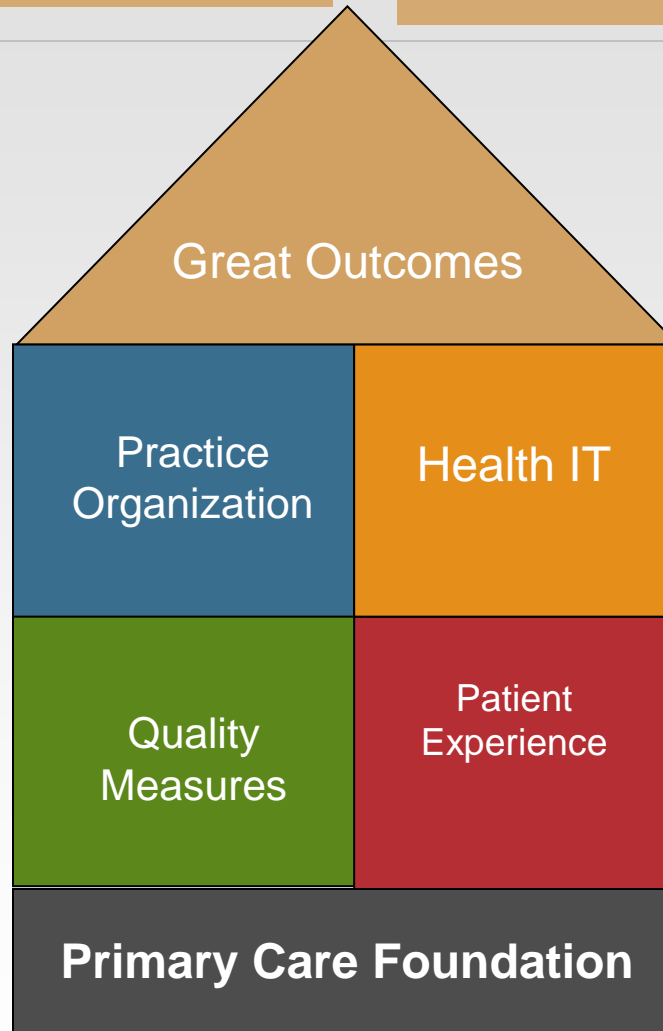
Primary Care Foundation

Patients

Office Staff

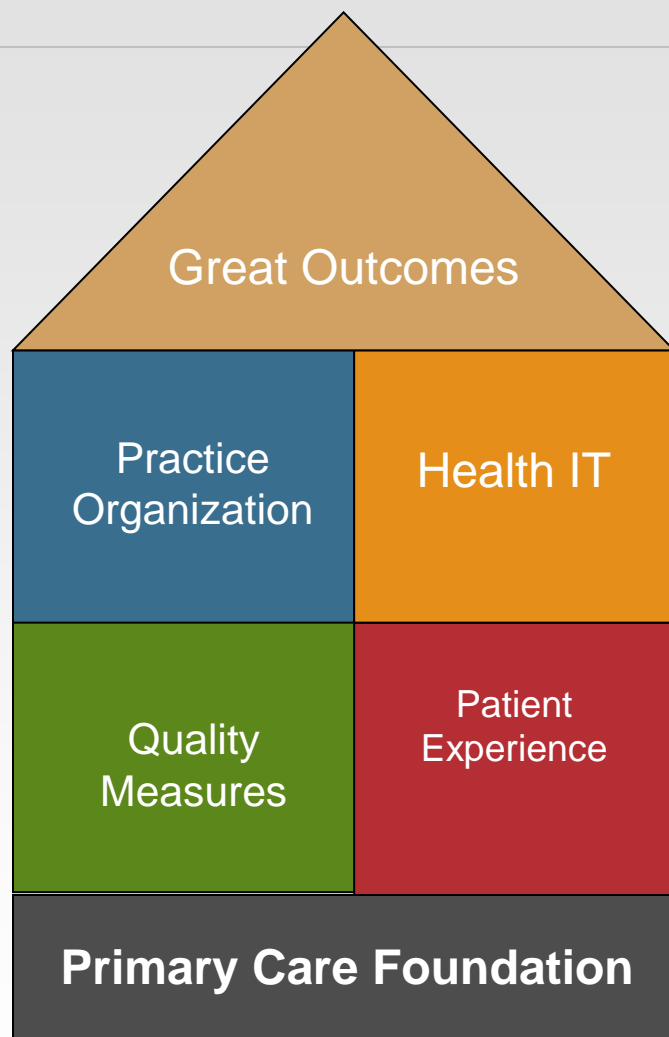
Physicians
& Team

Community



The Patient Centered Medical Home

Neonatal Medical Home



Why a Neonatal Medical Home?

- A **Pediatric Medical Home** is meant to encompass all children, but it is particularly **relevant** for those patients and families who require multiple medical, psychological, and educational services- specifically the **Neonatal ICU graduate**.

Children With Special Health care Needs

- Children with **special health care needs** are **defined** as children “who have or are at increased risk for a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that required by children generally.”
- Children with **special health care needs** have a **wide range** of chronic illnesses, disabilities, or emotional or behavioral health problems, such as severe asthma, autism, ADHD, cerebral palsy, cystic fibrosis, diabetes, Down syndrome, mental retardation, sensory impairments, sickle cell anemia, and spina bifida.

Children and Youth with Special Healthcare Needs



Neonatal Medical Home?

Prematurity can be considered “**disrupted development**”

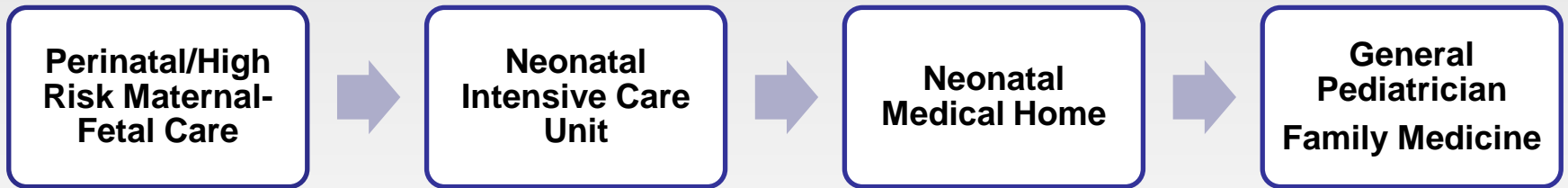
A variety of problems secondary to “disrupted development” need vigilant attention.

- **Central Nervous System**
- **Immune System**
- **Pulmonary**
- **Cardiovascular**
- **GI tract**
- **Auditory**
- **Visual**
- **Nutrition**

Why a Neonatal Medical Home?

- “High tech” medical advances mean we are sending infants home from the neonatal intensive care unit with VP shunts, gastrostomy tubes, tracheostomies, oxygen, and cardio-respiratory monitors making the need for a Neonatal Medical Home **more substantial**.
- Parents and Caregivers face **challenges** with these medically fragile infants, but being involved with a Neonatal Medical Home allows them **confidence** to take their baby home knowing there is 24/7, 365 access to care.

Continuum of Care



Continuum of Care



Developmental Concerns

- AAP recommends developmental **surveillance** & screening activities be performed on every child
- The NMH performs developmental **screening** at each visit that can help determine delays
- Any concerns should be **followed up**
- Child **referred** to developmental pediatricians to pursue additional formal diagnostic assessment and recommend appropriate intervention

KU NMH Team

- Nurse Coordinator-Navigator
- Neonatologist
- General Pediatrician
- Nurse Practitioner
- Registered Nurses
- Medical Assistant
- Speech-Language Pathologist
- Occupational/Physical Therapy
- Registered Dietician
- Developmental Care Team (PhD, OT, Nurse Practitioner)
- Administrative Support

KU NMH Team



Questions?

Thank You!

Debbie Pennington, RN, BSN
Nurse Navigator & Coordinator, Neonatal Medical Home
Department of Pediatrics
The University of Kansas

e-mail: dpennington@kumc.edu

