

Parent Partners in the Medical Home

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THE PARENTS' PLACE OF MARYLAND

Why is the Parent Partner important?

- Ensures “family voice” is heard
- Provides input on systems change
- Shares personal experiences and resources
- Helps to improve quality of service delivery
- Ensures that a family’s cultural background is recognized, valued and respected.

Who Benefits?

Benefits to the Practice

- Input regarding the challenges families experience
- Meaningful family engagement
- Information on community and state resources
- Improves communication and partnership between families and Medical Home staff
- On-going support and feedback from families

Benefits to Families

- Provides a “voice” at the table for all children & families
- Improves communication and partnership between parents and Medical Home staff
- Provides parents with resources and information
- Ensures better health outcomes for children & families

Maryland Parent Partner Model

- Recruited, hired, and placed by outside organization into a medical practice
- Paid/short-term placement
- Working with more than one practice on **THREE** initiatives
- Participate in QI Learning Collaborative **AND** provide follow-up information, care plans, and support to families and staff in practice



Key Traits of Parent Partners

Veteran parents of CYSHCN have an extremely rich and valuable perspective

- Have time to commit (access to childcare, etc.)
- Emotionally ready to look outside of themselves and family
- Enjoy working as part of a team – fit well into a group dynamic
- Experience with community-based resources
- Experience with multiple specialists
- Able to share their personal story in a meaningful way
- Confident and able to speak up in group settings
- Good listeners and communicators

Parent Partner Training

- Family/Professional Partnerships
- Community-based Resources
- Cultural Competency
- Quality Improvement
- **HIPAA** Compliance
- Data Collection
- Medical Home
- Medical Assistance
- Epilepsy/Autism Bootcamp
- Early Intervention
- Transition to Adult Healthcare
- On-going training and support



Quality Improvement Learning Collaboratives



IMPROVING CARE IN PEDIATRIC PRACTICES

**A: Autism and Developmental Disabilities
*Screening and BEYOND***

**B: Epilepsy and Seizure Disorders
*Primary Care Enhancement***

**C: Maryland Transitioning Youth
*Epilepsy and/or Autism***



Role of Parent Partners

Parent Partners provide a variety of support and resources to families of CYSHCN and pediatric practice staff:

- Resource identification
- Community referrals for social, developmental, or mental health services
- Links to the Special Education system including free IEP support
- Eligibility or application assistance for health insurance or other services
- Navigation across services
- Peer-to-peer support
- Care notebooks
- Seizure action plans
- Developmental screening follow-up
- Identify family resource needs and provide referral
- Resource referral follow-up
- Share resources with practice staff

*** Parent Partners do NOT provide clerical help**

Where do Parent Partners work?

- On-site at the medical practice
- Participation remotely in webinars, Quality Improvement calls, and conference calls



Referrals

Promoting Parent Partners

- Mail letter with consent form
- Distribute and post fliers

Referrals to Parent Partners

- Families of children with failure or borderline results on Developmental or Autism Screen
- Families of children with epilepsy
- Families of transition-age youth
- Families of **ANY** CYSHCN who could benefit from additional guidance and support



the parents' place of Maryland
a center for families of children with special needs



Greetings Parents and Caregivers,

If there is a child in your care with chronic medical conditions, delays in their development, or other issues that concern you, it can sometimes be overwhelming. The Pediatric Center has partnered with The Parents' Place of Maryland and is offering a new resource, Parent Partners, to assist you.

Parent Partners are experienced parents of children with special needs who can listen to your concerns, parent-to-parent, and help you connect with resources. They can help you:

- Connect with Early Intervention Services
- Get information on a new or existing diagnosis
- Connect with support groups for parents or brothers and sisters
- Locate financial assistance and find respite care
- Get information and support to access school-based services through IEPs and/or 504 plans

Parent Partner services are **FREE** to our patients and all consultations are confidential. The services are paid through a grant that covers all costs, and because the services are provided through your pediatrician's office, no one other than the practice and the parent partner has access to your information.

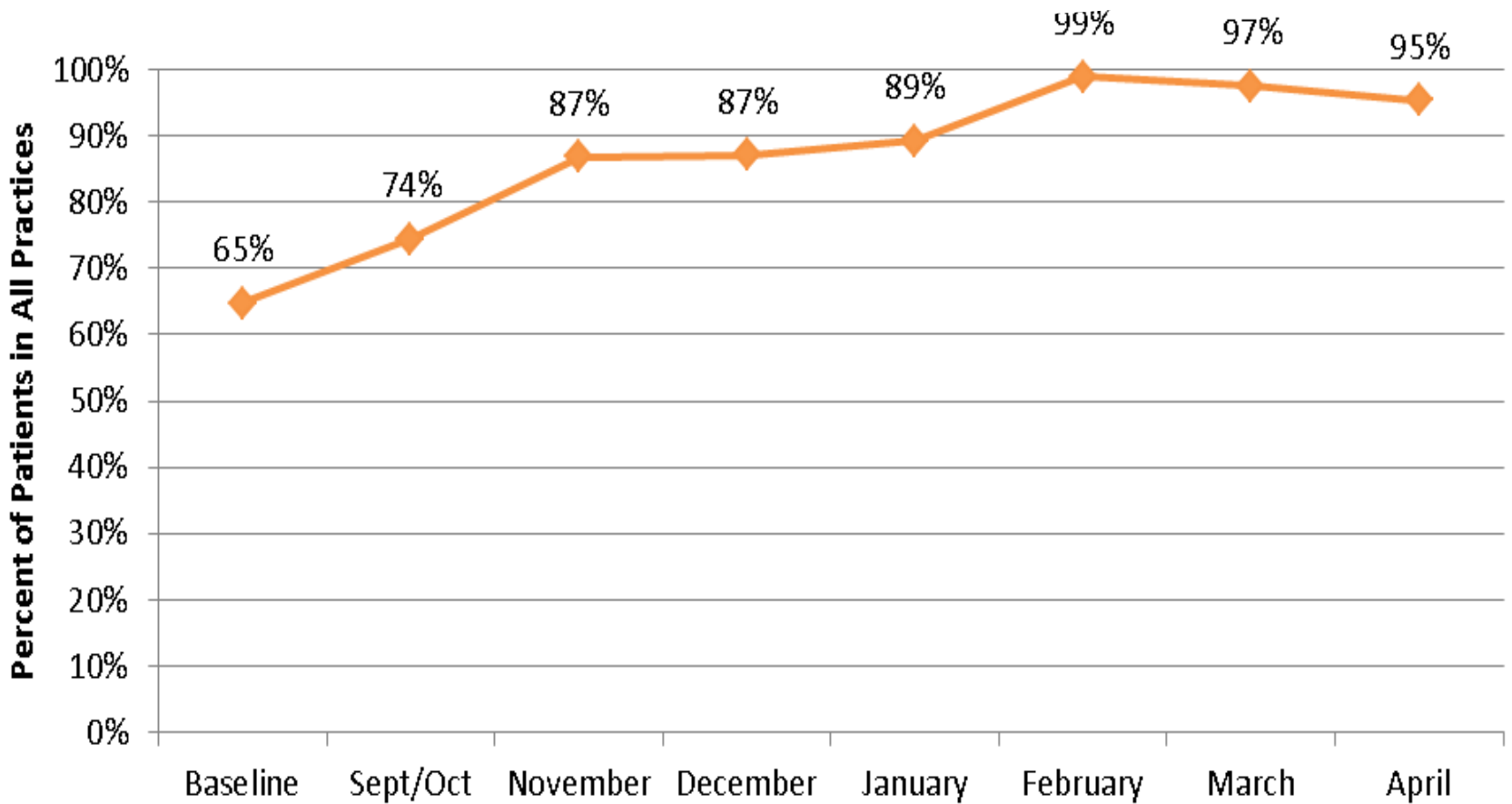
So, if you are concerned about your child's well-being or development, please complete the enclosed Parent Partner Referral and Consent Form and return it to The Pediatric Center. Please indicate your preferred method of contact - in person, by phone, or via email. Once we receive your signed consent form, our Parent Partner, Jennifer Moberly, will contact you. It's that easy. If you have any questions, please contact Melissa at 301-631-8039.

The Pediatric Center works hard to keep your children healthy and The Parents' Place of Maryland has a long history of helping children with special needs and their families improve their quality of life. Let's work together!

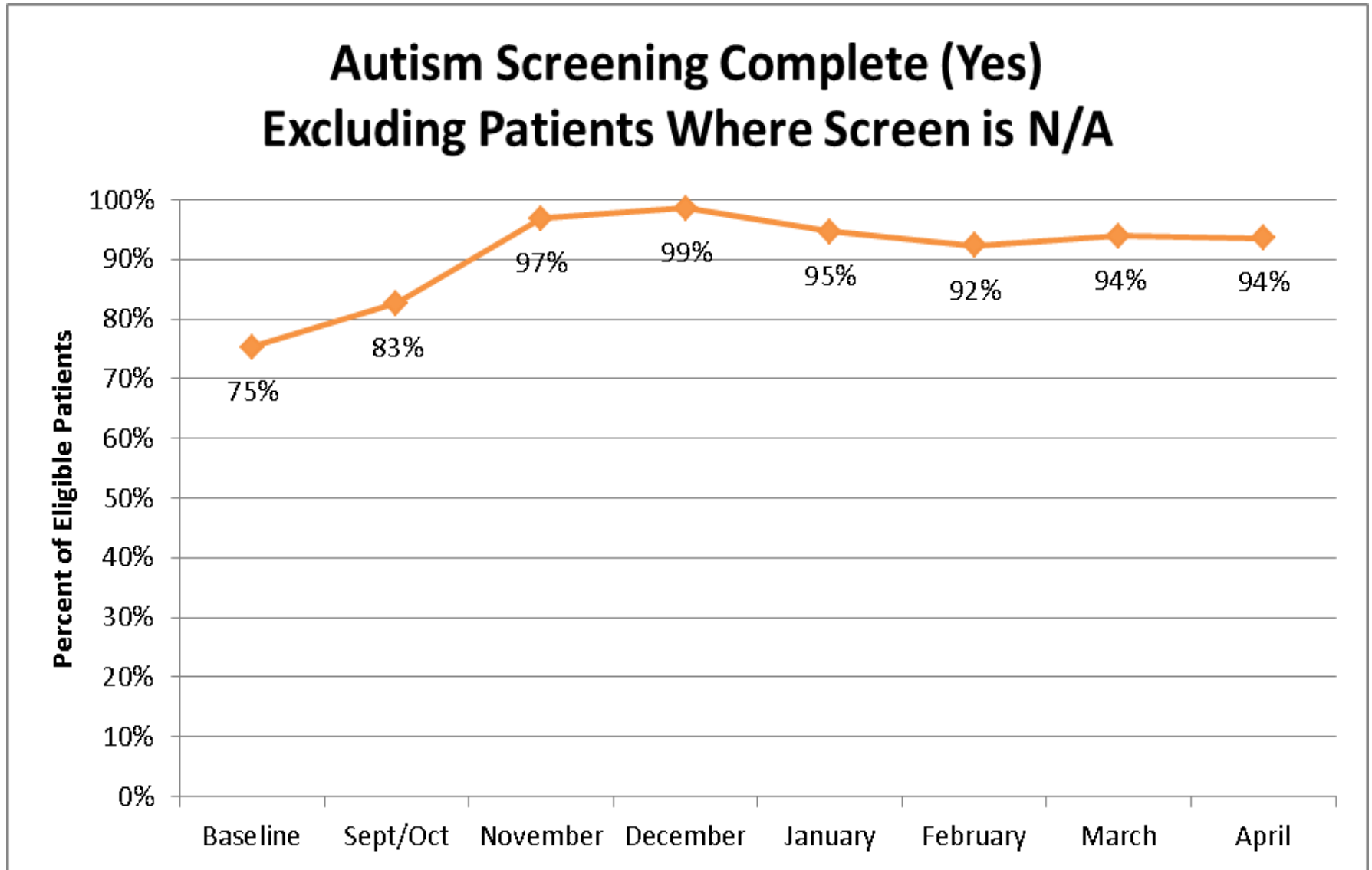
Staff of The Pediatric Center of Frederick

Trend – Developmental Screening

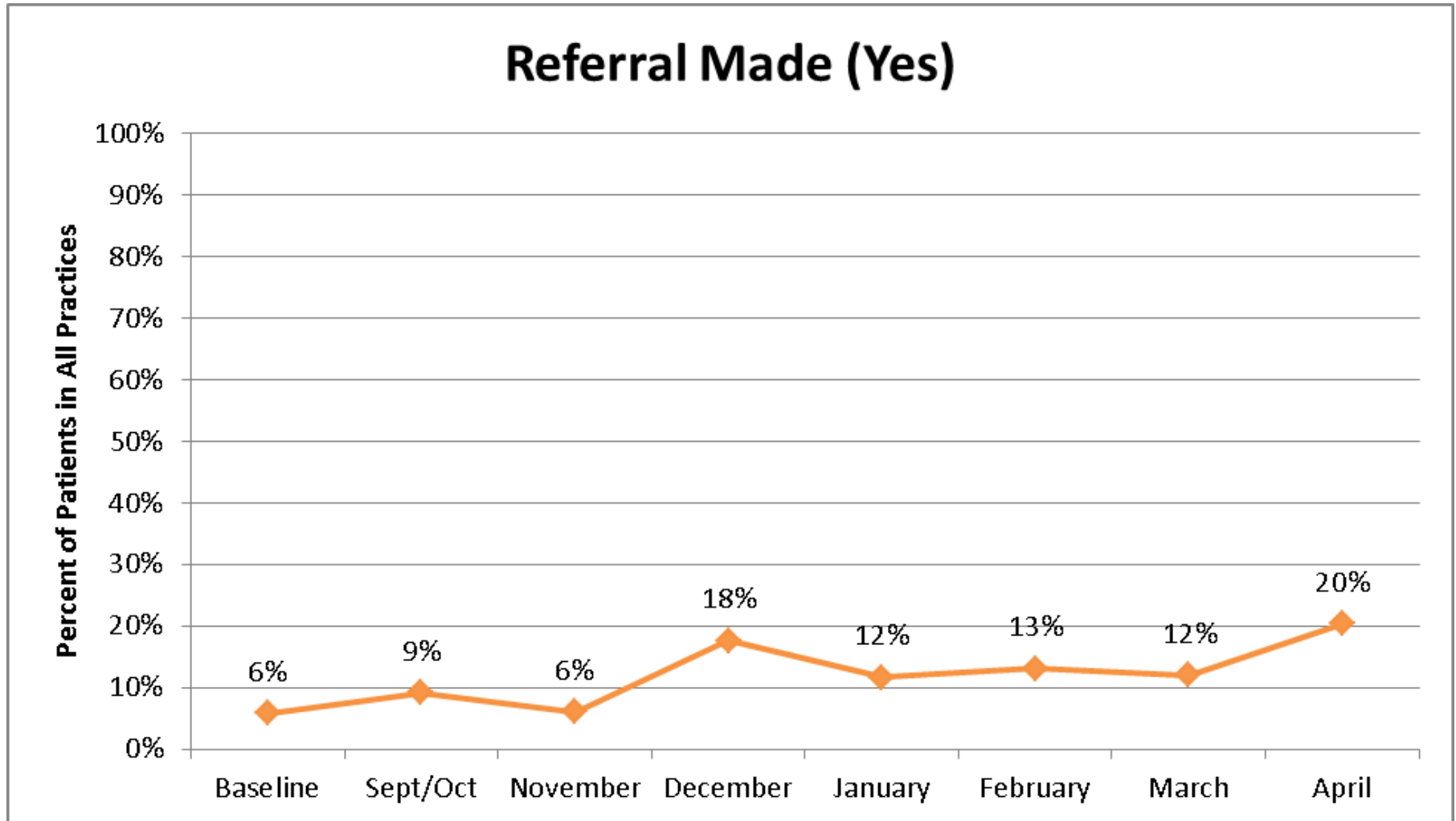
Approved Developmental Screening Completed (PEDS, ASQ, or Other)



Trend – Autism Screening



Referrals – Continued Improvement!



Top Concerns of Families

- Education
- Emotional Support
- Behavioral Health
- Referrals & Follow-up:
evaluations, specialty providers, early intervention
- Health Insurance



Parent Partner – Phase I Data



292 FAMILIES



544 CONTACTS

Parent Partner Sustainability

- Hire Parent Partner directly
 - Care Coordination billing codes???
- Block grant from State— funded for 3 years!

Parent Partners Lessons Learned

- Challenges of data collection
- Integration of Parent Partner into practices
- Staffing issues
- Not enough face time
- Lack of space, support, technology
- Statewide challenges

Questions?



Thank You!

