Building Consultation Skills: Resource & Referral and The Medical Home

- Your Name
- Agency
- Date

Training Objectives

- Identify three different sources for researching available community and state resources.
- List and describe the major federal service programs for assisting families and children. Identify state and local contacts for programs.

Training Objectives

- Define “medical home.”
- List at least five benefits of a medical home.
- Describe the role of the child care facility in supporting a medical home.

Opening: Resource File Poll

Caring for Our Children

- CCHCs should provide community resources and referral for health, mental health and social needs.[1.6.0.1]
- States should encourage the use of public and private resources in local communities to develop resource and referral agencies.[10.7.0.1]

Researching Local and State Resources

- CCR&R/I&Rs
- Internet
- National 2-1-1 Hotlines

(211.org, 2006)

Federal and State Programs

Federal

- Child Care Bureau
- Head Start
- Medicaid
- Nutrition
- Social Security
- SSI
- SCHIP
- TANF

State

- Part C
- SCHIP

Activity: Referring to Government Services

What is a “Medical Home”?

a) A building, house, or hospital that provides medical services

b) A partnership approach to providing quality and cost-effective health care services

c) Both

d) Neither

Answer: B

(AAP, 2002)

Seven Components

1. Accessible
2. Family-Centered
3. Continuous
4. Comprehensive
5. Coordinated
6. Compassionate
7. Culturally Effective

The Medical Home Provider

The source of a child's health care comes from a well-trained medical home provider in partnership with the parents/guardians.

(aeromaxtoys.com, 2006)

Caring for Our Children Recommendations

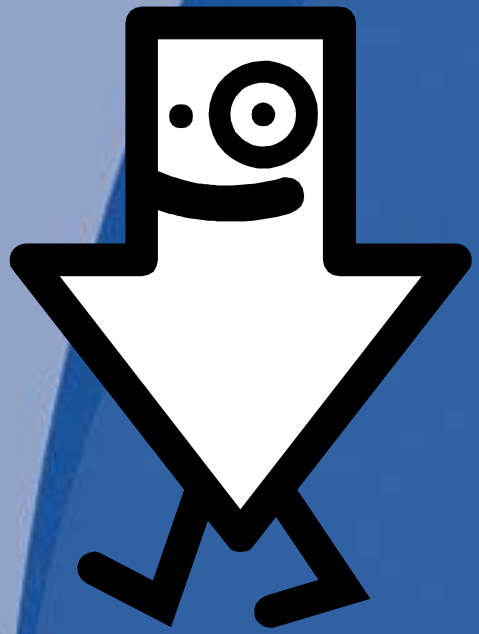
- Request information during enrollment
- Locate a medical home provider
- Include current health assessment
- Include comprehensive health history
- Require routine health supervision

What are the Benefits?

- Patient, family, provider satisfaction
- Professional satisfaction
- Coordination of care
- Wellness
- Efficiency

(AAP, 2005)

What are the Benefits?



Reduced:

- Hospitalizations
- Length of hospital stay
- Use of emergency department services

(AAP, 2005)

What are the Benefits?

- Establishment of a forum for problem solving
- Efficient use of limited resources (AAP, 2005)

Children with Special Health Care Needs

"Those who have or are at increased risk for chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type of amount beyond that required by children generally"
(McPherson et al., 1998)

Common Barriers

- Confusion about WHO is responsible for health care of children
- Overburdened child care staff
- Difficulty navigating health care services and financing
- Limited availability of pediatric health services

Activity: The Role of the CCHC with the Medical Home

- Policy Development
- Advocacy
- Health Education
- Resource and Referral
- Cultural Competence

Action Items for the CCHC

- Ensure credibility of the agency
- Maintain current records
- Establish link between child care staff and resources
- Ensure coordination with medical home
- Assist medical home provider in identifying resources

Action Items for the CCHC

- Educate child care staff and families
- Assist child care staff in maintaining a medical home resource list
- Be a liaison between medical home providers and child care staff

Learning Assessment

- List one thing you learned about resource and referral during this presentation.
- List one thing you learned about the medical home model during this presentation.
- List one role of the CCHC for resource and referral, and one role for the medical home.

Activity: Evaluation

Please take a few minutes to complete the evaluation.