



Exemplary Programs Making Services Easier to Use

Pediatric Partners

Pediatric Partners in Raleigh, North Carolina offers CSHCN a family-centered medical home.

Description

7 years ago, Pediatric Partners (PP) was purposely established as a small practice so providers could offer patients with accessible, continuous, and personalized comprehensive care. With one full time MD, one part time MD, and one full time Doctor of Nursing Practice (DNP) pediatric nurse practitioner, PP embraces a synergistic blend of Medicine and Nursing. PP is committed to the Patient Centered Medical Home (PCMH) model of care and has been granted level three (the highest) PCMH recognition for the 2011 standards by the National Committee for Quality Assurance.

Highlights

- **Open 7 days a week** and family members can **reach staff directly 24/7**
 - A small practice means staff are familiar with patients, so parents' questions are answered by people who know them and their children
- **Does not share call** with other practices or call centers
- Utilizes **electronic medical records** so providers can always access a patient's medical record
- Patients/Families are engaged in their health care
 - Patient portal gives access to health record and direct communication with PP staff through its secure email
- Quickly **returns calls and emails**
- **Unbooked appointment time** is built into every day
 - "Open access scheduling" means families can get a same day appointment and there is no wait list for appointments
- **Electronic patient** charts are organized by color according to the health care needs required so that front office staff and providers can quickly identify special needs and manage accordingly
 - Front desk staff knows which patients need extra time and/or help, screenings, etc.
- All new patients are screened for SHCN using the **CSHCN Screener©**
 - Based on parent perspective and patient need rather than by diagnosis
- **Connected to the community**
 - Close and regular working relationship with the local Early Intervention programs

In a PCMH, a trusting partnership exists between a child's family and the pediatric primary care team. I think this personalized approach that focuses on the unique health care needs of each patient impacts the patient (and provider) experience most. Our medical home is like an old-style family doctor's office, but with a whole team of professionals. Collaboratively, we can make the most of evidence-based medicine and technology to give uninterrupted excellent care to help our patients thrive.

-- Georgette Gura, DNP, CPNP, CRRN

- Maintains partnerships with community resources
- Uses **Facebook** to post information and links to helpful resources
- **Committed to Evidence-Based Practices and Quality Improvement**
 - Use Bright Futures and the American Academy of Pediatrics' evidence-based practice recommendations to screen patients for developmental, behavioral, and psychological risk factors, and new mothers for post-partum depression
 - Quality improvement committee includes parents with CSHCN
 - Committee meets quarterly
- Administers **annual survey** to all patients, including CSHCN
 - Survey includes questions on scheduling/access, facilities, courtesy/helpfulness/knowledge of staff, communication, and provider visits
 - In 2011, 100% of parents of CSHCN who completed the survey gave PP an overall "excellent"



How Pediatric Partners Makes Services Easier to Use

From its inception, Pediatric Partners was designed to give patients ease access to services, personalized attention at every step, and the benefits of evidence-based care. Having an advanced degree nurse practitioner has also contributed greatly to the success of PP. Staff are familiar with patients and is willing to help families with whatever problems they may encounter. For example, if a family has a problem with their insurance, especially Medicaid related, the practice will get involved and help trouble shoot.

As the practice continues to evolve its medical home model, quality improvement initiatives have involved families of CSHCN. PP is better able to meet the needs of families of CSHCN based on the feedback received during these initiatives, truly making services easier to use!

For more information about Pediatric Partners, please visit www.pediatricpartnersraleigh.com

If your practice is interested in replicating the Pediatric Partners model and becoming a certified medical home, please visit the following resources.

- The National Committee for Quality Assurance 2011 standards for Patient-Centered Medical Home. By adhering to these standards (an application process is involved), practices can receive increased reimbursement rates from payors.
 - <http://www.ncqa.org/PublicationsProducts/RecognitionProducts/PCMHPublications.aspx>
- The Centers for Medicare and Medicaid Services (CMS) provides incentives for primary care practices to adopt electronic health records. For an overview:
 - <http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/index.html?redirect=/EHRIncentivePrograms>
- For information about a Medical Home Quality Improvement demonstration project:
 - <http://illinoisap.org/projects/chipra-quality-demonstration/mh/>

