

AAP Care Partnership Support

DRAFT 5/20/13

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VISUAL

AUDIO

1 FADE FROM BLACK

2 FADE UP TO

Music In

KEY NCMHI LOGO

KEY TEXT: **CARE
PARTNERSHIP
SUPPORT**

3 TALENT ON GREEN SCREEN

Open communication and trust are the foundations of any partnership.

4 TALENT ON GREEN SCREEN

To demonstrate respect and value for the patients and families that pediatric practices serve, it is important for pediatric clinicians to create partnerships with families by giving them a role in the health decisions for their child.

5 TALENT ON GREEN SCREEN

Families are likely to return to a practice when they feel like they are a part of the process rather than just a number in the rotation.

6 TALENT ON GREEN SCREEN

And mutual respect develops because of the partnership with the pediatric care team.

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- 7 KEY TEXT **CARE PARTNERSHIP SUPPORT** One way to support mutual trust and respect between a pediatric care team and its patients and families is by practicing care partnership **support**.
- 8 CUT TO AN INTERACTION BETWEEN PATIENT AND PEDIATRICIAN Care partnership support is meaningful collaboration between families and the pediatric care team to ensure effective and quality care for the patient. This support is designed to address family and patient access to quality care and effective communication, which are the cornerstones of a successful patient- and family-centered medical home.
- 9 SHOW MEETING OF THE **TEAM HUDDLE** A medical home uses a team-based approach to care. It is led by pediatricians or family physicians and will likely include nurses, nurse practitioners, physician assistants, medical assistants, office staff, parents and caregivers, among others.
- 10 TALENT ON GREEN SCREEN KEY TEXT **WORKS WITH FAMILIES, PROMOTES CHILD'S WELL-BEING** A pediatric medical home works with families to enhance their child's well-being, including physical and mental health. Families are essential members of the medical home team.

Families

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11 CUT TO AN INTERACTION
BETWEEN PATIENT AND
PEDIATRICIAN

Families and patients are becoming more involved in their own health care and often welcome opportunities to participate in decision making.

12 AN INTERACTION BETWEEN
PATIENT AND
PEDIATRICIAN

That's why an important part of the patient- and family-centered medical home occurs when the pediatric care team seeks input about medical care from families and patients.

13 TALENT ON GREEN SCREEN

Families will be empowered by being involved in their child's medical care because they know their child better than anyone else. Parents are experts on their child and their family situation, while the care team is the expert in the medical and clinical care.

14 TALENT ON GREEN SCREEN

An example of care partnership support is when a parent and pediatric clinician work together to develop a written care plan for the patient.

15 CUT TO INTERACTION
BETWEEN PROVIDER AND
PARENT

The pediatric clinician makes recommendations about the options for the child's care, while the parents talk about how these different options will work for their child and their family.

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16 INTERACTION BETWEEN
PROVIDER AND PARENT

Priorities are set and the parent and pediatric clinician work together to decide what will be the best approach for the child.

17 TALENT ON GREEN SCREEN

Each family's individual circumstances are unique and must be considered for the care plan to work well for them. It is never one-size-fits-all.

18 TALENT ON GREEN SCREEN

The idea is to create a care plan to fit with the child's life, not to try to force the child's life around the plan.

19 TALENT ON GREEN SCREEN

KEY TEXT

Family goals, priorities and values should be taken into account because decisions made in the practice affect the daily life of a child and a family.

**FAMILY NEEDS MUST BE
TAKEN INTO
ACCOUNT**

20 TALENT ON GREEN SCREEN

KEY TEXT

When the pediatric care team uses the parent's knowledge about their child and family to formulate a care plan, the results from the collaboration are more likely to result in improved health outcomes.

**GOOD CARE RESULTS
FROM
COLLABORATION**

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21 TALENT ON GREEN SCREEN

Care that is planned in partnership with older patients is also more likely to be followed and gives them some ownership over their medical care.

22 TRANSITION TO SHOW
EXCHANGE BETWEEN
PROVIDER AND PATIENT

Dr. Harrison: Hi Mackenzie. How are you today?

23 SHOW EXCHANGE BETWEEN
PROVIDER AND PATIENT

Mackenzie: I'm good.

24 SHOW EXCHANGE BETWEEN
PROVIDER AND PATIENT

Dr. Harrison: I see we are going to talk about your asthma goals for the next six months.

25 SHOW EXCHANGE BETWEEN
PROVIDER AND PATIENT

Mackenzie: Yeah. I want to talk about it because if I miss any more days of school, I might be held back.

26 SHOW EXCHANGE BETWEEN
PROVIDER AND PATIENT

Dr. Harrison: Can you tell me about why you have been missing some days of school?

Mackenzie: My asthma got really bad because I kept forgetting to take my medicine. Dr. Harrison: Do you have any ideas about how you can remember to take your medicine every day?

27 SHOW EXCHANGE BETWEEN
PROVIDER AND PATIENT

Mackenzie: I guess I could use my cell phone. Maybe I could put in reminders to take my medicine.

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28 SHOW EXCHANGE BETWEEN
PROVIDER AND PATIENT

Dr. Harrison: That's a really good idea. You could make a note on your cell phone calendar to take your medicine every day. Also, I think there are several apps that help people to remember to take their medicine, too.

29 SHOW EXCHANGE BETWEEN
PROVIDER AND PATIENT

Mackenzie: Really? I didn't know there were apps for that. I think that will help me a lot.

30 TALENT ON GREEN SCREEN

As you can see, a collaboration between a pediatric clinician and patient is much more likely to result in improved health outcomes.

31 TALENT ON GREEN SCREEN

KEY ANIMATED TEXT

**SUPPORT SERVICES,
SPECIALTY CARE,
MEDICAL RECORDS,
EDUCATIONAL
RESOURCES, CARE MAP**

The pediatric care team also uses care partnership support to help patients gain access to support services, specialty care, medical records, and educational resources that are easy to understand and potentially available in different languages. In addition, the pediatric care team can help families develop a written care map to visualize all of the partners in their child's care.

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32 TALENT ON GREEN SCREEN

KEY ANIMATED TEXT

**TAILOR CARE TO EACH
FAMILY'S VALUES
AND CULTURE**

Because all patients and families have unique life situations, strengths and challenges, all care must be tailored to each patient and family's values and culture in order to provide the best patient care.

33 TALENT ON GREEN SCREEN

KEY ANIMATED TEXT

**BE SUPPORTIVE DURING
INTERACTIONS,
DON'T OVERWHELM**

Families who are refugees, immigrants or experiencing homelessness have additional challenges, including knowing how to navigate the health care system. Because families may feel overwhelmed with their life circumstances, they may have a difficult time managing their health and health care. So it is especially important to support and partner with families in these situations to make sure their needs are met, including referring them to appropriate community social services.

34 TALENT ON GREEN SCREEN

KEY ANIMATED TEXT

**BETTER INTERACTION =
BETTER FOLLOW
THRU**

The better the interaction and planning the more likely the patient will follow through.

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35 KEY GRAPHIC **HEALTH
LITERACY**

Health literacy is also an important part of care partnership support.

36 TALENT ON GREEN SCREEN

It is sometimes assumed that if an individual has good general literacy, then their health literacy is adequate as well.

37 TALENT ON GREEN SCREEN

However, it's important that pediatric care teams ensure that parents and caregivers understand the medical information that is being communicated to them since most health management takes place at home.

38 TALENT ON GREEN SCREEN

KEY ANIMATED TEXT

**PATIENTS AND FAMILIES
MAY BE
INTIMIDATED, TAKE
TIME TO EXPLAIN**

Patients and families may be intimidated by the office environment or the medical staff. Taking the time to explain the details in simple language will go a long way towards patient and family understanding and compliance...and may ultimately result in better health outcomes.

39 TALENT ON GREEN SCREEN

If you decide to start practicing care partnership support in your practice, first articulate a policy that is agreed to by the entire practice staff. The policy should be accessible through practice marketing materials or the practice Web site and displayed in the office.

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40 CUT TO SHOW EXCHANGE
BETWEEN PROVIDER AND
PATIENT

Help families understand that they are a valuable member of the medical home team and let them know that their views and questions are always important for both the immediate and long-term care of their child.

41 SHOW EXCHANGE BETWEEN
PROVIDER AND PATIENT

The pediatric care team's accessibility is very important to care partnership support, too.

42 SHOW EXCHANGE BETWEEN
PROVIDER AND PATIENT

Being able to have questions answered in a timely manner between scheduled appointments—and seeking input from patients and families on a regular basis—will really help to develop an open and trusting relationship between families and the pediatric care team.

43 BLUR BACKGROUND

In essence, both partners are working toward the same goal – quality medical care.

KEY TEXT **QUALITY
MEDICAL CARE**

44 KEEP SAME

This is what the pediatric care team wants for patients and what parents want for their children.

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45 TALENT ON GREEN SCREEN

Incorporating the care partnership support concept into a medical home allows and encourages pediatric clinicians, parents and caregivers to work together. The result, improving the current health of the child and developing future care goals.

46 TALENT ON GREEN SCREEN

This worthy objective is something that both the family and the pediatric care team strive to achieve.

47 TALENT ON GREEN SCREEN

KEY TEXT

For additional information, access the resources and tools available from the National Center for Medical Home Implementation.

WWW.MEDICALHOMEINFO.ORG

48 KEY NATIONAL CENTER FOR
MEDICAL HOME
IMPLEMENTATION LOGO

National Center staff is available to support you and your practice in working to ensure that every child and youth, including those with special health care needs, has access to a medical home.

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49 KEY LOGO **FRIENDS OF
CHILDREN FUND**

This video is funded in part by the Friends of Children Fund, a charitable fund of the American Academy of Pediatrics. Contributions to the Friends of Children Fund enable the AAP to support high priority activities, respond to emerging child health issues and continually generate new knowledge about the best way to care for children.

KEY LOGO **AMERICAN
ACADEMY OF
PEDIATRICS**

For more information about the fund, please visit aap.org/donate.

KEY TEXT
AAP.ORG/DONATE

50 FADE TO BLACK

Music up and out