Advancing Systems of Services Network Café Notes

Care Coordination Standards

February 11, 2022

Key Discussion Questions

1. How can the Care Coordination Standards build on your existing efforts to improve care coordination in your programs?
2. Are there certain standards or domains you are using or focused on more than others?
3. How does your use of the Care Coordination Standards align with how you used the National Standards for Systems of Care for CYSHCN in your programs?
4. What aspects of care coordination do you think need more support, resources, and/or focus?

National Academy for State Health Programs (NASP)

- Speaker: Kate Honsberger, Project Director, NASHP
- Presentation slides are included in the Resources Shared box below
  - Overview of NASHP
  - Common challenges
  - Process for developing standards
  - Components of standards
  - Standard domains
- National Care Coordination Standards
  - Developed by NASHP (funded by Lucille Packard Foundation) to respond to need expressed by state health leaders and others for care coordination standards to build upon and be a companion to the National Standards for CYSHCN
  - Standards developed to address common challenges identified for provision of high-quality care coordination to CYSHCN
    - Example of a common challenge?
- Standards released in October 2020 – since its publication, NASHP has focused on supporting implementation

New Hampshire Title V Efforts

- Speaker: Deirdre Dunn Tierney, MS; Bureau Chief, CYSHCN Director; NH Department of Health and Human Services
- Total overhaul of care coordination programs – using Standards as focus for next round of contracts in 2023
  - Families want 1 primary contact for all care coordination
• Evaluating current care coordination efforts by surveying where NH is in relation to each Standard
• Utilizing an interdisciplinary partnership team to continue discussion, and work towards implementation of care coordination efforts

Kansas (KS) Title V Efforts
• Speaker: Kaylee Goss; Consultant, System of Supports; Bureau of Family Health; KS Department of Health
• KS Title V part of national work group for Standards
• Goal to expand CYSHCN care coordination program across the state, using a model that was started prior to Standards and aligns well with Standards
• Prioritizing provider input on Standards implementation. Through a survey administered to providers, KS Title V seeks to learn:
  o What is happening with care coordination right now in KS?
  o What is happening in KS in each of the domains?
• Development of toolkit to support implementation
  o Divided into the 6 domains
  o Inclusion of tools to support implementation and how providers can incorporate this work into their practice
• Ongoing ECHO sessions with care coordinators and community health workers to continue to work through domains and practical strategies of how the Standards look, and how they are implemented, in practice

State Experiences and Reflections
• Standards Implementation Strategies
  o Implementing a tiered care coordination system
    ▪ Pilot testing to identify if tool supports appropriate tiering
    ▪ Second phase will broaden to additional sites and begin to look at outcomes—is this model making a difference?
    ▪ Tool and additional information on the pilot can be found in the notes
  o Reviewing 3 state care coordination programs for CYSHCN across state
    ▪ Comparing current practices to identify alignment within the Standards
  o Updating Care Connection for Children work plan to include information on Standards
• Challenges in Care Coordination Implementation
  o Coordinating across agencies (Title V vs Medicaid)—who is doing what?
    ▪ What do services really look like? How can states ensure there are no gaps?
      ▪ Strategy: identify what services each agency provides to understand gaps and duplications in efforts
    ▪ Multiple care coordination programs across agencies—how to coordinate the coordinators?
Warm-hand offs for families when accessing Medicaid services
  How should funding be prioritized?

Resources Shared
  - National Care Coordination Standards for CYSHCN – PDF version
  - National Standards for Systems of Care for CYSHCN
  - The Role of State Medicaid and Title V Program Definitions of CYSHCN in the Provision of Services and Supports
  - Improving Systems of Care for Children with Complex Health Needs in North Carolina
  - The Collaborative Improvement and Innovation Network to Advance Care for Children with Medical Complexity (CMC COIIN)
    Contact Meg Comeau for additional resources from the CMC COIIN
  - The Changes in Implementation of Health Care Transition in State Title V Care Coordination Programs: 2017-2021
  - The Care Coordination Conundrum and Children and Youth with Special Health Care Needs
  - Pediatric Care Coordination Curriculum: Second Edition
  - Care Coordination Tier Assessment Screening Tool