

## **Video Transcript: What is care coordination and what does it mean to patients/families?**

Created by the National Center for Medical Home Implementation, a cooperative agreement between the American Academy of Pediatrics and the Maternal and Child Health Bureau, Health Resources and Services Administration.

*Blue background with title: What is care coordination and what does it mean to patients and their families?*

*Eileen Forlenza, BS National Consultant- Patient-and Family-Centered Care is interviewed.*

EILEEN FORLENZA: Care coordination is so important for families because it's the piece that holds all the moving pieces together—it's that one anchor. And so care coordination is important for families A) so they know what their role is and B) if they don't know exactly the next step, do they have somebody else they can rely on?

So the concept of care coordination is critical, what's really more important, or as important, is for members of the medical home team to know what part of the care coordination are you going to handle and what part am I going to handle.

I often think about the role of the care coordinator as an analogy to a seesaw/teeter-totter on the playground, and if we have the child at the center and that's where the equilibrium is. When I'm feeling on my game as a parent and I understand the decisions and I understand the medication I feel like I can manage the coordination of my daughter's care—I'm up high and I can see clearly. There are times when I am not on my game and I can't handle, and I need the care coordinator to raise me to the top and I need for her or she be able to give me the guidance so in that particular situation, whether it's going through an episodic situation or making a new surgical decision—I have to know I don't always have to be the one that's seeing everything so clearly. But that together we are in balance and always at the center of that is the child, and that we never lose sight of that and so to use this analogy with the seesaw—we are connected, we are always connected and in balance we are like this (gestures hands) I know my role, she knows her role and my daughter is in the middle, but we are flexible to move when we need each other in different ways.

And that's critical for families to know—that what we want families to do is completely feel competent in managing the care of their child, but we are not going to leave them in the dark, and that as a parent with a child with special disabilities—I have called on my care coordination buddies many, many, many, times when what I needed to focus on was more direct care for my daughter and I didn't want to have to work on that coordination systemic piece. It's critical that the family and the care coordination efforts are always connected in perfect balance with one another with the child always at the center.

*White screen with text: For more information visit [www.medicalhomeinfo.org](http://www.medicalhomeinfo.org)*

*Fades to the National Center for Medical Home Implementation Logo.*

Video Link: <https://www.youtube.com/watch?v=fFtvQilGf6s>