

## **Video Transcript: Why should providers prepare patients/families to transition to adult care?**

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: Why is it important for primary care providers to help families prepare to transition from pediatric to adult care?*

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

EILEEN FORLENZA: Transitioning youth from the pediatric health care system to the adult health care system: it's here, it's necessary, it's a new way of thinking about care coordination. It is, um, it is a process that starts very early on and its again grounded in partnership.

The role of a pediatrician for a young adult transitioning into adult health care is critical—it's a vital piece of partnership. And when the provider can understand that in the pediatric system many of the services that families have been receiving are entitlement-based, and when they move into the adult system it's eligibility-based, and if just providers could just know that piece, so that they can begin to prepare the families for how to look at an eligibility-based service system when they have been in an entitlement-based system—that would be huge.

The role of the pediatrician is to serve as the ultimate care coordinator. Basically when they are preparing young people and their families to go out of the pediatric system and into the adult care system, the language is different, the players are different, the knowledge base is different and so what pediatricians can do is to start helping the families as early as 12, 13, 14 years old, help getting them to understand: you can't stay here forever, and that to understand in the adult health care system that young person needs to be a young wise health care consumer, they need to be able to advocate for themselves as best as they can, and so therefore the parents need to learn to step back when it's appropriate.

In my daughter's situation she is nonverbal and so she will always have someone who is expressing what's best for her: whether me, my husband or her siblings or her care providers. But what's key for the pediatricians is to understand it's going to happen, and they cannot stay in a pediatric setting forever because the health care needs of the child differ as they grow. But we just kind of forget to think about that, and the role of the parent is to be able to move from being their advocate to their ally, which is a slight difference in the way you frame it because the young person needs to learn to speak on their own behalf.

So there are like three things we tell young people to consider: A) know your health history; B) always carry your insurance card and C) know your body well enough that when something is not going well you know who to call.

And so pediatricians can help families understand those are three really key ingredients for wise and healthy outcomes as they move into adulthood, and the role of the pediatrician is so critical because where else are kids and families going to hear about this if they don't hear from the pediatrician? And they have to understand that moving into the adult system is an exciting time in their life and it's a

different time, and for families who have kids with special health care needs, is going to be a whole new group that are going to join: the health care team, the medical home team quarterback may even change, and so will the other players, even though they as the young person remains constant in both systems. So the whole idea of transitioning youth right now is a critical piece of information and training that more families need to understand and pediatricians can be a part of providing that guidance.

*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=ECaao63W84I>