

It All Started

...as a Promise To Our State. A group of pediatricians, families and our Title V Chief got together and we put down on paper our commitment to the Children with Special Health Needs of Hawai'i, we would work to insure every **child would have a Medical Home**. Lofty goal? Yes, well, we are lofty people!

We met, we strategized, we identified our partners. We brought them all together to begin planning our two big milestones:

- Getting the **Medical Home Implementation Grant**
- Kicking up a notch the AAP Medical Home training curriculum to launch our statewide "**Medical Home 201 Training**"

We got the grant and the training was a success! 149 attended and 44 were PMDs. This was the easy part. The hard part? Figuring out what we needed to take directly to the communities.



As we began the planning process we realized before we could get started we needed to answer 2 questions: "**What Do We Know?**" and "**What Do We Need to Know?**" about our pediatricians and our communities.

**Medical
Home
Works!**

Sponsored by:

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Home Implementation Grant

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Our Grant Partners

University of Hawai'i, John A. Burns School
of Medicine, Department of Pediatrics

Hawai'i Chapter of the American
Academy of Pediatrics

Family Voices of Hawai'i

State of Hawai'i, Department of Health
Family Health Services Division, Children
with Special Needs Branch

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Building Medical Homes in Hawai'i

**Medical Home
Implementation
Grant 2002—2005**



**Architects, Journeymen, Carpenters
&**

**Co-Principal Investigators:
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What did we know?

- Families had the most amazing "real life" stories about the importance of Medical
- Homes and what makes them work well
- Diversity is our strength, yet it is still challenging at times
- Being an island state, geography was a significant barrier to accessing tertiary and specialty care, not to mention coordinating services
- Most of the population and providers were on one island - Oahu

County	# of AAP Members	Est # of SCHSN	Ratio AAP/ CSHCN
Oahu	234	22,753	1:97
Maui	23	3,652	1:169
Kauai	19	1,665	1:167
Hawai'i	25	4,425	1:177

What did we find out?

- Pediatricians in Hawai'i were fairly well versed in the concepts and tenets of the Medical Home
- Because of their geographic isolation, neighbor island pediatricians integrated care coordination into their practices naturally
- Pediatricians had difficulty in transitioning youth with special needs to adult medicine because of a lack of willing providers (so, they've kept them in their pediatric practices)
- Families were willing to share their stories

The biggest thing we found out was...

Hawaii pediatricians did not need more training on how to be better docs, they needed tools and resources to help support the infrastructure of the Medical Homes they maintained.

Now we were on to something! We needed to figure out what tools they needed and how to supply them.

So, we drew a blueprint!

We modified our implementation plan and approach slightly. We would now:

- Conduct Focus Groups in 8 district communities across the state
- Invite pediatricians, families, and community providers to participate
- Select a pediatric leader in each district to be the community mentor and help bring the community partners together
- Facilitate discussions and get the districts to identify their
 - 1) strengths
 - 2) needs
 - 3) resources
 - 4) a wish list



- 4) a wish list
- Begin to identify and/or formulate the resources requested
 - Introduce the pediatricians to their community partners
 - Capture family stories on media to distribute to the pediatricians to help facilitate and inspire building successful Medical Homes



The list of needed tools...

- A **centralized resource directory** that is accessible to providers and families and updated on a regular basis
(Long ago, in a galaxy far, far away (o.k. 1994-ish) a resource directory called the "Rainbow Book" was the de facto Pediatrician Handbook for accessing services in the state. It disappeared off of the face of the earth - our mission, to find it)
- A **"warm line"** was also envisioned for referrals beyond those provided for children 0-3
- A **tool** to help **navigate** through the W^{****} system - where to refer and when
- **Clarification** on the benefits of **Medicaid: Managed Care, Fee for Service EPSDT**, and the various **Waiver** Programs
(There were too many myths and misconceptions and not enough information about Waivers in ALL of the communities)
- An increase in the number of subspecialists - especially in the areas of **Gastroenterology, Neurology, Allergy, Ophthalmology** and **Pediatric Dentists**-not to mention **Behavioral Health Providers**, especially on the Neighbor Islands
- To be **included** in the **IEP** process or at least the "loop"

And now we've begun...

- ... to acquire and develop the tools, so we are
- **Meeting with Medicaid partners to clarify the myths**
 - **Looking at ways to reimburse pediatricians to recruit adult medicine docs and facilitate the transition process**
 - **Providing technical assistance and training in Behavioral Health**
 - **Creating wonderful curriculum using real family stories**
 - **Forming a framework within the school system to include docs as part of the IEP team**
 - **Providing training on Developmental Screening**
 - **AND, we FOUND the Rainbow Book!**