

Medical Home Project

By Rose Bonner

Medical Home Grant Coordinator

Background: Whenever two or more physicians are involved in the medical treatment of a patient, potential for communication gaps can develop. The Medical Home Grant's ACH Quality Improvement Project sought to address the issue of communication between primary care physicians (PCP's), subspecialty physicians (SP's) and families of Children with Special Health Care Needs (CSHCN).

Action Plan: A survey (see attached) is being conducted to assess factors influencing communication in care of Children with Special Health Care Needs. Data from the surveys will be compiled and analyzed in order to identify targets for intervention. Our goal is to collect over 100 surveys from patients being seen in Arkansas Children's Hospital outpatient clinics. In addition, each patient's survey will correspond with their Specialist and PCP completed survey.

Preliminary Findings: The PCP should provide the sub-specialist with the patient's medical history, current medical needs, and reason for consulting. Families should also feel comfortable asking questions. Families tend to have few questions or feel uncomfortable when they feel the appointment time is limited. Findings and recommendations then need to be transmitted from the consulting physician back to the patient/family and PCP.

Conclusion: Timely, clear and specific contact between providers and families at or before the time of subspecialty visits can lead to more effective communication and coordination of care. Medical decisions may be adversely affected if information is not shared between the individuals participating in a child's care.