Welcome!

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During the Q&A session, please use the 'raise hand' feature to ask a question – or continue to utilize the chat

TEAMS GUIDE

Chat Window

Raise Hand

Camera (on/off)

Mute (on/off)

Leave

Reminder! *Teams Chat is* <u>public</u> *and remains in meeting history*

Meeting Agenda

STAKEHOLDER MEETING

December 16th, 2024, | 1:00pm to 2:00pm

Welcome and Initiative Overview	Initiative and ARPA HCBS Updates	Pediatric Complex Care Resource Centers	Spotlight: Pitt PERU and BCG Team	Closing and Questions
10 mins	10 mins	20 mins	10 mins	10 mins
Welcome & Overview of the Pediatric Shift Care Initiative	*Pediatric Shift Care Initiative Updates (including ARPA HCBS)*	*PCCRC Updates* *Journey Mapping* *PCCRC Website*	*Online Training Curriculum and Content Development*	*Q&A* *5 mins* *Next Steps* *5 mins* *Meeting Adjournment*

Pediatric Shift Care Initiative Overview

Purpose: To improve Pennsylvania's pediatric shift nursing model to better serve patients, families, home health care workers, and MCOs

Mission: To serve as the catalyst for stakeholder collaboration that results in the exploration and development of actionable solutions in five key areas of Pennsylvania's pediatric shift nursing model

KEY INITIATIVE ACTIVITES AND EVENTS

June 2019
Initiative Kickoff with inaugural workshop

January 2021
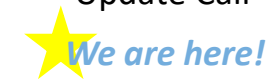Implementation of white paper recommendations begins

December 2021
DHS receives conditional approval of ARPA HCBS spending plan

January 2022
Begin implementing ARPA HCBS initiatives related to initiative recommendations

December 2024
Pediatric Shift Care Initiative Stakeholder Update Call
We are here!

2025-2026
PCCRC Implementation

- Workshops and workgroups
- Whitepaper development and approval

- PCMH-PNC
- Health Information Exchange initiatives
- New payment strategies

- Stakeholder feedback: PCCRC functions; PCCRC journey mapping; subject matter experts

Workforce Strategies

RECOMMENDATIONS
Strategies to Continue Strengthening the Home Health Workforce
Preventing Inappropriate Denials

IMPLEMENTATION UPDATE

- **Parents/Families as Paid Family Caregivers**
- OMAP released an on May 15, 2023, clarifying the process MCOs should use for reviewing authorization requests for pediatric shift care services, including home health aide services to be rendered by a child's legally responsible relative
  - OMAP hosted a training for all MCOs' utilization management staff in September 2023 to ensure understanding and practice application of the Ops Memo's policy with example cases. These materials are posted online

  - OMAP staff performed ongoing audits with a focus on denials of pediatric shift care during CY2024, looking for instances of inappropriate denials for services by all types of service providers including legally responsible relatives/LRR. Provides coverage once the LRR is trained, increases access to care, and reduces noncovered shifts

MECHANISM / TIMEFRAME

- Fully implemented through Operations Memorandum and subsequent training: Ops Memo
- Resource Account available to the MCO plans if they have questions or comments: rapwpedshiftcare@pa.gov
- Pediatric Shift Care Training documentation is on the DHS website, focus on person centered care, determining medical necessity, and appropriate vs. inappropriate denials.
  - - Training video (approximately one hour)
  - - PowerPoint Presentation
  - - FAQ
- Continued monitoring, troubleshooting and updates to documentation will be performed as needed i.e., to OPS 8 shift care report, DHS documents above and MCO shift care policies

Incentive Strategies

RECOMMENDATIONS
Strategies to Incentivize Pediatric Shift Nursing

IMPLEMENTATION DETAILS

- Pediatric shift nursing improvement **pay-for-performance**
  - Will be paid by MCOs to home health agencies and primary care providers who serve children with uncovered, authorized shift care hours.
  - MCOs will make incentive payments to those providers who meet associated goals related to improved clinical and social outcomes for children receiving pediatric shift nursing services.
  - Pay-outs will be based on incremental improvements.

MECHANISM / TIMEFRAME

- Language was added to the CY2023 HealthChoices Agreement and continued in CY2024
  - **VBP Model** - The PHMCO must enter into performance-based contracts as described in Section VII.E.9.a that provide incentives for Network Providers that attain incremental improvement against selected measures. Network Providers eligible for inclusion in this model are Primary Care Practitioners and home health agencies that serve children who are reported as having authorized hours not covered in the monthly MCO Shift Care Operations Report. Permissible measures are described in Exhibit B(3) to this Agreement
  - **Exhibit B(3)** - PH-MCO must identify measures, and set goals for those measures, to reward incremental improvements by eligible Network Providers, as described in Section VII.E.9(b) of this Agreement. These measures and associated goals must relate to improved clinical and social outcomes for children receiving pediatric shift nursing services

Program Coordination

Pennsylvania **Department of Human Services**

RECOMMENDATIONS
Provide Service Coordination Options

IMPLEMENTATION DETAILS

- Created a subset program of the Patient Centered Medical Home (PCMH) Program called PCMH Pediatric Nursing Care (PCN) program for children receiving pediatric shift care services
- Existing PCMHs that want to participate in the PCN program will be tasked with implementing aspects of the American Academy of Pediatrics (AAP) medical home model and embedding care management services
- The PCMH Learning Network has developed a subgroup of interested providers to discuss implementation with MCOs, overview provided September 2024
- **Goal**: Collaboration between PCMH-PNC and Pediatric Complex Care Resource Centers/PCCRCs
  - Our Special Needs, Enhanced Member Supports Unit/EMSU role is to facilitate introductions between the MCO's and the Family Facilitators i.e., as part of case management process
  - Our Quality monitoring area's role is to ask if PCMH is not connected with a PCCRC, encourage planning
  - Our Clinical Unit are nurses who review pediatric shift care denials

MECHANISM / TIMEFRAME

- [2024 HealthChoices Agreement is posted on the DHS website](#) and includes information for the PCMH-Pediatric Nursing Care (PNC) program in Exhibit DDD

Meeting Participation

RECOMMENDATIONS
Meeting Participation

MEETING PARTICIPATION

- Additional Meeting forums where BMCO staff participate:

- **Managed Care Delivery System Subcommittee/MCDSS** – adult and child complex case, identify recommendations for the Medical Assistance Advisory Committee/MAAC and DHS
- **Complex Care Team Meeting** – led by MCDSS members, external leadership i.e., MCO plans and county health departments, focus on broad systemic efforts not individual cases and includes BH component

MECHANISM / TIMEFRAME

- See previous slide.

Health Information Technology Proposals

RECOMMENDATIONS
Expand the Care Plan

IMPLEMENTATION DETAILS

Care plan module:
- The Department replaced the statewide health information exchange known as the Pennsylvania Patient and Provider Network (P3N)
- The new P3N was enhanced with a **Care Plan Module** to **improve care coordination** and care management activities by increasing the ability to **share care plans** across providers
- OB Needs Assessment Forms (ONAF), AAA care plans, Pediatric Shift Nursing care plans, and PH/BH Integrated Care Plans (ICPs) will be shared

MECHANISM / TIMEFRAME

- On August 25 & 26, 2022, the new P3N went live
- December 2022, Care Plan Module added to new P3N
- HHAs that are connected to a P3N Certified HIO will be able to access P3N care plans and upload care plans to the P3N for access by other members of a patient's care team and by patients
- Early 2025 ONAFs will be added to the P3N Care Plan Registry
- Discussions continue with Dept. of Aging about sharing AAA care plans with P3N

Health Information Technology Proposals

RECOMMENDATIONS
Incentivize Onboarding HHAs into the P3N

IMPLEMENTATION DETAILS

HIO Onboarding:
- Grants for additional home health agencies that have interoperable EHRs to connect to a P3N Certified HIO (Health Information Organization) and begin sharing information with P3N
- Grants were offered to HIOs to pay onboarding costs for HHAs offices that provide services to Pediatric Shift Nursing patients

MECHANISM / TIMEFRAME

- RFA #06-22 was released on June 1, 2022 and applications were due on July 15, 2022
- HealthShare Exchange was awarded 37 HHA HIO Onboarding Grants ($25,000 per HHA)
- Thirty-one Bayada and Maxim home health offices were onboarded to HSX through this grant program
- HHA onboarding grants ended June 30, 2024

Health Information Technology Proposals

RECOMMENDATIONS
Incentivize Onboarding HHAs into the P3N

IMPLEMENTATION DETAILS

PA Navigate (formerly RISE PA):

- Building a Statewide platform for connecting patients to social services
- Making SDOH data as shareable as clinical data
- HIOs will integrate the tool into their health information exchange and the PA Patient and Provider Network (P3N).
- The selected vendor will onboard community-based organizations (CBOs); no cost to non-profit CBOs.
- Agencies can access the tool through working with the vendor or the HIOs

MECHANISM / TIMEFRAME

- RFA #03-22 was released on March 28, 2022
- Four HIOs were awarded $21.6 million in ARPA funds to collectively procure a single, statewide, resource and referral tool with the desired functionality to do closed-loop referrals for Health-Related Social Needs.
- HIOs selected findhelp (5 years)
- PA Navigate was launched in January 2024
- Everyone can access PA Navigate at: https://pa-navigate.org/
- Includes $3 million for community-based organization (CBO) incentives

Pediatric Complex Care Resource Centers (PCCRCs)

Pennsylvania
Department of Human Services

Create a Training/ Education Portal   **Increase Ongoing Family Input**   **Increase Behavioral Health Awareness**

IMPLEMENTATION DETAILS

- Initial PCCRC resources being developed include:
  - **Pediatric Coach** – provides in-home caregiver support and intervention, customize and facilitate training, and facilitate regional family advisory workgroups
  - **Family Facilitator** – extends existing ODP program to support families transition from facilities/hospitals to community settings and to support the diversion of child placement in congregate care settings
  - **Online Training and Resources** – self-paced learning courses on various home-care topics that are targeted for families, caregivers, and nurses to be delivered through the existing MyODP portal
- Journey Mapping – Developing a Journey Map to help caregivers and providers navigate the PCCRC resources
- PCCRC Website – Developed a webpage to provide an overview of the PCCRC and provide links to helpful resources

MECHANISM / TIMEFRAME

- Engaging with University of Pittsburgh to develop Online Training and resources with the help of subject matter experts (SMEs) in 2025
- Holding meet-and-greets between PCCRCs, MCOs, home health agencies, and hospitals to facilitate delivering PCCRC resources in early 2025

Overview of the PCCRC Regions

Pediatric Coaches and Family Facilitators will be hired by PCCRCs so there is coverage throughout the Commonwealth.

There are four organizations providing a network of PCCRCs throughout the Commonwealth.
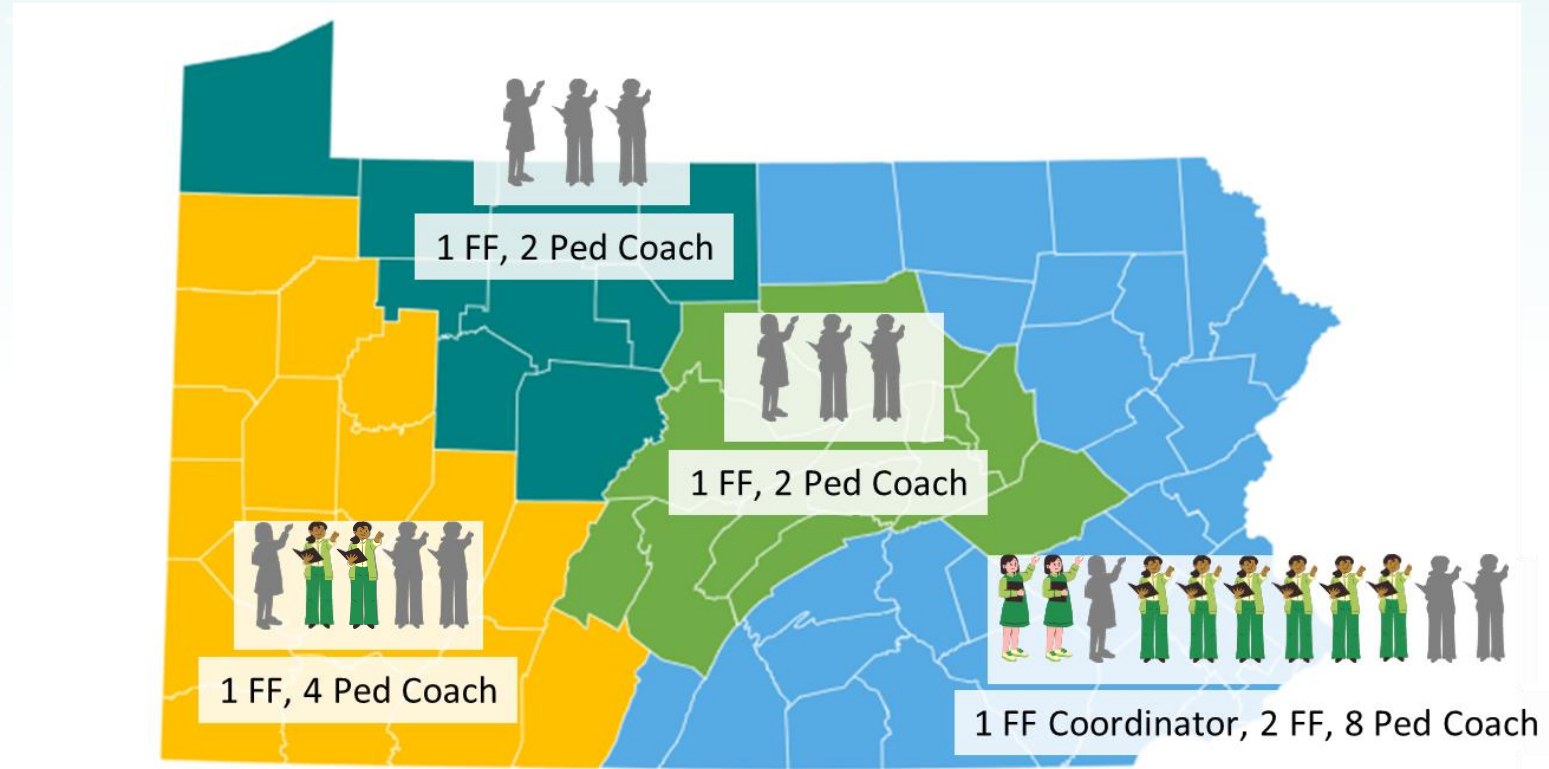
❖ **The Advocacy Alliance Pediatric Resource Centers**

❖ **Milestone PCCRC Northwest**

❖ **Geisinger Central PA Pediatric Resource Center**

❖ **Milestone Pediatric Resource Center West**

= Family Facilitator
(5 total + 1 Family Facilitator Coordinator)

= Pediatric Coach
(16 total)

1 FF, 2 Ped Coach

1 FF, 2 Ped Coach

1 FF, 4 Ped Coach

1 FF Coordinator, 2 FF, 8 Ped Coach

🟩 Geisinger (Central PA)

🟦 Advocacy Alliance (All Regions)

🟨 Milestone West

🟩 Milestone Northwest

PCCRC Director Introductions

We are excited to introduce our four PCCRC Directors who will oversee the PCCRC in their region.

The Advocacy Alliance Pediatric Resource Centers

Katie Freeman, RN
Director
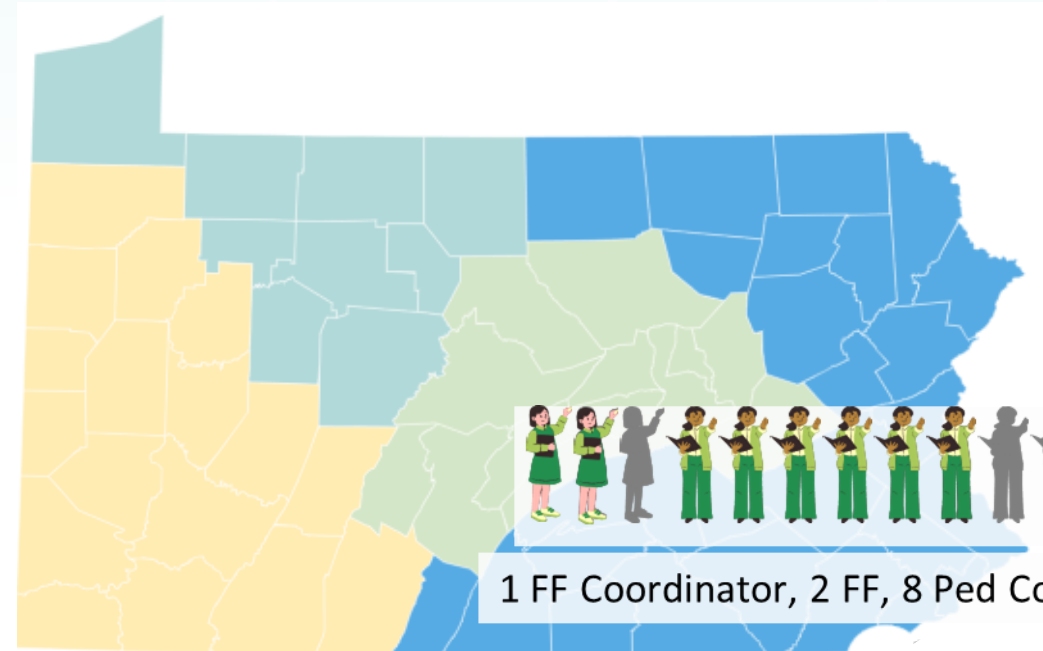
1 FF Coordinator, 2 FF, 8 Ped Coach
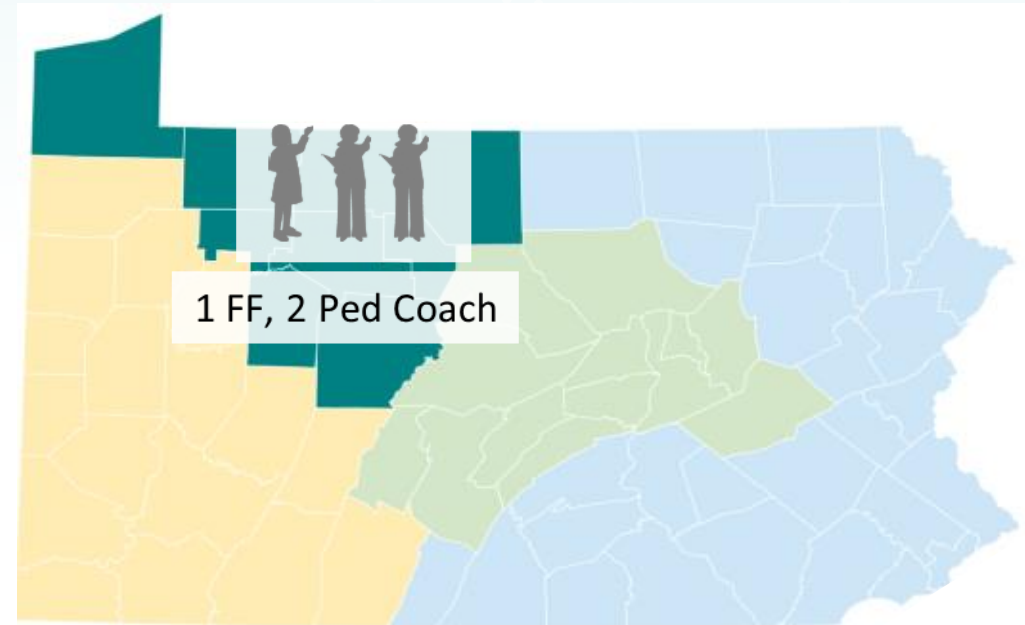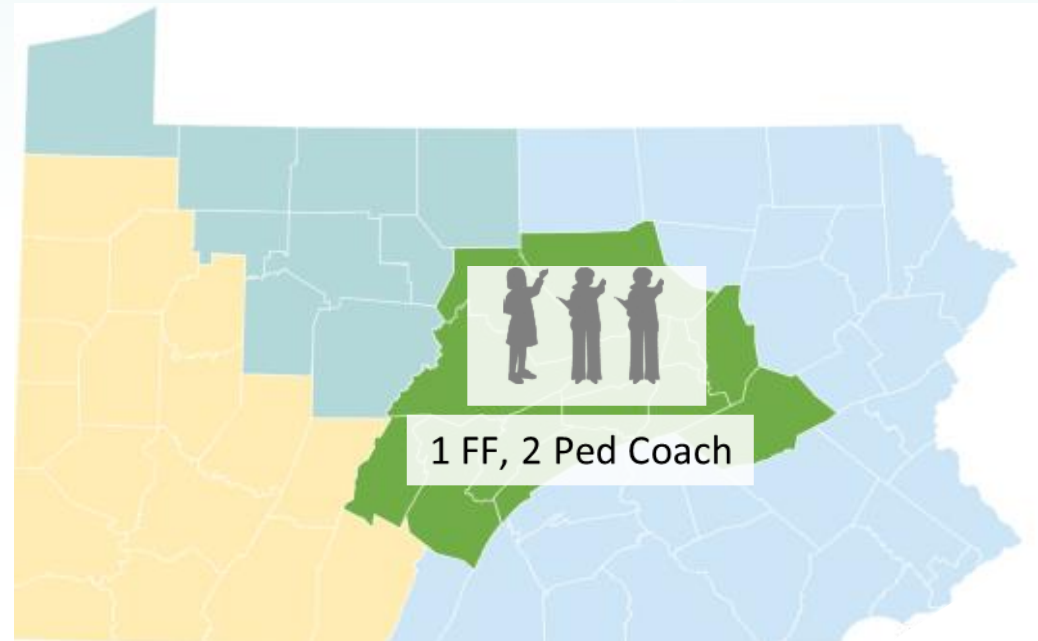
PCCRC Director Introductions

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Milestone PCCRC Northwest

1 FF, 2 Ped Coach
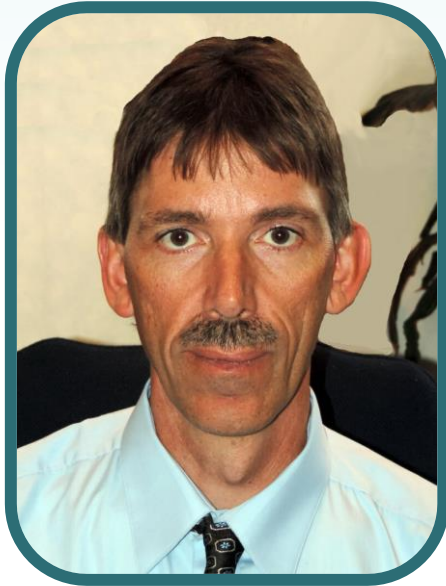
Darryl Bergstrom
Director

PCCRC Director Introductions

We are excited to introduce our four PCCRC Directors who will oversee the PCCRC in their region.

Geisinger Central PA Pediatric Resource Center

Cheryl Callahan, RN
Director

1 FF, 2 Ped Coach

PCCRC Director Introductions

We are excited to introduce our four PCCRC Directors who will oversee the PCCRC in their region.

Milestone Pediatric Resource Center West

Natalie Symons, RN
Director

1 FF, 4 Ped Coach
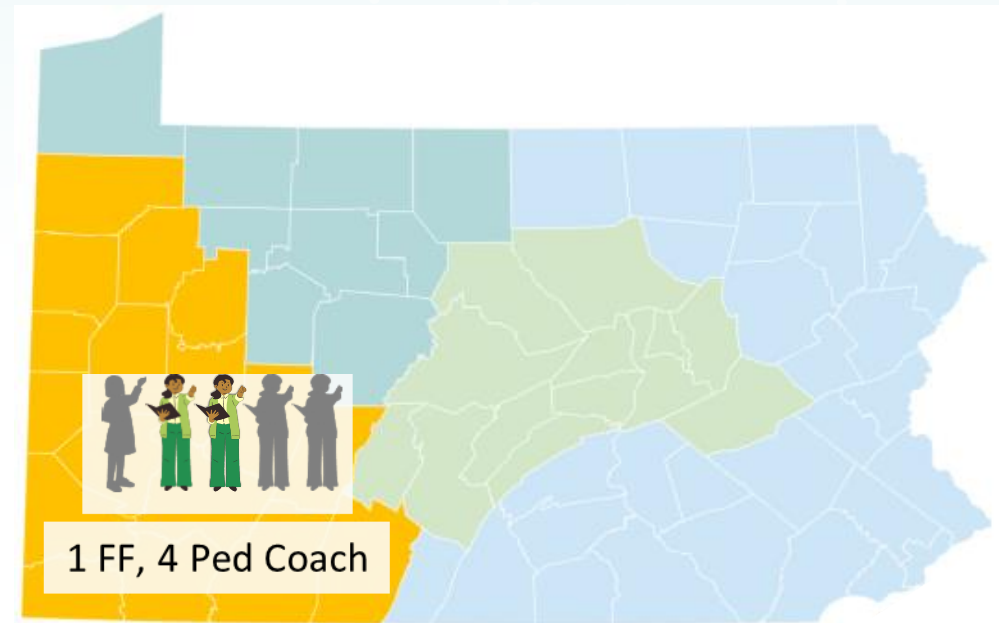
Pediatric Complex Care Journey Mapping

Navigating Home-Based Care for Children and Youth with Medical Complexities

Get Started Here:

I'm a Parent/Family Caregiver

Click here to continue to the first step for **parent and family caregivers.**

I'm a Provider, Nurse, or Home Health Aide

Click here to continue to the first step for **providers, nurses, and home health aides.**

Asher

To navigate, begin by selecting your role from the buttons available and using the colored tokens and text to switch page to page or simply use the "back" arrow. You can click on Asher at anytime to return to the main page.
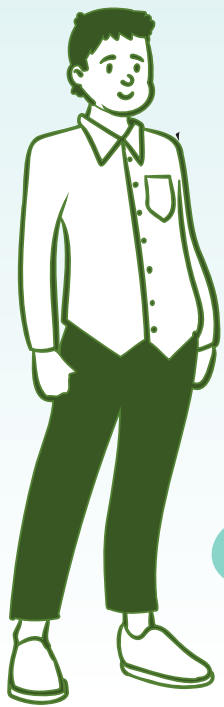
Pennsylvania
Department of Human Services

Hi! I'm Asher. I am here to guide your family through your complex care needs journey and introduce you to the Pediatric Complex Care Resource Center (PCCRC). Click on me at anytime to come back here.

Start your journey – what do you want to learn more about?

Overview

Milestones

Questions

Agencies

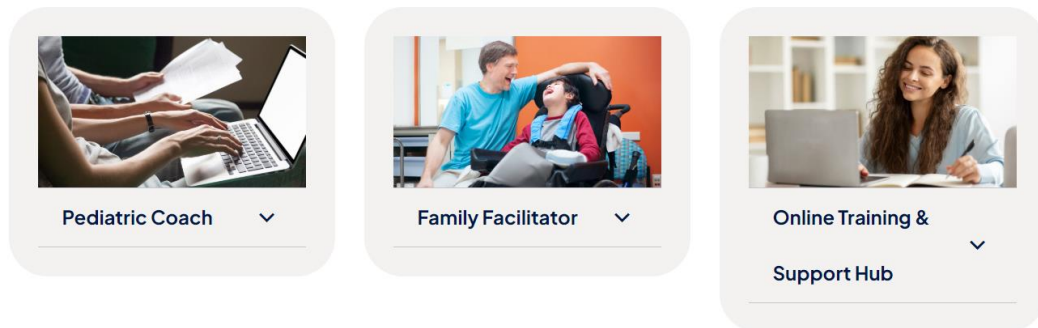# Pediatric Complex Care Resource Centers (PCCRC) Website

The PCCRC webpage lives on the DHS website to provide a hub of information for caregivers.

PCCRC Website is COMING SOON!

- PCCRC Overview
- Resource Information
  - Pediatric Coach
  - Family Facilitator
  - Online Training and Support Hub
- Access to Join the Distribution List
- Additional Resource Links
  - Initiative information and overview
  - MyODP Online Trainings
  - PA Navigate

https://www.pa.gov/agencies/dhs/resources/medicaid/pediatric-complex-care-resource-centers.html.html

Pennsylvania
Department of Human Services

**PCCRC Online Trainings
SME Stakeholder Update**

OMAP/Deloitte, PERU, BCG

12/16/2024

Recall | BCG & PERU are working together on two primary efforts

Deliver a user-inspired digital training MVP, with testing & roll-out plan

Leverage human-centered design to develop robust user journeys, incl. key elements of patient well-being, safety, & improved health outcomes

Develop a leading training experience (content + features), engaging users early & driving real outcomes

Launch MVP trainings and features, and provide plan roll-out of fully scaled courses and platform

High-level training vision provided on following pages

## Drive best-in-class learning journeys and content development

Lead development of overall program vision and key metrics (incl. learning objectives, expected outcomes, etc.)

Advise on best-in-class learning practices throughout content development phase

Ensure user journey learnings are incorporated into content / curriculum development

Create overall comms & change management plan

1. Minimum Viable Product with critical use cases and initial learning journey/content released for validation; MVP will be extensible for scale (future content, additional users, etc.)

Recall MVP Scope | Over the next 6 months, we will build the platform armature and end-to-end content for 2 modules

Objective 1 — The Fundamentals

Make available to all caregivers training that focuses on supporting a child in their home, including education focused on supporting behavioral health needs

- Hospital vs. home training
- Palliative care training
- Emergency preparation
- Medication coverage and administration
- Assist with physical transfers with child
- Training focused on Behavioral Health:
  - Behavioral Health awareness training for families and nurses, focused on identifying behaviors that may warrant further evaluation by a behavioral health professional and how to make a referral
  - Training on communicating with children who use non-verbal skills
  - Engaging with children who present with physical or erratic behaviors
  - Autism awareness training

Objective 2 — Durable Medical Equipment

Ensure all caregivers have access to training that focuses on the use of Durable Medical Equipment in individual home environments (i.e., how to use specific DME in specific environments

- DME education and training on specific equipment for the child
- Refresher trainings on medical equipment including tracheostomy tubes, ventilators, gastronomy, and nebulizers
- Use and safe operation trainings of necessary medical devices
- Emergency protocol for DME malfunction

Objective 3 — Advocacy

Make available to all caregivers training that focuses on creating improved health outcomes for children through inclusion in their family/community systems

- Trainings on how to advocate for the child
- Peer/agency support at and after discharge
- Trainings on health equity across patient/family demographics
- Support for children learning how to advocate for themselves

Objective 4 — Transitions

Make available to all caregivers training that leads to safe and efficient life transitions for children and caregivers (e.g., congregate care to family homes; aging-out; hospital nursing to home nursing)

- Support families that are new to home health care in the transition home
- Safe discharge planning and expectations for the first 6 months at home
- Instructions on how to prepare the home for structural enhancements that may be necessary i.e., electrical systems, generators, ramps
- Prepare nurses who are transitioning from other types of nursing to a home care setting
- Include transitions to hospice and/or palliative care
- Prepare families for the aging-out transition to a new programs upon the child's twenty-first birthday

Objective 5 — Relationships

Make available to all caregivers training that leads to improved collaboration through relationship building amongst families, medical personnel, HHAs, and MCOs

Trainings for the family
1. Appropriate nurse requests
2. Dealing with a difficult nurse
3. Preparing families for what to expect from home care providers in their homes

Trainings for the medical personnel
1. Working in a home environment
2. How to meet families where they are
3. Dealing with a difficult family
4. Relationship building through soft skills
5. Understanding family dynamics

Trainings for both
1. Agreement and expectation setting
2. Maintaining boundaries and limits
3. Setting clear roles and responsibilities
4. Establishing clear communication
5. How to create person-centered care plans to assure mutual understanding of expectations

Objectives that BCG is driving

Source: OMAP PCCRC Training Objectives document

DHS stakeholder feedback is critical to provide feedback on both the content and the desired experience for the learning platform

We're looking for your input in two critical areas to validate what we are building

❯ **Platform**
- Prioritize topics and subtopics to be incorporated into initial curriculum for home care professionals
- Feedback on the best ways to consume the content

❯ **Content**
- Input to complement the research for Fundamentals, DME, Transitions
- Curriculum outline for the 5 objectives
- Input on source content to build the curriculum from
- Review draft learning assets to assess the validity of the content

We propose the following engagement model to refine the content and platform

- **Survey:** Prioritize topics and subtopics to be incorporated into initial curriculum for home care professionals

- **1:1 SME interviews:** Inform learning outcomes, deliver and content specific to Fundamentals, DME and Transitions

- **Group meetings** (~60 min): Review curriculum or content for early feedback

- **Email requests** for source content

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Next steps

We will work with the DHS team to identify which stakeholders are best suited for each type of platform or content review request

Please expect more details on specific engagement requests to start in January

Pennsylvania Department of Human Services

General Q&A Session

Please use the **Chat** or **Raise Hand** function to ask a question.

TEAMS GUIDE

| Chat Window | Raise Hand | Camera (on/off) | Mute (on/off) |

Reminder! *Teams Chat is public and remains in meeting history*

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Stay Connected With Us:

There are many ways to stay connected with the Pediatric Shift Care Team.

1 Share the Executive Summary with your network

2 Explore resources on PA Navigate

3 Invite your colleagues/friends to the Stakeholder Update Calls

4 Contact the Resource Account: ra-pwpedshiftcare@pa.gov
with any suggestions or questions
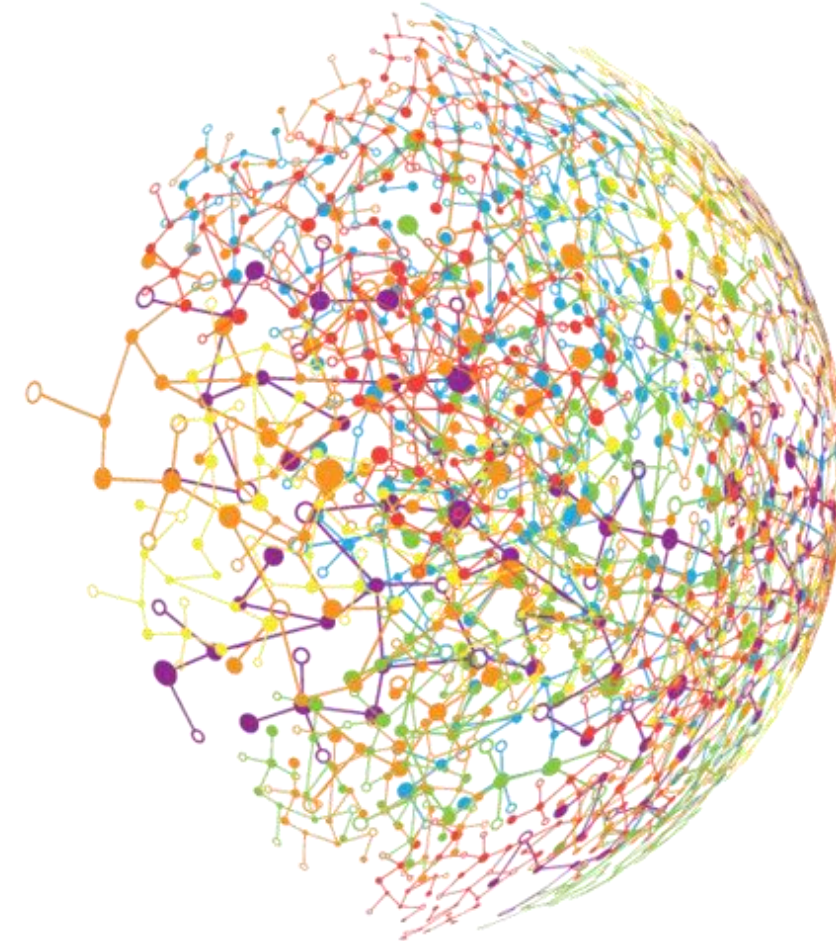
Thank You!

Email us at ra-pwpedshiftcare@pa.gov

with any suggestions or questions.