



Massachusetts Home Visiting Initiative

A Department of Public Health led state agency collaborative

www.mass.gov/dph/homevisiting



Introduction to the Family-Centered Medical Home



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Purpose

1. To understand what a family-centered medical home is
2. To understand how a family-centered medical home is beneficial for families
3. To understand what steps can be taken to have a family-centered medical home



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What is a family-centered medical home (FC-MH)?

- For children, a FC-MH is a trusting partnership between the child, a child's family/caregiver, and the pediatric primary care team to oversee all medical and non-medical needs of the child.
- This exists within a community-based system that provides uninterrupted care to support and sustain optimal health outcomes.

(American Academy of Pediatrics)



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Introductory Concepts

□ What is a family?

Individuals such as any caregivers, mother, father, siblings, etc. that the participant considers a member of their support network

□ What is a primary pediatric care team?

A set of consistent providers that are responsible for the health care of your child through a family centered model



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History of FC-MH

- ❑ Originated in pediatrics in late 1960s, considered a standard of child health care
- ❑ American Academy of Pediatrics (AAP) policy statements in 1997 and 2002 outlined main 7 components





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A FC-Medical Home Provides Care That Is...





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A FC-Medical Home Provides Care That Is...

- ❑ Accessible- Care is provided in the child's community. Providers are physically accessible – within the community; and there are enough providers to adequately serve its residents. Providers are easy to reach and there are no problems getting in contact.
- ❑ Compassionate- Concern for the well being of the child is expressed and demonstrated, while respecting the family's feelings and perspectives. Efforts are made to empathize and care for both child and family members.
- ❑ Family Centered- The family is recognized as the main caregiver and center of strength and support for the child. Clear and unbiased information is shared on an ongoing basis.



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A FC-Medical Home Provides Care That Is...

- Culturally Effective- Cultural background is recognized, valued, and incorporated into the care plan. All efforts are made to ensure family understanding of visit and results of ongoing care plan. This includes the availability of services in family's preferred language, with use of translators as necessary.
- Continuous- The same primary pediatric care team is available for all appointments-Infancy through adolescence and young adulthood. Transition services are also provided.



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A FC-Medical Home Provides Care That Is...

- ❑ Comprehensive- All types of care are addressed: acute, chronic, and preventive. Services are available 24 hours a day, 7 days a week to help primary pediatric care team make arrangements to meet child's health care needs.
- ❑ Coordinated- Families are provided resources for support, educational, and community based services. All shared information is centralized.



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Participants and their families have a complete medical home when they gain access to all individuals that support the patient/doctor relationship and all indicated services.



NOTE: PCN stands for Primary Care Network



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Home Visiting and FC-MH

A medical home is important to the health and wellness of all families and their children. In home visits, we are asking all participants about their experience with the child's medical home so that we can:

- ▣ Identify issues and challenges families face in getting proper care for their child
- ▣ Inform families of the importance of all 7 FC-MH components
- ▣ Help families find useful resources to create a complete medical home



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CORE QUESTIONS

All home visitors will be required to ask these 7 core questions to determine if a family is connected to a medical home:

Prompt: Does your baby have a primary care provider? If yes, then ask name of provider, date of last appointment, nature of visit, and next appointment

1. Are you able to easily get in touch with your primary pediatric care team? Y/N (Accessible)
2. Does your child's primary pediatric care team treat your family with respect and care? Y/N (Compassionate)
3. Does your child's primary pediatric care team answer your questions when you ask? Y/N (Family centered)
4. Does your child's primary pediatric care team speak your native language or provide an interpreter? Y/N (The interpreter is culturally sensitive; speaks the language.)
5. When you make an appointment for a well-baby visit do you see a member of your child's own primary pediatric care team? Y/N (Continuous)
6. Does your child's primary pediatric care team and staff help you make arrangements to meet your child's health care needs? Y/N (Comprehensive)
7. Does the practice staff help you find resources (for example, family, medical and insurance resources) to meet your family's needs? Y/N (Coordinated)

If participant answers no to four or more questions, strategize potential solutions with the participant and discuss this with your supervisor.



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Health Insurance Resources

If the family has a question about affordable health insurance, the following resources are available:

- HealthCare for All: 617-350-7279 or www.hcfama.org
- Consumer Health Help Line: Call (800) 272-4232
- Commonwealth Health Connector: Call 1-877-MA-ENROLL (1-877-623-6765) or www.mahealthconnector.org
- The Health Insurance Marketplace: <https://www.healthcare.gov/>

Young Adult Coverage (Affordable Care Act) :

<https://www.healthcare.gov/can-i-keep-my-child-on-my-insurance-until-age-26/>

If a plan covers children, they can be added or kept on the health insurance policy until they turn 26 years old. Children can join or remain on a plan even if they are: married, not living with their parents, attending school, not financially dependent on their parents, or eligible to enroll in their employer's plan.



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Take-Away Points

- A FC-MH is a trusting partnership between the family, child, and primary pediatric care team to ensure a child's well-being
- 7 key components of FC-MH: Accessible, Family-centered, Comprehensive, Continuous, Coordinated, Compassionate, and Culturally sensitive