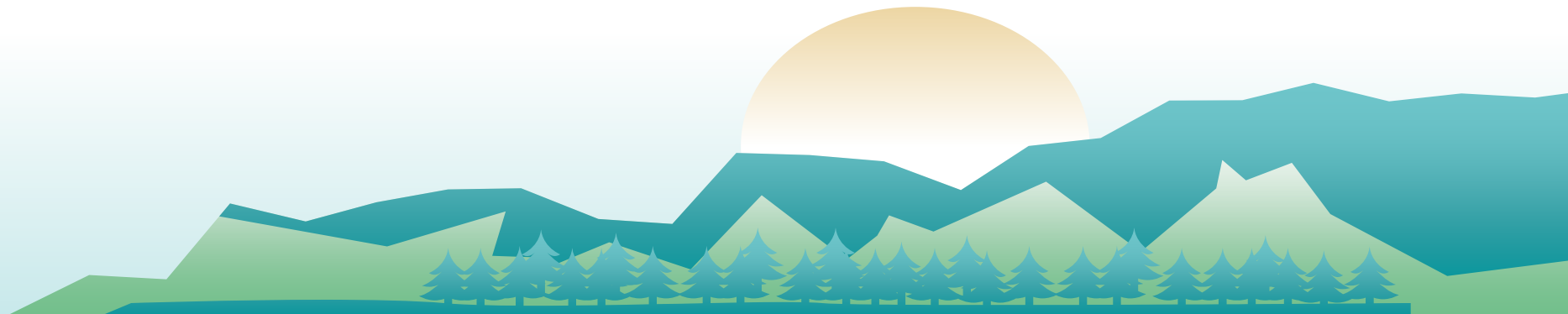


Overview of the Pediatric Complex Care Resource Center



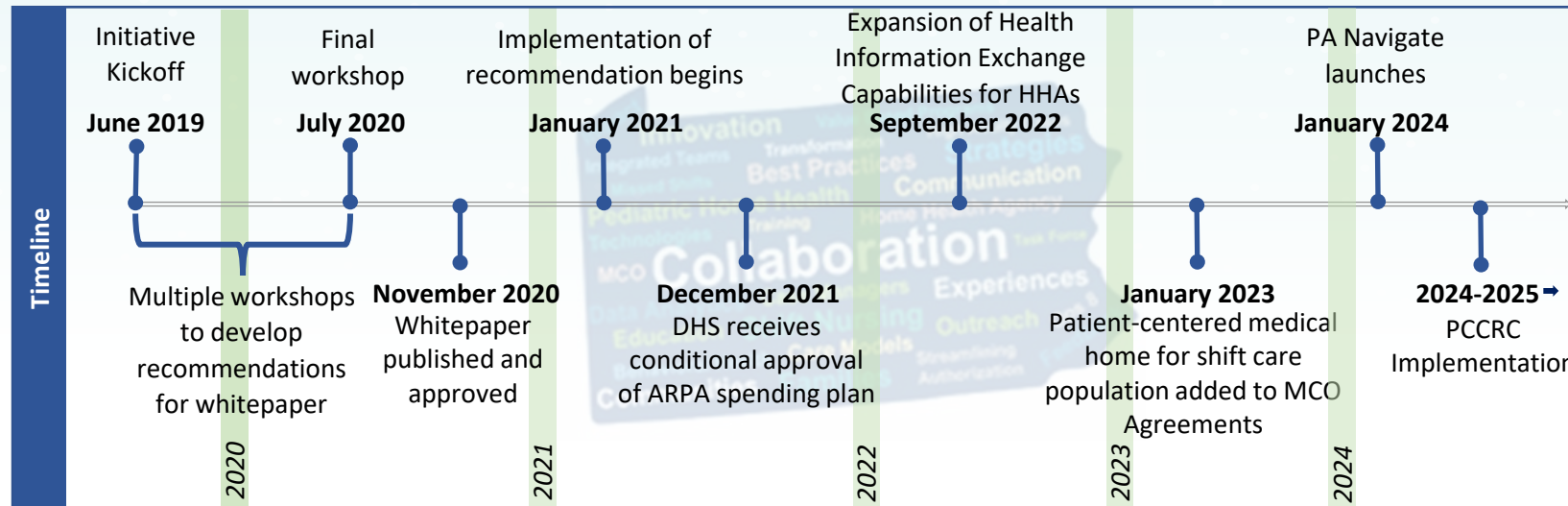
Pennsylvania
Department of Human Services



Overview of the Pediatric Shift Care Initiative

From 2019 to 2020, Pennsylvania's Medicaid Program within the Department of Human Services, hosted a series of workshops and meetings with a wide range of stakeholders to **identify key issues families and caregivers of children with medical complexities face when living in the community** (specifically Medicaid Managed Care members under 21 receiving in-home shift care).

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

Based on the workgroups, this collaborative group developed multiple recommendations to improve the system of care based on issues and obstacles faced by families and caregivers and summarized their work in a public-facing whitepaper. The whitepaper became the Commonwealth's action plan regarding how to best improve support for this community of children with medical complexities and their caregivers get the care and support they need.



Overview of the Pediatric Complex Care Resource Centers (PCCRCs)

The Pediatric Complex Care Resource Centers (PCCRC) were developed by the Office of Medical Assistance Programs (OMAP) in partnership with the Office of Developmental Programs (ODP) to implement non-medical resources to provide support for caregivers and families of children and youth with medical complexities.



Caregiver Support and Training Hubs

A key recommendation of the 2020 white paper centered around improving the nurse and caregiver relationship. To address this recommendation, the Pediatric Complex Care Resource Center (PCCRC) was designed to provide holistic support to the caregiver team – families receiving pediatric shift care services and their healthcare providers (e.g., home health agency) – by offering easily accessible support, information, and resources via online and in-person formats.

Initiative creates 4 regional and online Pediatric Complex Care Resource Centers (PCCRC)



In-Home and Remote Support

Family Facilitators – 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

Pediatric Coaches – provides in-home caregiver support and intervention, customize and facilitate training, and facilitate regional family advisory workgroups



Online Learning Options

Online Trainings 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



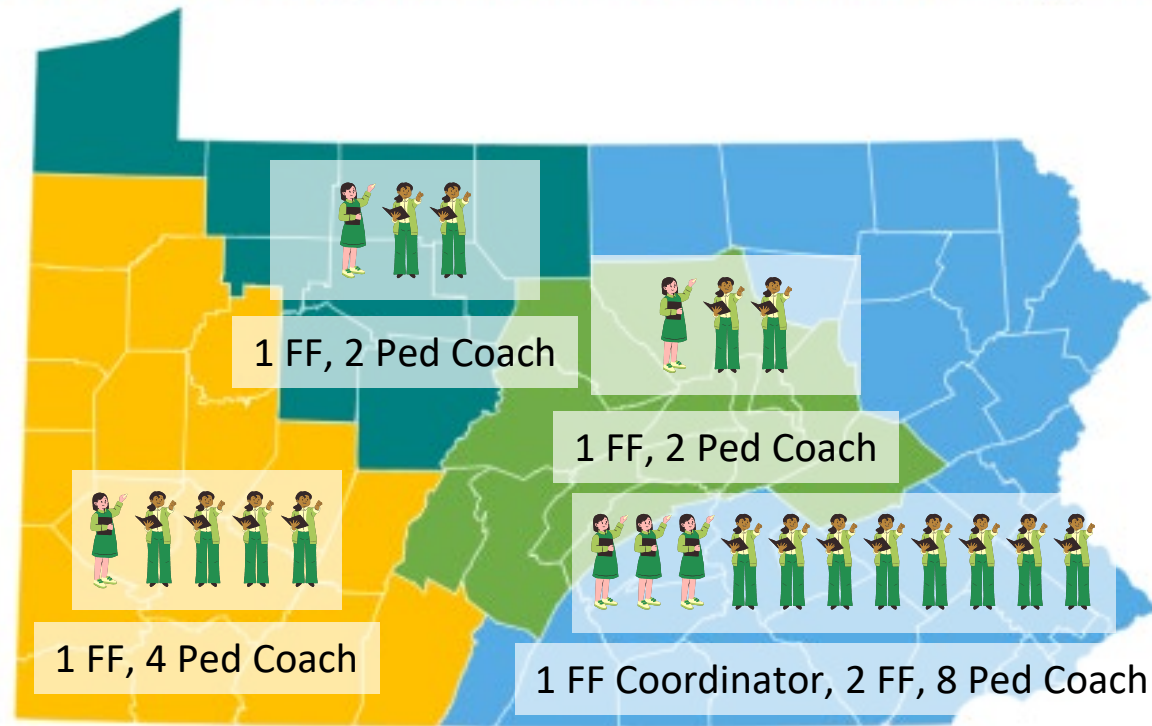
Overview of the PCCRC Regions

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

Pediatric Complex Care Resource Center Regions



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



= Pediatric Coach
(16 total)

■ Geisinger (Central PA)

■ Milestone West

■ Advocacy Alliance (All Regions)

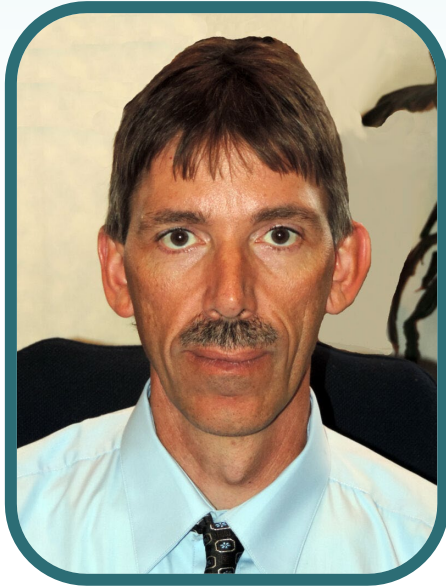
■ Milestone Northwest

PCCRC Director Introductions

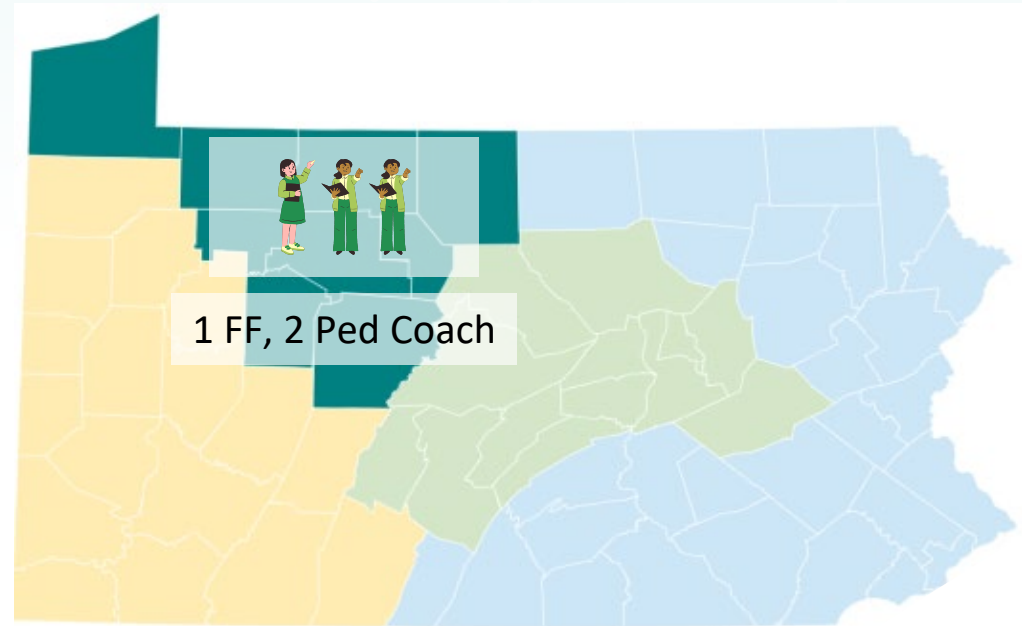
We are excited to introduce our four PCCRC Directors who will oversee the PCCRC in their region.



Milestone Northwest



Darryl Bergstrom
Director, Milestone Northwest

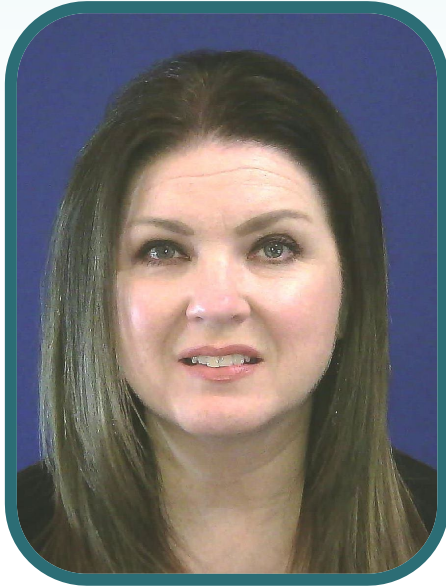


PCCRC Director Introductions

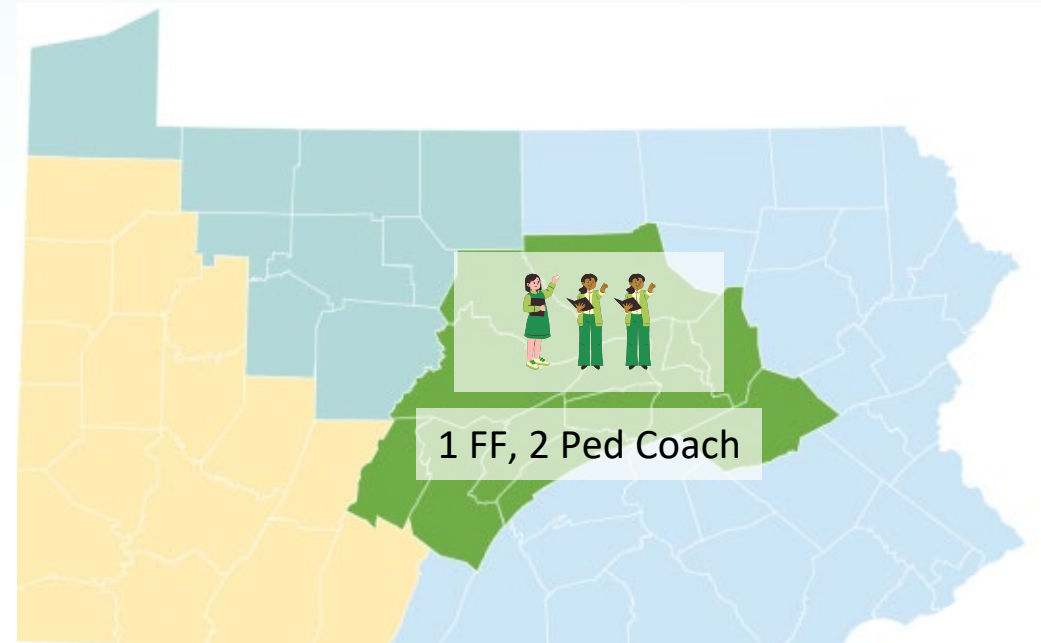
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Geisinger (Central PA)



Cheryl Callahan, RN
Director, Geisinger (Central PA)



PCCRC Director Introductions

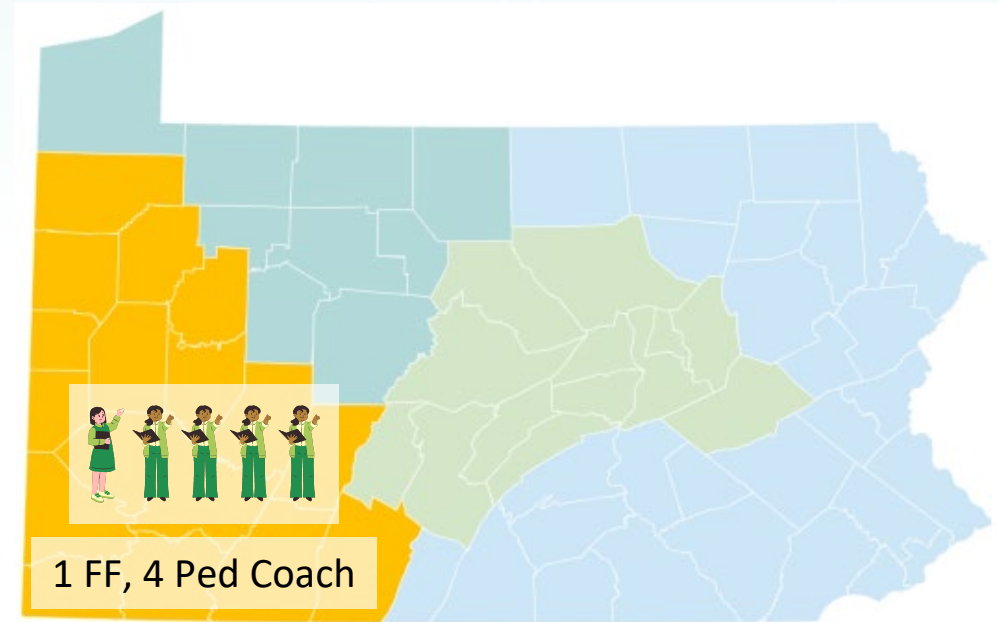
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Milestone West



Natalie Symons, RN
Director, Health Care Quality Unit West

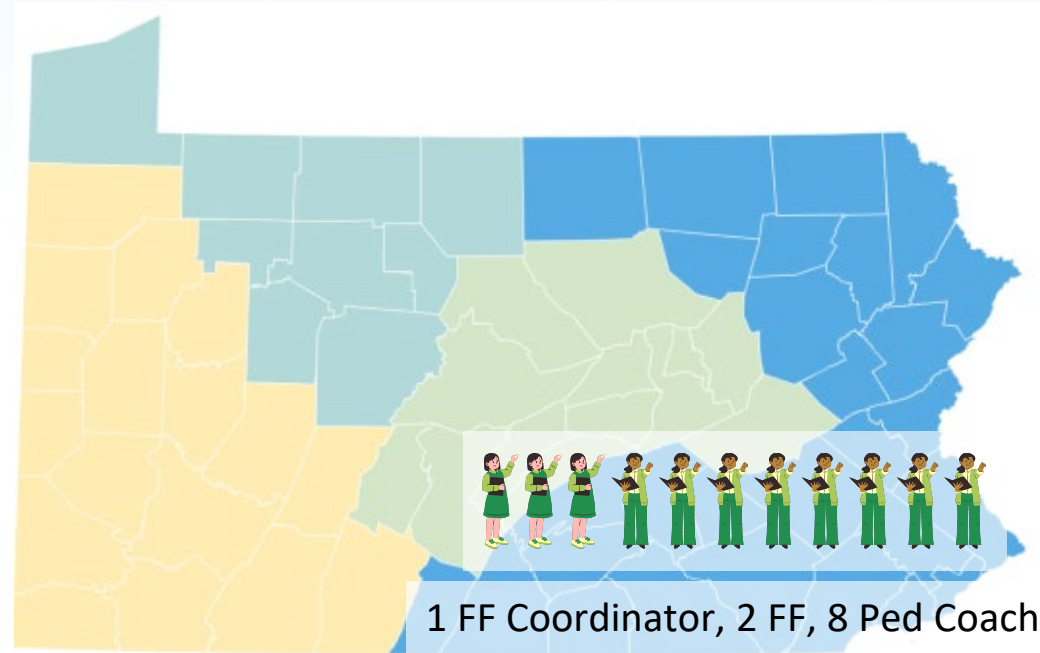


PCCRC Director Introductions

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



Advocacy Alliance



Katie Freeman, RN
Director, Advocacy Alliance

Family Facilitator and Pediatric Coach Responsibilities

Provided directly through the PCCRCs, the Family Facilitator and Pediatric Coach have distinct roles to support families and caregivers feel ready and empowered to provide care in the home setting.

PCCRC Roles



Family Facilitator

Expanded!

Helps with **transitions out of a hospital/facility** and supports ability to stay at home. **Conducts outreach** to families, community health/health promotional organizations, hospital/facility social workers, and discharge planners regarding in-home services and family-based alternatives.

The purpose of the Family Facilitator is to serve as a **liaison between departments**, to provide information to families, and assist with coordination and planning for in-home services and options for family-based alternatives to institutions.



Pediatric Coach

New!

Supports children receiving shift nursing services through **interventions with the caregiver team** by providing guidance regarding the parameters of each of the team members' roles and responsibilities. **Administers the in-person reach of online trainings.**

Pediatric Coaches also run **ongoing regional family advisory workgroups**. The purpose of the workgroups is to give families an opportunity to provide insight and feedback on.

Online Learning Objectives

In collaboration with MyODP and a university partner, new online training is being created to provide self-paced curricula.

Purpose of Online Training Portal

To provide an easily accessible training portal via MyODP that will cover topics requested by family and caregivers of children with medical complexities. The topics are covered in 5 primary training objectives.

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*

Objective 2: DME

*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)*

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***

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)*

Objective 5: Relationships

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

Next Steps for PCCRCs

The Pediatric Complex Care Resource Centers (PCCRC) were developed by the Office of Medical Assistance Programs (OMAP) in partnership with the Office of Developmental Programs (ODP) to implement non-medical resources to provide support for caregivers and families of children and youth with medical complexities.

Next Steps

- Planning to roll-out resources incrementally in 2024-2025
- Developing meetings between PCCRCs, MCOs, HHAs, and Hospitals to facilitate delivering PCCRC resources
- Continuing to develop PCCRC webpage to provide overview of the PCCRC and links to helpful resources
- Collecting responses from stakeholders to contribute to content for the online PCCRC trainings
- Creating a Caregiver Journey Map to provide an interactive learning method of how families and caregivers can interact with the PCCRCs



Get Connected with the PCCRCs

The Pediatric Complex Care Resource Centers (PCCRC) were developed by the Office of Medical Assistance Programs (OMAP) in partnership with the Office of Developmental Programs (ODP) to implement non-medical resources to provide support for caregivers and families of children and youth with medical complexities.

Journey Mapping

- Our team created a survey to confirm the needs of caregivers and families of children with complex care needs
- Please complete and share our Pediatric Complex Care Resource Center Journey Map Milestone Survey



[Caregiver Journey Map Survey](#)

Subject Matter Experts

- Our team created a survey for those who are interested in contributing to content creation for the PCCRC online training curriculum
- Please complete and our SME Interest Survey



[SME Interest Survey](#)

If you have any additional questions, please reach out to our team
at: RA-PWPEDSHIFTCARE@pa.gov

Regional PCCRC Panel Discussion with PCMH-PNCs



Nicole Harris
Executive Director, CHIP
Office of Medical Assistance Programs
PA Department of Human Services



Moderated by
Carol Frazer, MEd, LPC,
Behavioral Health Specialist, PRHI



Heidi Arva
Clinical Consultant
Office of Developmental Programs
PA Department of Human Services



Gwen Zander
Director of Managed Care Operations
Office of Medical Assistance Programs
PA Department of Human Services



Jennifer Harniman-Crangle
Office of Developmental Programs
PA Department of Human Services