

Housekeeping Reminders

Please submit questions via the Zoom chat during the presentation.

For attendance, please type in your name and organization in the chat.

Attendees are muted upon entry. Click “Unmute” when you would like to speak. Please mute yourself after speaking.

The presentations are posted on Tomorrow’s HealthCare www.tomorrowshealthcare.org



2025 PCMH Learning Network Pediatric Nursing Care Sprint Session #3

October 9, 2025

Robert Ferguson, MPH, Chief Policy Officer

Pittsburgh Regional Health Initiative

Continuing Education Information

In support of improving patient care, this activity has been planned and implemented by the University of Pittsburgh and The Jewish Healthcare Foundation. The University of Pittsburgh is jointly accredited by the **Accreditation Council for Continuing Medical Education (ACCME)** and the **American Nurses Credentialing Center (ANCC)**, to provide continuing education for the healthcare team. **1.5 hours are approved for this course.**

As a Jointly Accredited Organization, University of Pittsburgh is approved to offer social work continuing education by the **Association of Social Work Boards (ASWB)** Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. University of Pittsburgh maintains responsibility for this course. Social workers completing this course receive **1.5 continuing education credits.**

Disclosures

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Learning Objectives

- ✓ Describe the process for authorizing shift care services from the perspectives of the PCMH, agenda and MCOs
- ✓ Discuss opportunities for improving the processes for authorizing and ordering shift care services
- ✓ Describe available tools for ADL assessments

Agenda

1. Welcome – Robert Ferguson, MPH, Chief Policy Officer, Pittsburgh Regional Health Initiative (PRHI)
2. Authorization of Shift Care Services: Current Workflow & Opportunities for Improvement from the Perspective of PCMHs, MCOs, and Home Health Agencies – Facilitated by Robert Ferguson and Carol Frazer, MEd, LPC, Behavioral Health Specialist, PRHI
3. ADL Assessment Tools – J. Ashenayi, MPH, Program Associate, PRHI
4. Next Steps & Wrap Up – Lisa Boyd, Program Specialist, PRHI

HealthChoices PCMH Pediatric Nursing Care Program

1. PH-MCOs recognize HealthChoices PCMHs that serve at least 20 children receiving shift care nursing services to participate in the PCMH-PNC Program.

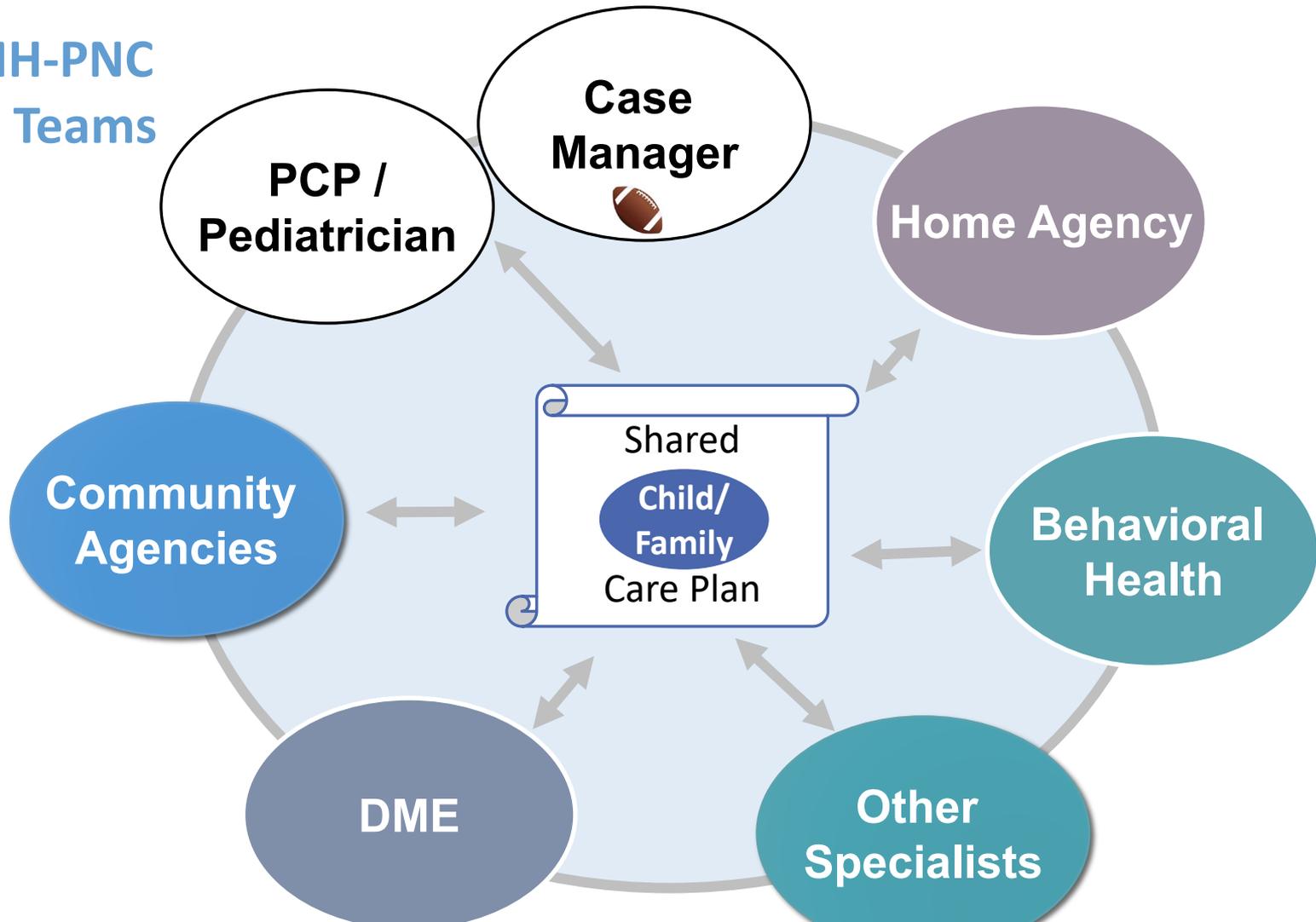
2. PCMH-PNCs:

- ✓ Complete comprehensive screenings
- ✓ Provide case management services to convene care team meetings, maintain a family-centered plan of care, make warm hand off referrals, coordinate all case management services
- ✓ Assessable a care team to:
 - ✓ **Maintain medical orders and initiate and maintain necessary and authorized services**
 - ✓ Ensure that all members are working from the most current version of the Family-Centered Plan of Care
 - ✓ Assist the HHA(s) with scheduling of shifts by identifying appropriate skills needed by nurse/ home health aide
- ✓ Works collaboratively with the Pediatric Complex Care Resource Centers (PCCRCs)

See [Exhibit DDD](#)



**PCMH-PNC
Care Teams**



Terminology

Shift Care services provide in-home and community skilled nursing, personal care, and home health aide services to a member under the age of 21.

- Home Care Agencies (HCAs) can provide support for ADLs with home health aides
 - Examples: feeding, bathing, hygiene, oral care, incontinence care, etc.
- Home Health Agencies (HHAs) can provide skilled nursing services and home health aide duties
 - Examples: medication administration, supplemental oxygen, and continuous Pulse Ox, neurologic status, cardiorespiratory monitoring, etc.

PMCH-PNC Learning Session Participants

Home Agencies

Lisa Loesser, Aveanna
Healthcare
Joann Bush, Better Home
Care Agency LLC
Dianne Fake, Better
Homecare
Tim Hart, Team Select
Home Care
Deena Pack, 365 Health
Services, LLC
Renante Rebusora, ACT
Home Health Services

PCMH-PNCs

Linda Vu Van, Children Hospital of
Philadelphia (CHOP)
Stephen Callum, CHOP
Tracy Shoop, Keystone Health Center
Heather Goshorn, Keystone Health
Center
Nancy Martinez-King, Valley Health
Partners
Sarah Kupchick, Valley Health
Partners
Jessica Rhodes, UPMC Children's
Community Pediatrics (CCP)
Leslie Aleck, UPMC CCP
Kayla Whalen, UPMC CCP
Sherry Rauenswinter, UPMC CCP
Renee Turchi, St. Christopher's
Hospital for Children

MCOs

Shatara Bowman, Health Partners
Plans
Cheryl Holtzman, Highmark
Amy Rassas, Jefferson Health Plans
Michael Dick, UnitedHealthcare
Christi O'Donnell, UnitedHealthcare
Heidi Kober, Valley Health Partners
Lauren Stark, Geisinger Health Plan
Alyssa Mullen, Jefferson Health Plans
Mary Kelleher, UPMC for You
Michelle Bronker, UPMC for You
Michael Baer, AmeriHealth Caritas
Ying Higgins, AmeriHealth Caritas and
Keystone First
Melissa Michael, Community Care
Behavioral Health Organization
(CCBHO)

State Agencies

Sean Shamloo, PA
Department of Human
Services (DHS)
Kevin Manno, PA DHS
PaulineSaunders, PA DHS
Linda Chamberlain, PA
Department of Health (PA
DOH) - Division of Home
Health

This Session is Building On:

PA DHS Presentation about Authorizing Shift Care Services

<https://www.tomorrowshhealthcare.org/home/communities/pcmh/pcmh-learning-sessions/2024-learning-sessions-1/october-16-2024-pnc-learning-session-pccrcs>

MCO and PCMH-PNC Presentation about Authorization Shift Care Services

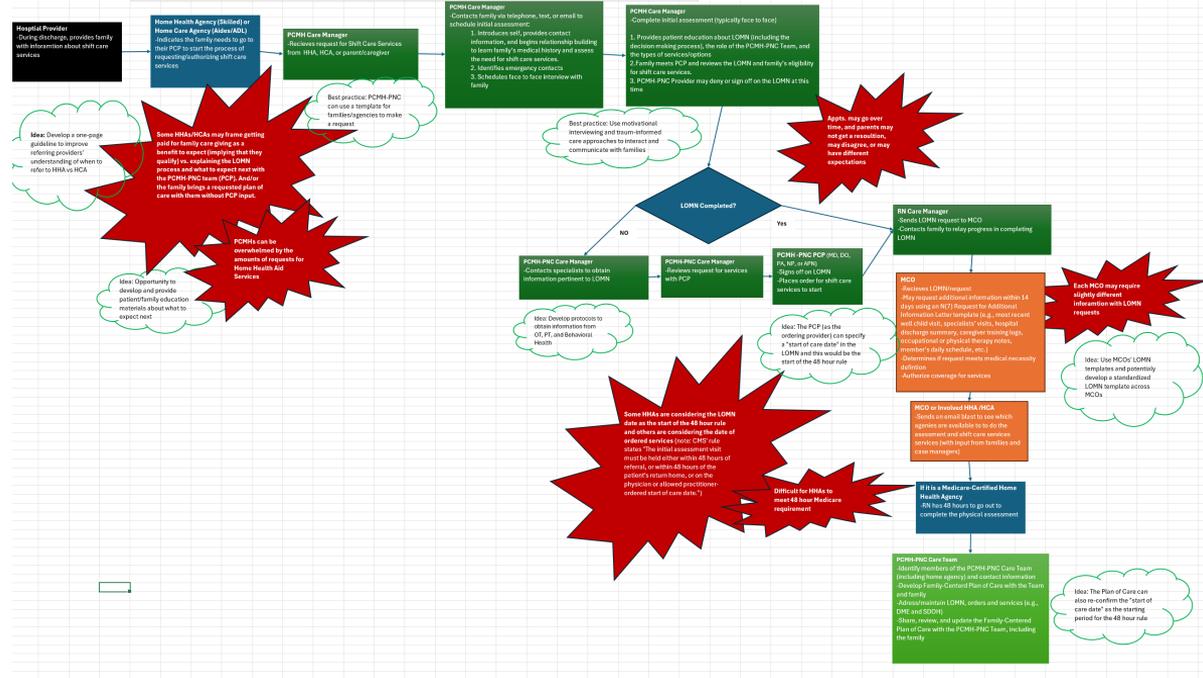
<https://www.tomorrowshhealthcare.org/home/communities/pcmh/pcmh-learning-sessions/2025-learning-sessions-2/pediatric-nursing-care-sprint-sessions/pnc-sprint-session-2-may-1-2025>

PCMH-PNC Breakout During the PCMH Learning Network Event

<https://www.tomorrowshhealthcare.org/home/communities/pcmh/pcmh-learning-sessions/2025-learning-sessions-2/pcmh-statewide-learning-session-in-person-june-25-2025>

Authorization of Shift Care Services Workflow

Current Process for Authorizing Shift Care Requests and Initiating Services and PCMH Pediatric Nursing Care (PNC) Team, starting the scenario where a family is learns about shift care services during hospital discharge and contacts the agency



Discussion Questions

1. How does this workflow compare with the workflow you are currently using?
2. Are there any steps in the workflow that need to be changed or added from the perspective of PCMHs, MCOs, and HHAs?
3. Are there any opportunities for improving the workflow that need to be added or refined?
4. What opportunities for improvement need to be prioritized?
5. Who from your team will be part of working on improvements to the workflow?
6. What are your next steps? How can PCMHs, HHAs, and MCOs collaborate on making improvements to achieve your next steps?

ADL Assessment Tools

J. Ashenayi, MPH, Program Associate, Pittsburgh Regional Health Initiative

Overview

Authorization challenges can lead to denial of needed services

ADL assessments strengthen clinical justification with **objective** data



ADL Assessment Tools

PEDI-CAT

- For ages 0 - 21 years. Administration time: 30-90 minutes.
- Domains: Daily Activities, Mobility, Social/Cognitive, Responsibility

WeeFIM

- For ages 6mo - 7yr (adult version for 8-18). Administration time: ~20 minutes.
- Domains: Self-Care, Mobility, Cognition

BDI-3

- For ages 0 - 7 yr. Administration time: 20-50 minutes.
- Domains: Communication, Social-Emotional, Adaptive, Motor, Cognition

ADL Resources

CDC Act Early Developmental Milestones

- Evidence-informed milestones that 75% of children reach by each month/year of age

AAP Bright Futures Guidelines

- Theory-based, evidence-driven developmental milestones at-a-glance

Wisconsin DHS Children's Long-Term Support Program Instructions

- Includes guidelines on assessing and interpreting age-appropriate ADLs

Discussion Questions

Suggested resources

- ADL assessment
- LOMN templates

Discussion: What has been your experience with incorporating ADL tools and screening into workflows?

Wrap Up & Next Steps

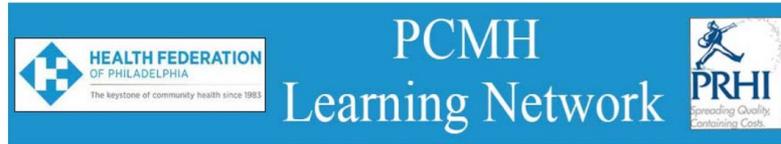
Lisa Boyd, Program Specialist, PRHI

PCMH Online Community

<https://www.tomorrowshhealthcare.org/>



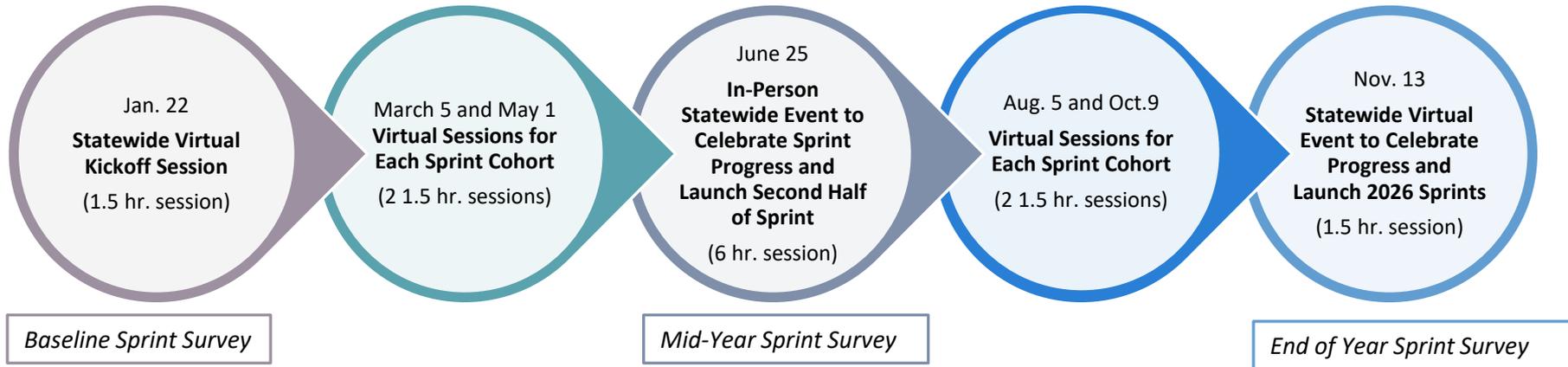
If you don't have an account, email J. at Ashenayi@jhf.org



- Access the session materials in “Learning Sessions”
- Look for guides and tools in “Resources”

2025 PCMH Learning Network

Sessions Dates for Pediatric Nursing Care Sprint



Optional Case-Based Learning Sessions on Clinical Topics Offered throughout the Year

End-of-Sprint Surveys

- Surveys will be sent Mid-October and due by November 3rd
- Each practice should complete only 1 survey
- Surveys should be completed in consultation with the team that has been working on the sprint
- Even if you missed the mid-year survey, please complete the end-of-sprint survey
- Results will be shared at the November 13th Statewide Wrap Up Session

2026 PCMH LN Enrollment – PNC Sprint

- PCMH 2026 Learning Network will include a Pediatric Nursing Care Sprint with a focus on:
 - Creating family-centered care plans
 - Maintaining and using the care plans with the multidisciplinary PNC team
 - Collaborating with the with the regional Pediatric Complex Care Resource Centers (PCCRC)
- All PNCS will automatically enrolled in the PNC Sprint
- Stay tuned for more information and next steps

CEU Process

You will receive a follow up email with links to:

Complete the survey at: <https://www.surveymonkey.com/r/KBVM3FT> by Thursday, October 16th

1. Please be sure to designate which CEU credits you are requesting **CME, CNE, Social Worker or Certificate of Attendance**. If you already have an account with the UPMC Center for Continuing Education, **please be sure the email you enter on the survey matches the UPMC CCE account email that you create.**
2. The UPMC Center for Continuing Education will follow up with you via email after **October 16th** with instructions on how to claim your credits.
 - To prepare, we recommend you create an account with UPMC CCE via this website <https://cce.upmc.com>.



Thank You!
