

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.tomorrowshhealthcare.org

2026 PCMH Pediatric Nursing Care Sprint Session #1

March 18, 2026

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

- ✓ Discuss examples of PCMH Pediatric Nursing Care quality improvement projects
- ✓ Describe the goal and services of the Pediatric Complex Care Resource Centers (PCCRC)
- ✓ Discuss opportunities for how PCCRCs can collaborate with PCMH-PNCs

Welcome

Robert Ferguson, MPH

Chief Policy Officer

Pittsburgh Regional Health Initiative



**Pittsburgh Regional
Health Initiative**

PCMH

PATIENT-CENTERED MEDICAL HOME

Learning Network



**HEALTH FEDERATION
OF PHILADELPHIA**

The keystone of community health since 1983

*Leads for
Perinatal Health Sprint*

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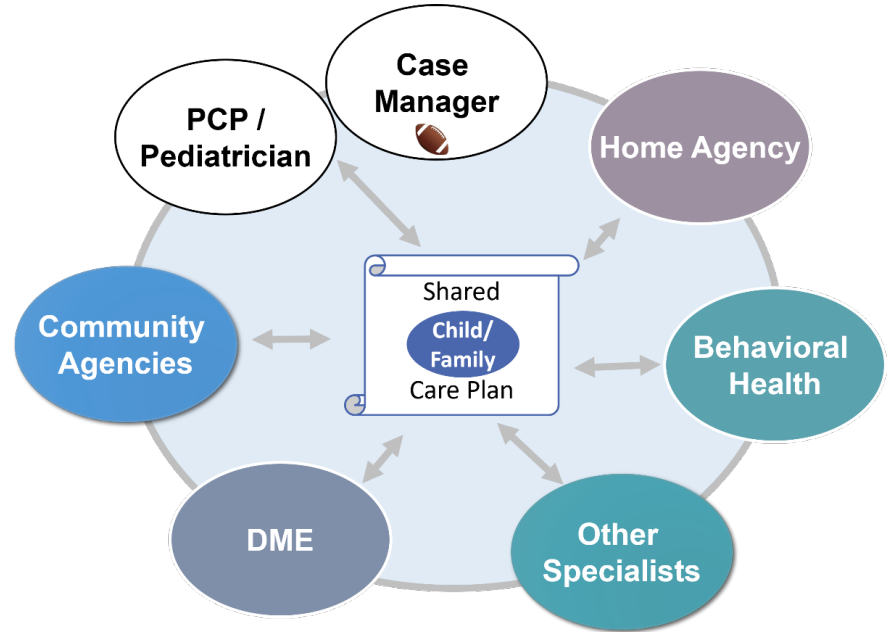
Ferguson@jhf.org

Pediatric Nursing Care Program

Number of PCMHs: 9

Examples of what PCMHs will be working on:

- Increasing family engagement in Plans of Care
- Planning for transitions to adult care
- Better connections to community resources
- Improving comprehensive support for non-medical needs for families and caregivers
- Advancing nursing integration into routine pediatric care for high-risk/high-cost patient populations



2026 PCMH Learning Network Objective

Objective: All PCMHs in the HealthChoices PCMH Program complete at least 2 cycles of a PDSA in at least 1 sprint by November 2026

PDSA Plan Submission Dates



**PCMH Milestone
Prior to Kickoff:**
Enroll in Sprints
and submit
preliminary QI
plans
(completed)

**PCMH
Milestone:**
Complete first
PDSA cycle*

**PCMH
Milestone:**
Complete at least
2 PDSA cycles
and share at the
11/10 in-person
event*

PCMHs' Sharing of PDSA Plans and Peer-to-Peer Learning

Pediatric Complex Care Resource Centers

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

Heidi Arva, Clinical Consultant, PA DHS Office of Developmental Programs



Pediatric Complex Care Resource Centers & PCMH-PNC Learning Network



Pennsylvania
Department of Human Services

The Pediatric Complex Care Resource Center (PCCRC)

The goal of the PCCRC is to **equip, empower, and educate** caregivers, whether a family member or health professional, to provide care at home.

PCCRCs Offer In-Home and Remote Support



Pediatric Coaches help children and youth with complex medical needs and their families by providing specialized support and coordinating care across Pennsylvania.

16 Total Pediatric Coaches



Family Facilitators help children and youth with complex medical needs move from hospitals to community settings and coordinate the necessary supports.

5 total + 1 Family Facilitator Coordinator Family Facilitator

PCCRCs Offer Online Trainings

COMING SOON...



Online Trainings offer self-paced learning courses on various home-care topics for families, caregivers, and nurses (available on myODP)

Resource Center Locations



- **Milestone Pediatric Resource Center West**
- **Milestone PCCRC Northwest**
- **Geisinger Central PA Pediatric Resource Center**
- **The Advocacy Alliance (AA) Pediatric Resource Centers: 1) AA Northeast, 2) AA East, 3) AA Southeast, 4) AA South Central**

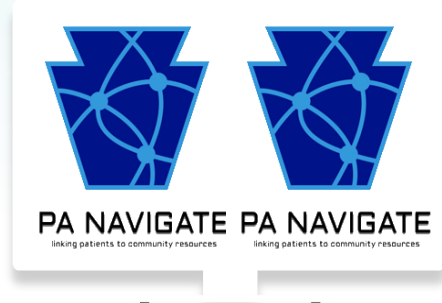
Resources Available with the PCCRC

Different types of resources are available through the PCCRC, including the PCCRC website and PA Navigate. Resources still being developed include Caregiver Journey Maps and the PCCRC Online Trainings.

AVAILABLE NOW

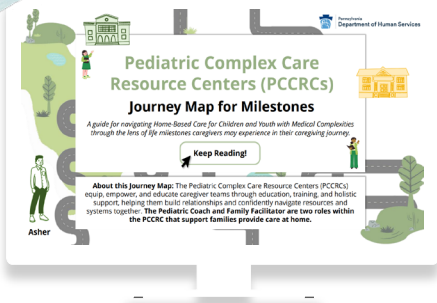


[PCCRC Website and Locator](#)



[PA Navigate](#)

COMING SOON



[Caregiver Journey Maps: Milestones & Agencies](#)

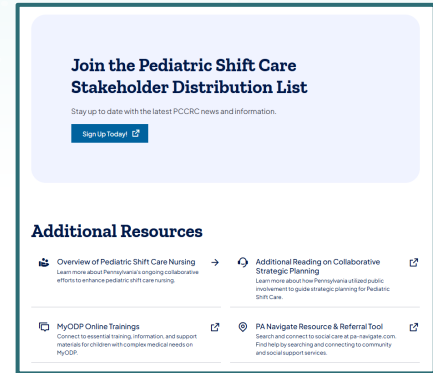
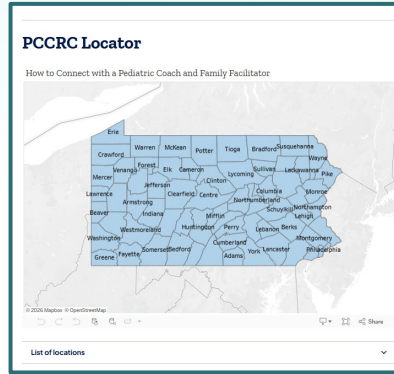


[PCCRC Online Trainings](#)

Get Connected with the PCCRCs

We encourage collaborators to join our distribution list for Pediatric Shift Care Updates and be familiar with the PCCRC website, where the team uploads different resources.

PCCRC Website and Locator Tool



PCCRC Website Link

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



PCCRC Reporting Summary

Highlights from 2025 for PCCRCs implementing services and resources.



Pediatric Coach Metrics 2025

15

Pediatric Coaches

300+

Unique people who used
Pediatric Coach Services

~5000

Unique Interactions

54

Counties where services
were provided



Children Working with a Family Facilitator



*Mom called a Pediatric Coach
to talk about her concerns her
son at PSC – stated she doesn't
have anyone to talk to.*

**Advocacy
Alliance
Pediatric
Coach**



**Milestone West
Family Facilitator**

*A father felt "so happy
and had hope now"*

Family Facilitator Metrics 2025

5

Family Facilitators/
Family Coordinator

115+

Family Facilitator
referrals

25

Children discharged from
hospitals and facilities

6

Children diverted from
facility placement



Identifying Connections between PCMH-PNCs and PCCRCs

Next Steps, Wrap Up & Session Evaluation

Robert Ferguson

Pittsburgh Regional Health Initiative

Next Steps from Today's Session

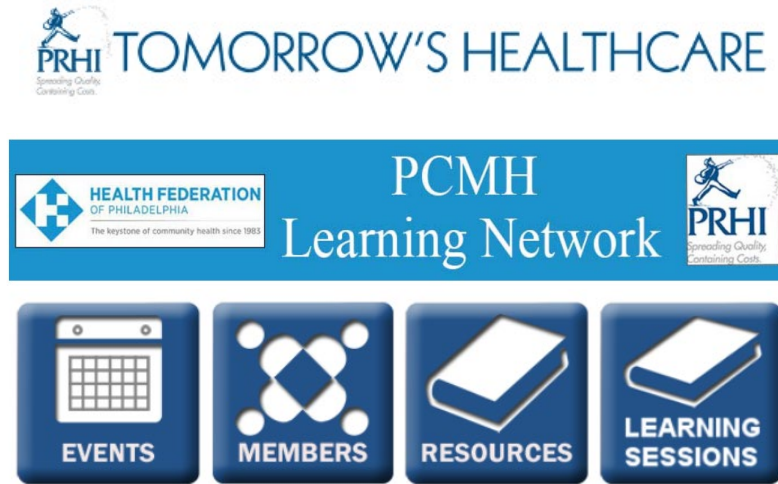
1. Update and submit Plans for **PDSAs by March 25th** and prepare for the “Do” & “Study” phases
2. Reach out with any questions or to request 1:1 support or TA
3. Make sure you and your team are registered for the next session – [Tuesday, May 5th at 9 – 10:30 am](#)



PCMH Online Community

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

Members of your PCMH's multi-disciplinary learning team will receive log-ins



- Access the session materials in “Learning Sessions”
- Look for guides and tools in “Resources”
- Find session dates and registration links under “Events”

CEU Process

You will receive a follow up email with links to

Complete the survey at: <https://www.surveymonkey.com/r/HCYN8ZS> by Wednesday, March 25th

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 March 25th 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!
