



The Connecticut Medical Home Initiative for Children & Youth with Special Health Care Needs Medical Home & Empowerment



Providers Benefit from Medical Homes

- Greater awareness among staff of complex needs of CYSHCN
- More proactive approach towards parent involvement in decision-making
- Incorporation of new strategies at intake such as pre-visit questionnaire via phone interview to streamline visit
- Office practice changes including use of daily log to verify tests and follow through on results
- Interest in consolidating & presenting case information in standardized fashion
- Development of Standardized Tools (patient flow chart, CYSHCN screener, etc.)
- Medical homes developed clinical practice tool, the Individualized Health Plan (IHP), consisting of:
 - Medical plan
 - Emergency health plan
 - Portable Care Plan for Families

Families Benefit from Medical Homes

- Greater voice in decision-making
- Child/family needs assessment
- Coordination of specialty care and services
- Assistance in communicating with payers, providers, schools & community services
- Advocacy & support
- Early & continuous screenings for child
- Briefer periods in office waiting rooms
- Fewer hospitalizations
- Fewer ER visits
- Decreased health care costs

Family-Professional Collaboration

- Promotes relationship in which family & professionals work together to ensure the best services for the child & family
- Recognizes & respects the knowledge, skills and experience that families and professionals bring to the relationship
- Acknowledges that the development of trust is an integral part of a collaborative relationship
- Facilitates open communication so families & professionals feel free to express themselves
- Creates an atmosphere in which the cultural traditions, values, and diversity of families are acknowledged and honored
- Recognizes that negotiation is essential
- Includes acknowledgment of mutual respect for each others' culture, values & traditions