

Health Care Innovation Award Monthly

AUGUST 15, 2013

Complex Care to Pilot New Education Tools at Nationwide Children's Hospital

For the last 9 months, the Complex Care leg of HCIA in Columbus has been a team of investigators around feeding tube-insertion and management for children with disabilities. Their discovery of critical knowledge and communication barriers prompted the development a robust set of feeding tube education and management tools for both patients and providers. After months of preparation they are set to debut their education tools for inpatient and outpatient complex care at Nationwide Children's Hospital.



Christina Jadlos, NCH Complex Care RN, with the Feeding Tube Assessment Kiosk

There are times when the parent does not know the who, what, when, where and why about caring for their child's feeding tube before leaving the hospital. The Feeding Tube Assessment kiosk, located in the Family Resource Center (FRC), is a touch-screen quiz designed to test the knowledge of the child's guardian while the child is an inpatient or visiting Nationwide Children's Hospital. The kiosk is accompanied by an FRC associate who helps guide the participant through realistic pictures on an easy-to-read touch screen. The quiz is complete when all the questions have been answered correctly, so the parent can leave with a sense of confidence about their child's new medical equipment.

Another concern for the team is that a parent in the hospital with a tube-fed child can be overwhelmed if they don't know what to expect. The Complex Care team developed the Care Journey board to be placed in the inpatient room of a child with a feeding tube, so that families can understand the child's progress while capturing vital information about his or her condition. The board shows a series of informational squares along a path ending at discharge, and within each square is a place for learning notes to completing that step. A copy of the journey board can be taken home with the patient, as an insert of the Feeding Tube Educational Workbook—another complex care education tool in its final stages of completion at Nationwide Children's Hospital.

"Through our educational efforts, families will better know how to feed their children, solve problems with the tube, and who to call. We're working to standardize the dressings and apparatus used to secure the tubes to decrease problems on the skin. When families are empowered in the feeding of their children, we expect they will have better health, nutrition, and quality of life," says Dr. Garey Noritz, clinical lead for the HCIA Complex Care team in Columbus. Other items in development include tube and nutrition management apps for iPhone and Android devices, intended to benefit and engage parents via quick, portable information on how to care for their equipment.

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HCIA Program News: Complex Care

Provided are two real-life stories of the impact made on patients of HCIA Complex Care Coordination in Columbus and Akron:

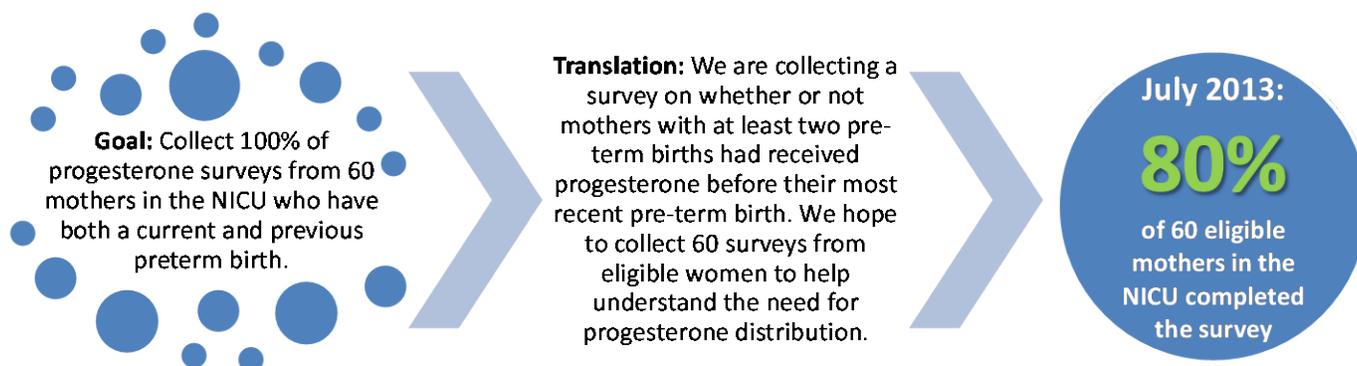
Lindsey, Age 6: Lindsey is a patient of Nationwide Children's Hospital's HCIA Care Navigation who has VATER association (non-random birth defects) and TAPVR (abnormal pulmonary vein development), and she lives 45 minutes from the hospital. The Care Navigator met with the family during a scheduled outpatient visit, and her doctor and Mom agreed she was in need of additional therapies. The nurse followed up with Mom but was not familiar with therapy services available close to the family's home because they recently relocated to the area. Mom was asked to research the options and inform the nurse where referrals should be sent and felt helpless in this task, so she called the Care Navigator for assistance. The Care Navigator called the local hospital, verified the availability of services they needed and then contacted the nurse for the referral. The Care Navigator returned the call to Mom, explaining that the local hospital will be calling with dates and times for Lindsey's therapies, and Mom was extremely appreciative. She expressed that she will certainly reach out to us again if any problems arise, and was very pleased.

Katelyn, Age 4: Katelyn is a patient at Akron Children's Hospital with a rare and disabling genetic condition as well as several other underlying conditions which complicate her medical care. Katelyn needed a Home Care eligibility waiver to cover private duty nursing, formula and supplies. During the HCIA team's home visit, Katelyn's mother expressed that she had more to do in a day than she could possibly accomplish, including caring for her other children and following up on phone calls regarding Katelyn's Home Care waiver application and Medicaid eligibility. Of all the needs Katelyn's family could identify, private duty nursing was most crucial to provide care to Katelyn which would allow Mom to work and spend time with Katelyn's siblings. After encouraging Katelyn's Mom to focus on caring for the children and her home, the Social Worker followed up with all the phone calls. She first contacted the Home Care representative, who erroneously reported that the waiver could not be approved until the family was approved for Medicaid. Knowing that waiver approval was not contingent on Medicaid approval, the Social Worker next contacted the Ohio Department of Medicaid (DOM) for assistance. The DOM worker agreed that the application should not be held up, and instructed the Home Care representative to proceed with approval for the waiver. Home Care was approved the same day! Mom has since expressed gratitude for the assistance and has indicated that things are falling into place for Katelyn, such as the private duty nursing, coverage for needed medical items, and other supportive services.

Dates to Watch

- **September 30, 2013:** HCIA Advisory Council meeting #3
- **September 30, 2013:** CMMI Project Officer site visit

Triple Aim Metric Spotlight: Quality – Akron Children's Hospital



HCIA Feature: August 2013 Team Member of the Month

Karen Skerlong

Data Analyst
Akron Children's Hospital



What is your role with HCIA?

I am the data analyst in Akron Children's Hospital supporting our three clinical HCIA teams.

About Karen:

My husband and I have lived in Akron for 18 years. We have a son who will be starting high school (yikes) and a daughter who will be in fifth grade. We took a couple mini-vacations this summer and enjoyed Fallingwater (Frank Lloyd Wright home in PA), Pittsburgh and Chautauqua, NY.

Interesting fact:

Considering my job, people find it funny that I don't have a smart phone or Facebook account. I try to avoid non-work "screens."

Last book you read:

I actually have two going right now—The Orchardist and Atlas Shrugged.

What is your favorite meal?

This is really a seasonal question... for summer, grilled chicken, zucchini and red peppers with corn on the cob!

Eric Ziegler

Data Analyst
Nationwide Children's Hospital



What is your role with HCIA?

I am the data analyst for the Behavioral Health side of the grant. I do our required monthly reporting and also ad hoc requests that involve Behavioral Health data from Partners for Kids.

About Eric:

I grew up in Mansfield, Ohio and I moved to Columbus to go to Ohio State University, and I have been here ever since. My wife of 5 years and I just had our first child seven months ago. I am approaching my one year anniversary with Nationwide Children's Hospital.

Interesting fact:

I picked up painting for a short while after watching Bob Ross paint happy trees. I was horrible and it didn't last long.

Dream vacation:

The year my Dad passed away we planned on going on a cruise together the following summer. That would be my dream vacation.

What is your favorite meal?

Can't beat a good steak!

Visit our website for earlier issues of HCIA Monthly and other resources: www.partnersforkids.org/hcia

For more information on the Health Care Innovation Award at Nationwide Children's Hospital or Akron Children's Hospital, please contact Naomi Makni, HCIA Project Manager at naomi.makni@nationwidechildrens.org