Improving service delivery for families of children with complex medical needs

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Framing Children’s Health

- From the 2004 IOM report, “Children’s Health, The Nation’s Wealth:

Children's health should be defined as the extent to which an individual child or groups of children are able or enabled to: a) develop and realize their potential; b) satisfy their needs; and c) develop the capacities that allow them to interact successfully with their biological, physical, and social environments.
What’s important to patient and families?

- Different for different families
  - Likely consistent themes
- Basic necessities
- Aspirational
One size does not fit all
Improving Systems of Care

- **System**: a group of related parts that move or work together
- Clinic
- Clinic + hospital
- Clinic + community health resources
- Clinic + hospital + community health resources
- Clinic + hospital + community health resources + schools
Health Neighborhood
What it means to be a good neighbor

- Coordinate
  - Within system
  - Between systems
- Cooperate
  - Shared goal setting
- Communicate
Multi→ Inter→ Transdisciplinary

- Multi- coordinated, many disciplines working in same setting at the same time
- Inter- coordinated, toward common goal, communication about goals
- Trans- coordinated, with blurred disciplinary boundaries to better achieve shared goals
  - Synergies