

Overview of Innovations to Improve Access to Pediatric Specialty Care

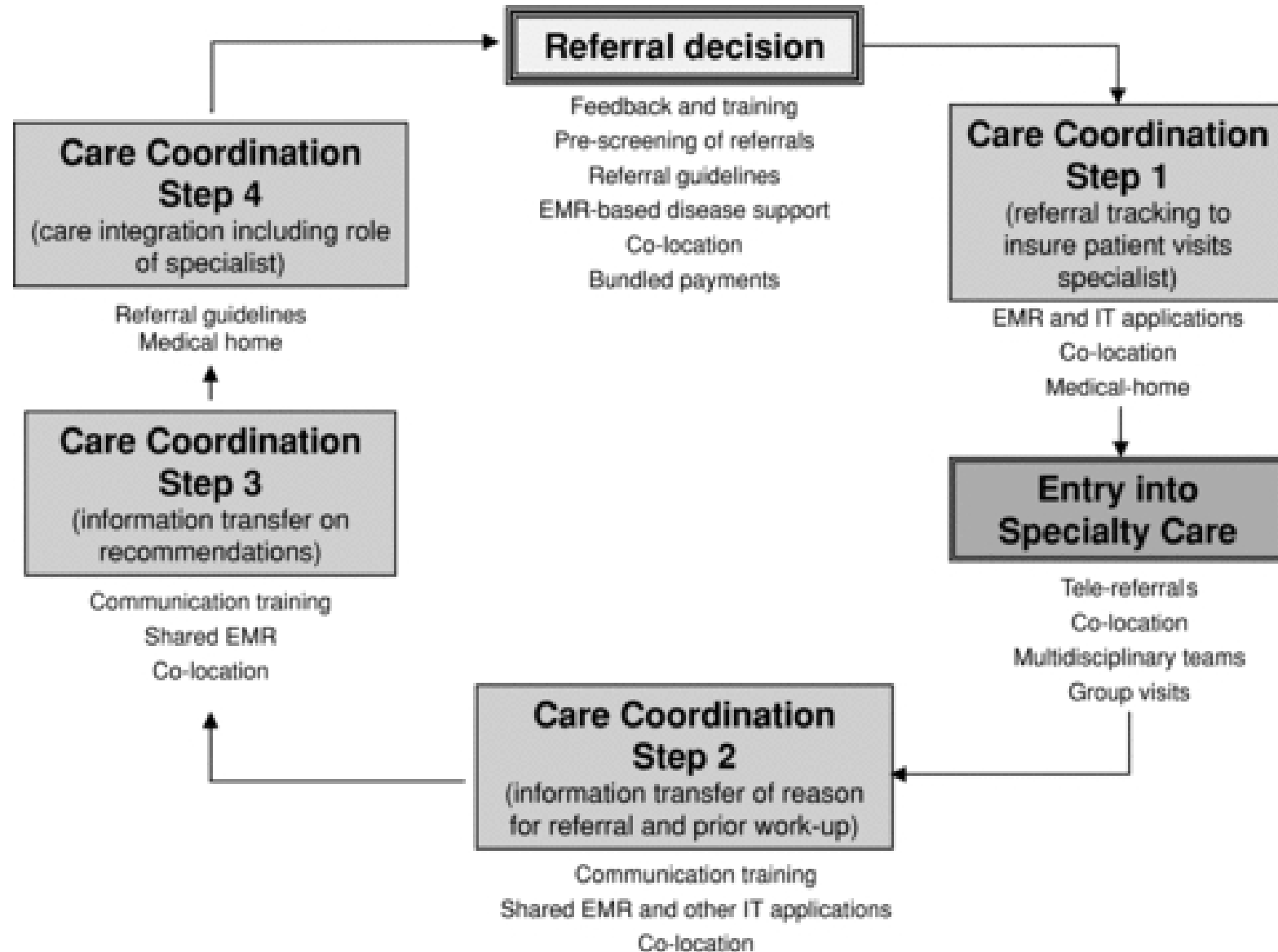
Pediatric Subspecialty Workforce & Its Impact on Child Health & Well-Being Webinar

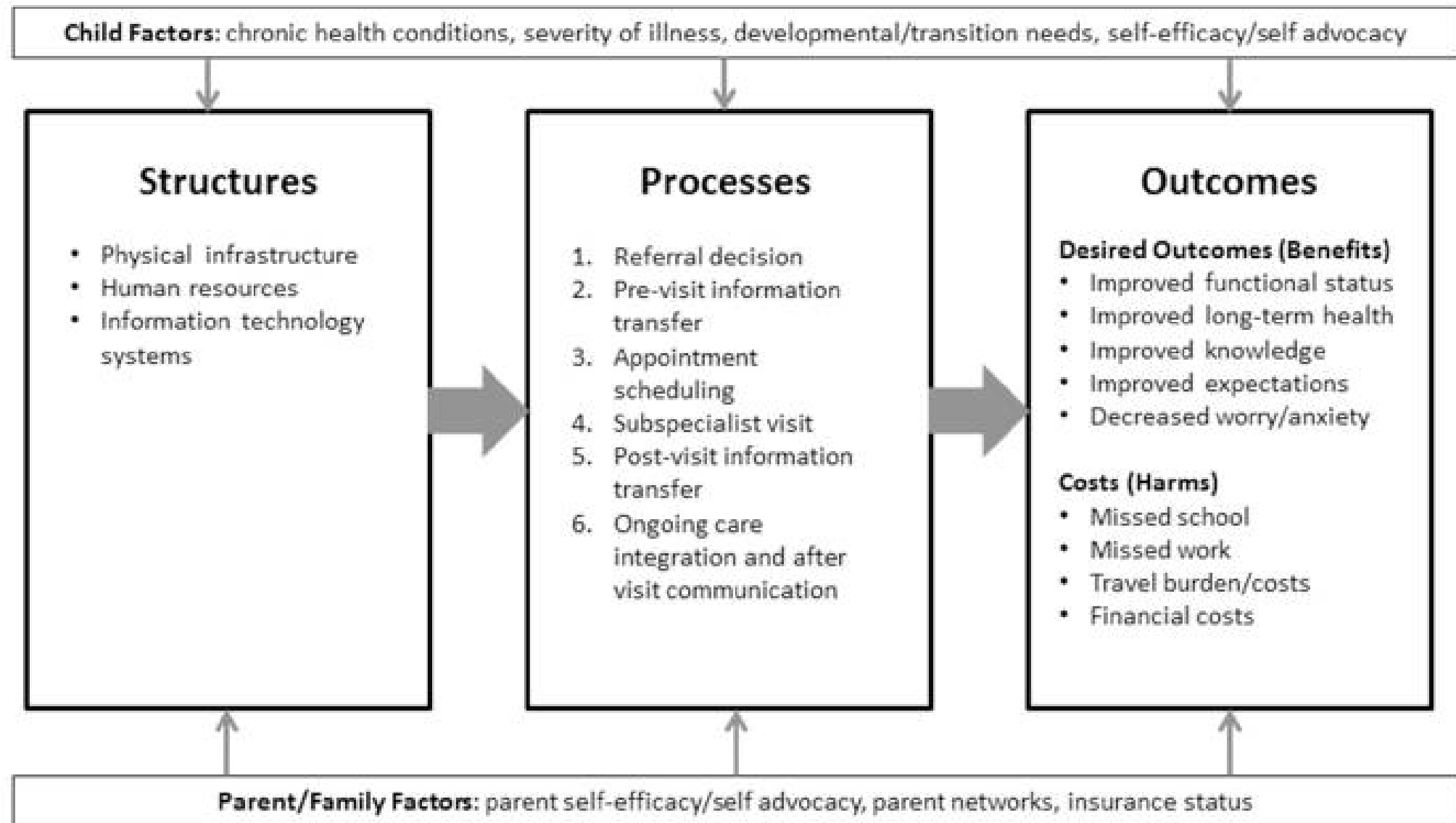
Kristin Ray, MD, MS

11/9/2022

Overview

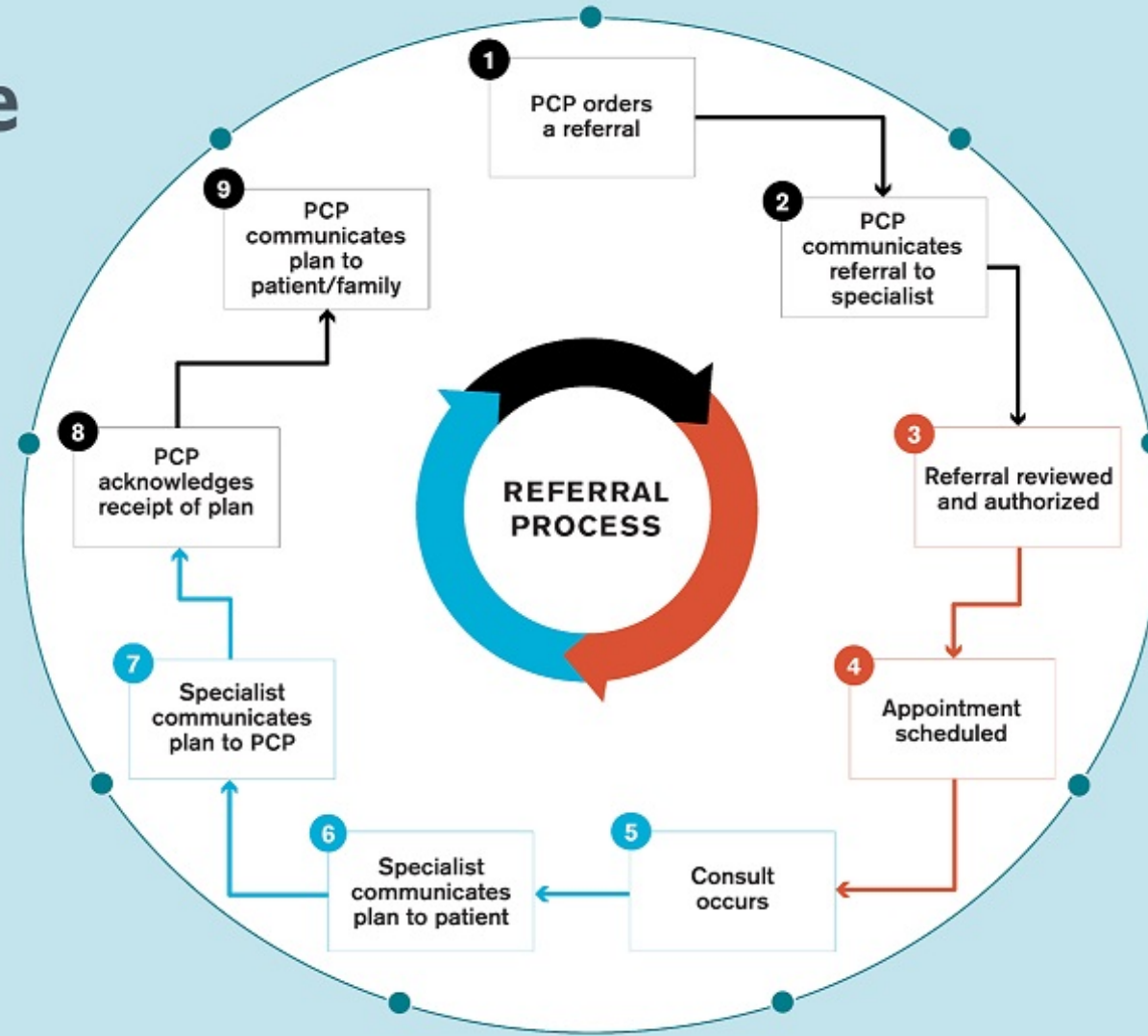
- Conceptual models of referral process
- Barriers throughout the referral process
- Innovations to improve referral process





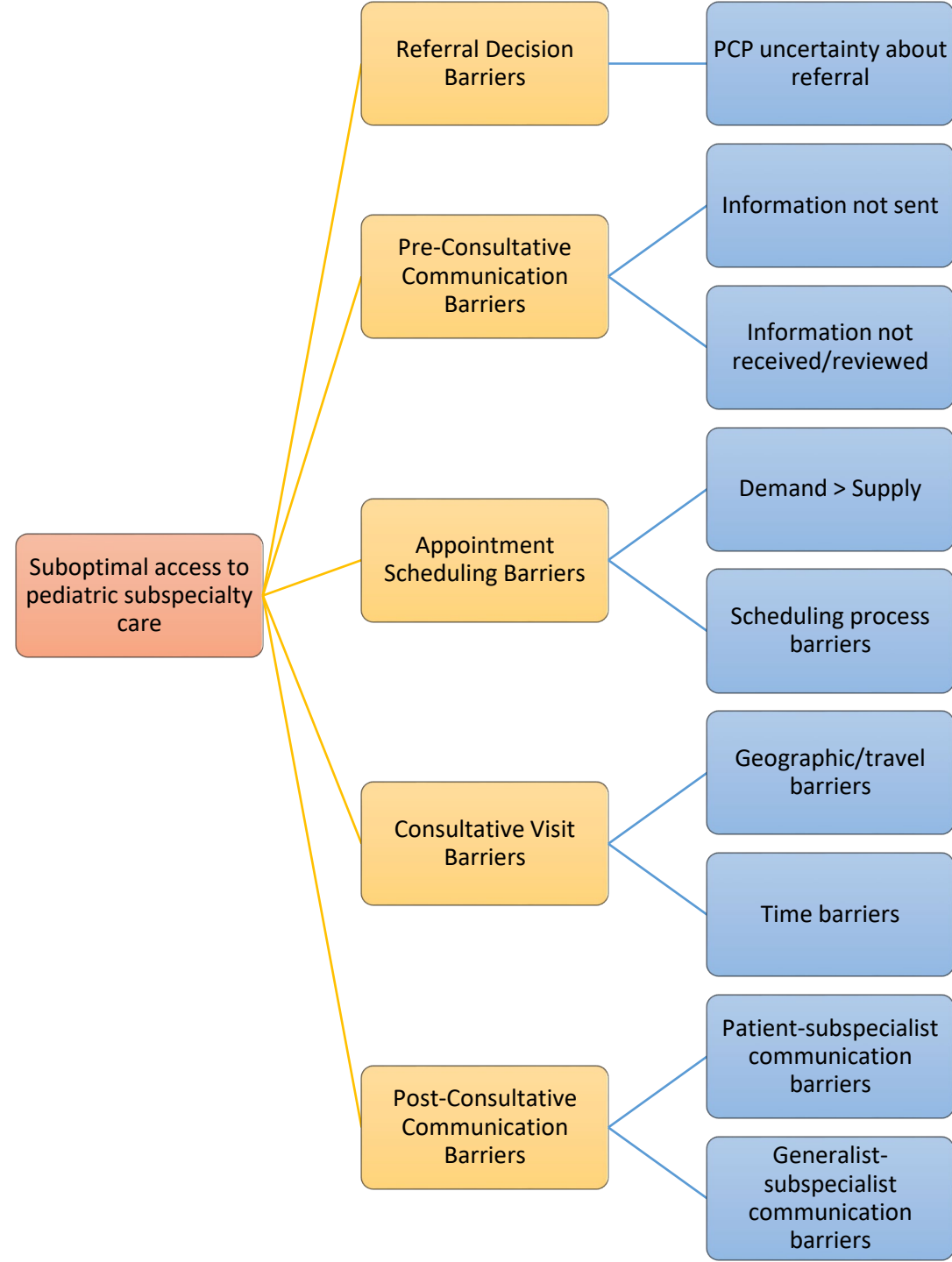
Closing the Loop on Referrals: 9 STEPS

Technical (hardware, software) and sociological (workflow, staff) factors are involved in each step.



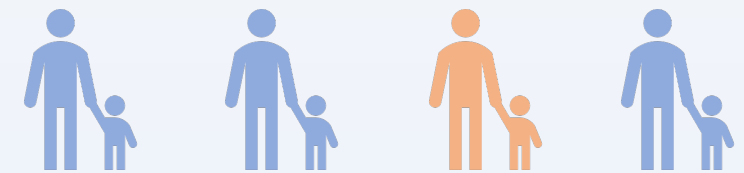
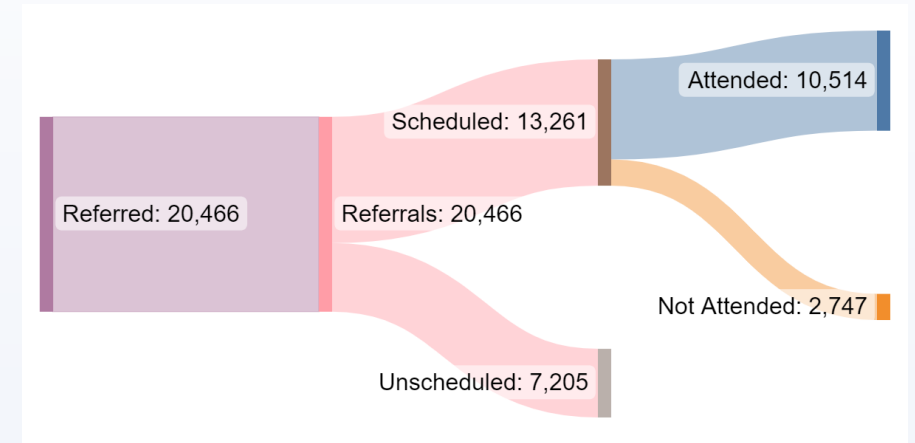
Barriers to Specialty Care

Adapted from
Ray, Kahn. *Acad Pediatr.* 2020.



Consequences of Barriers

- 50% of referrals completed within 3 months (Bohnhoff 2019)
- 25% of families in need of subspecialty care report difficulty obtaining specialty care (2020 NSCH)
 - 29% of families with primary household language other than English
 - 31% publicly insured children; 35% uninsured children



eConsults

- Asynchronous PCP-to-specialist communication

Original Article | [Open Access](#) | [Published: 24 March 2009](#)

Not Perfect, but Better: Primary Care Providers' Experience
Health Systems **Original Investigation**
June 2018

FREE

[Yeuen Kim MD MAS](#)
[MD](#) [✉](#)

[Journal of General Internal Medicine](#)

Primary Care Practitioners' Perceptions of Electronic Consultations: A Qualitative Study

RESEARCH ARTICLE

[HEALTH AFFAIRS](#) > [VOL. 36, NO. 3](#): DE

Michelle S. Lee, BA¹; Kristina F. Yee Jr, MD, PhD³; Michael L. Barnett, MD, PhD¹

» [Author Affiliations](#) |

[JAMA Intern Med.](#) 2018;

Los Angeles Sa
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Specialists

[Michael L. Barnett](#), [Hal F. Yee](#), [Ateev Mehrotra](#)

Original Research | [Published: 19 February 2020](#)

Comparing Patients' Experiences with Electronic and Traditional Consultation: Results from a Multisite Study

» [Telemedicine and e-Health](#) > [Vol. 27, No. 12](#) > [Original Research](#)

Impact of Pediatric Electronic Consultations in a Federally Qualified Health Center

Anthony Porto, Karen Rubin, Kristina Wagner, Wei Chang, Giuseppe Macri, and Daren Anderson [✉](#)

Published Online: 13 Dec 2021 | <https://doi.org/10.1089/tmj.2020.0394>

Tele-Mentoring (Project ECHO)

- Synchronous PCP-to-Specialists case-based mentoring

> [Hosp Pediatr](#). 2020 Dec;10(12):1044-1052. doi: 10.1542/hpeds.2020-0067. Epub 2020 Nov 2.

Pediatric Project ECHO: Impact on Medical Education Program Management of Children With Abuse and Neglect

Chitra Lalloo
Jo-Ann Osei
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PMID: 33139

ACADEMIC PEDIATRICS
The Official Journal of the Academic Pediatric Association

SCHOLARLY INNOVATION | VOLUME 19, ISSUE 8, P985-990

Impact of Project ECHO on Community ED Providers' Perceptions of Child Abuse Knowledge and Access to Subspecialists for Child Abuse and Neglect

Gunjan Triyagura, MD • Andrea G. Asnes, MD, MSW • John M. Leventhal, MD • ... Linda Radecki, MS • Gloria Jeter, MSW • Marc Auerbach, MD • Show all authors

Published: July 09, 2019 • DOI: <https://doi.org/10.1018/j.acap.2019.08.018> • Check for updates

Original Research | Published: 10 January 2020

Assessing and Expanding the Evidence Base for Project ECHO and ECHO-Like Models: Findings of a Technical Expert Panel

Laura J. Faherty MD, MPH, MS , Adam J. Rose MD, MSPH, Monique Martineau & Shira H. Fischer MD, PhD

Journal of General Internal Medicine 35, 899–902 (2020)

From the Field | Published: 11 January 2022

Community ECHO (Extension for Community Healthcare Outcomes) Project Promotes Cross-Sector Collaboration and Evidence-Based Trauma-Informed Care

Christina A. Buysse , Barbara Bentley, Linda G. Baer & Heidi M. Feldman

Maternal and Child Health Journal 26, 461–468 (2022) | [Cite this article](#)

	Live-Interactive (Synchronous)	Store-and-Forward (Asynchronous)
Patient-to-Subspecialist 	Live Interactive Patient Visits (real-time telemedicine, audio-visual telemedicine)	Store-and-Forward Patient Visits (e-visits, electronic visits, tele-dermatology)
Generalist-to-Subspecialist 	Tele-Mentoring (Project ECHO, ECHO and ECHO-like models)	Electronic Consultation (eReferral, eConsult, eConsultation)

Figure. *Telemedicine strategies categorized by participants and communication method.*

Additional Innovations

- Referral Guidelines
- Telephonic Support⁺
- Electronically Transmitted
- Online Scheduling
- Access Clinics

Point-of-Care Child Psychiatry Expertise: The Massachusetts Child Psychiatry Access Initiative



Contents lists available at ScienceDirect

Healthcare

journal homepage: www.elsevier.com/locate/hjdsi



Interface between



Journal of the American Academy of Child & Adolescent Psychiatry



Impact of Implementation of Electronically Transmitted Referrals on Pediatric

JAMA Network | **Open**

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(Dr Mehrotra), Harvard Medical School, I
The authors have no conflicts of interest

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Original Investigation | Health Policy

Patient and Visit Characteristics Associated With Use of Direct Scheduling in Primary Care Practices

Matthew D. Di Guglielmo, MD, PhD,^{a,b} Joanne Plesnick, MBA,^b Jay S. Greenspan, MD, MBA,^{a,b} and Iman Shariif, MD, MPH^{a,b}

A New Model to Decrease Time-to-Appointment Wait for Gastroenterology Evaluation

abstract

OBJECTIVE: To describe the implementation and evaluation of a quality improvement intervention to increase new-patient access and decrease time-to-appointment wait for gastroenterology care.

AUTHORS: Matthew D. Di Guglielmo, MD, PhD,^{a,b} Joanne Plesnick, MBA,^b Jay S. Greenspan, MD, MBA,^{a,b} and Iman Shariif, MD, MPH^{a,b}

^aThomas Jefferson University, Philadelphia, Pennsylvania; and
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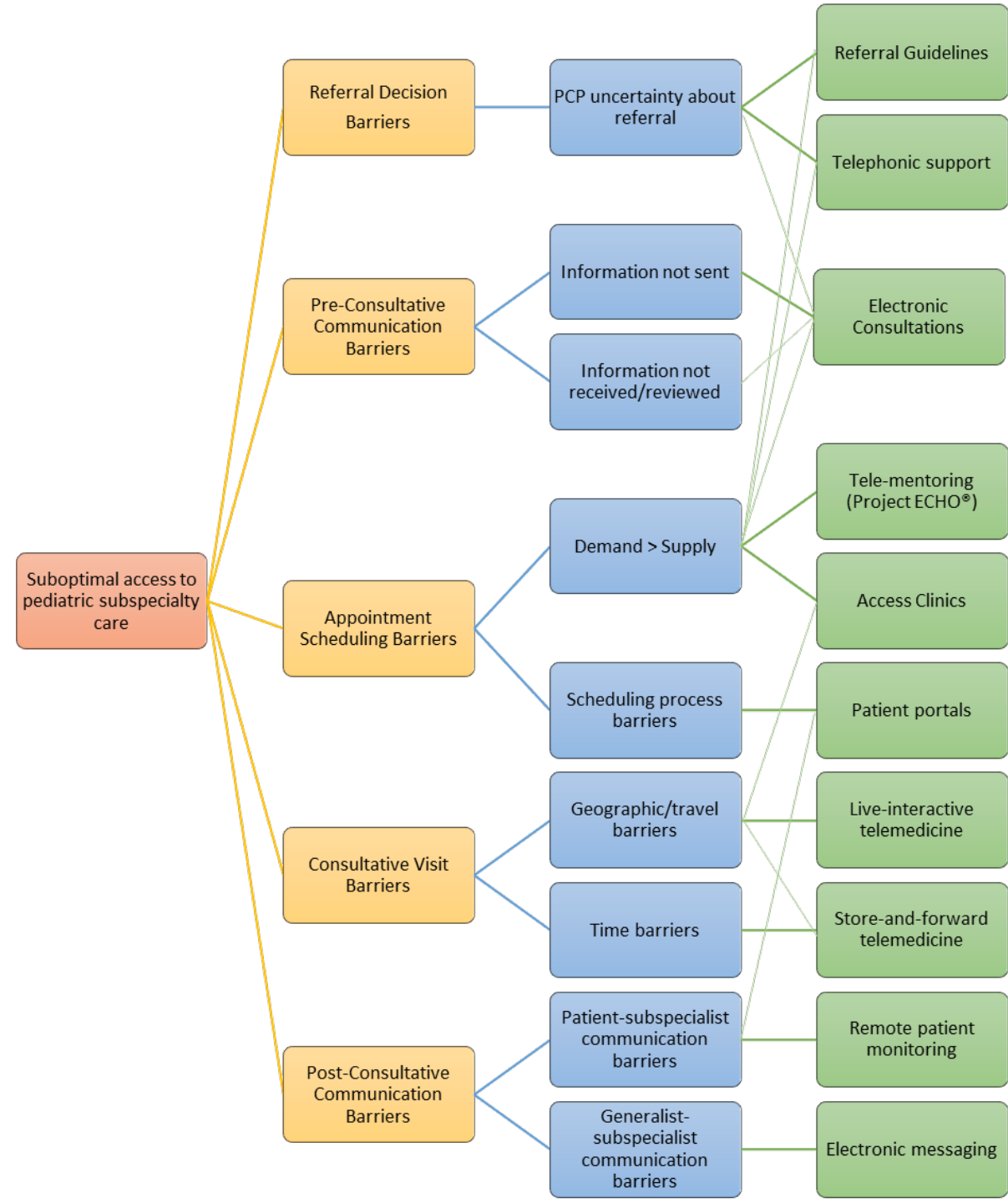
Key Points

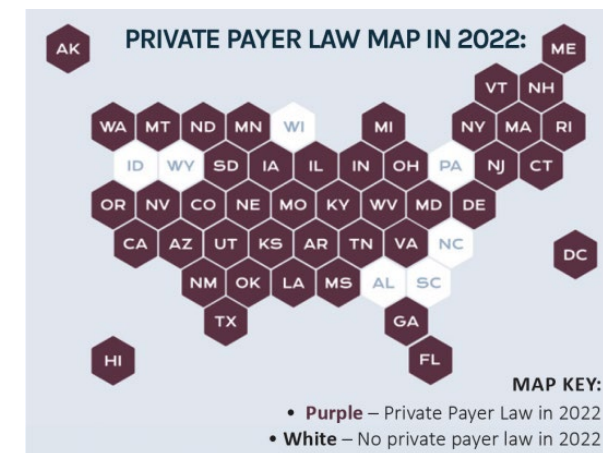
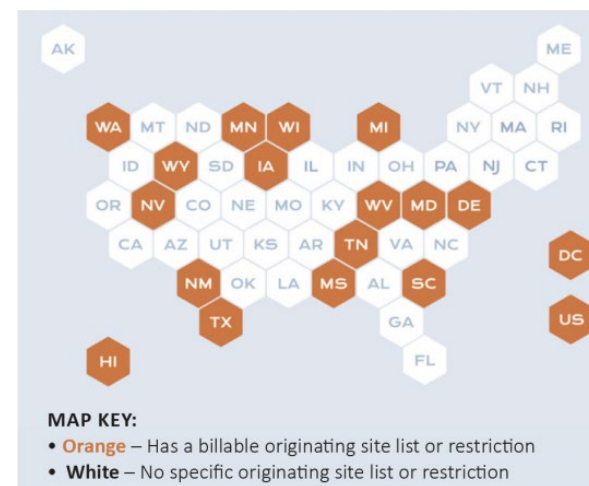
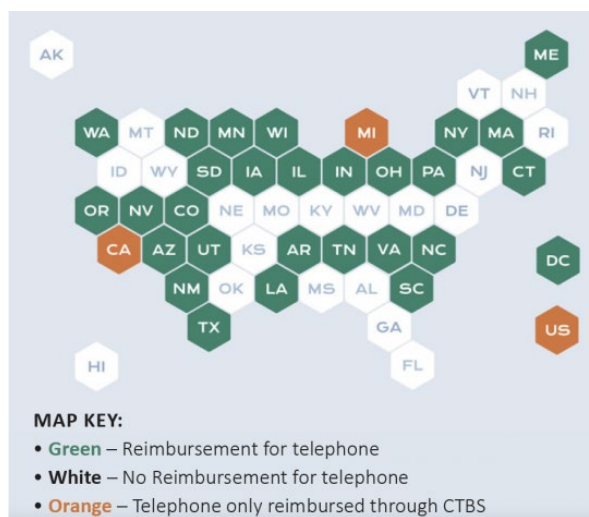
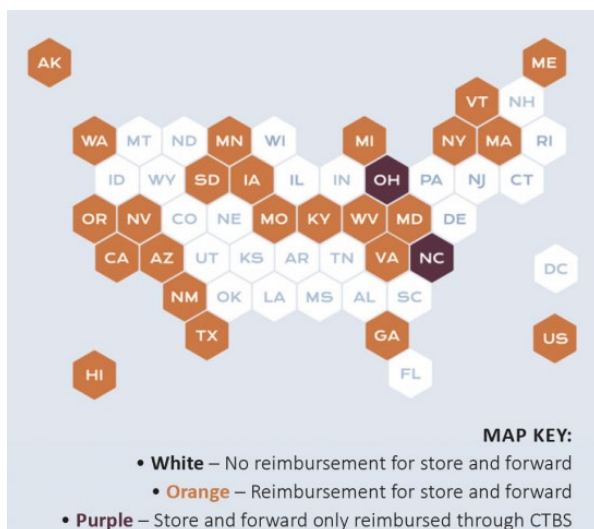
Question What characteristic associated with the online portal scheduling of medical visits?

Findings In this cross-section

Alignment of Innovations with Specific Specialty Care Barriers

Adapted from
Ray, Kahn. *Acad Pediatr.* 2020.





Variation in Medicaid Policy & Private Payer Laws

Store and Forward | Audio-only | Site of Patient | Private Payer Laws

Summary

- Conceptual models
 - Subspecialty referral is a multi-step process
- Barriers throughout the referral process
 - Barriers can exist at multiple steps in the process
- Innovations to improve referral process
 - Each innovation targets different barriers.
 - Integrating innovations may enhance impact.
 - Need attention to payment, technology, and people to support these innovations.

Thank you

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