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ADVANCING INTEGRATED HEALTHCARE

# **Nurse Care Manager/Care Coordinator Best Practice Sharing Meeting**

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OCTOBER 20, 2020

# Agenda

<b>Topic</b> <i>Presenter(s)</i>	<b>Duration</b>
<b>Welcome</b> <i>Susanne Campbell RN MS CTC/PCMH Kids Senior Project Director</i>	5 minutes
<b>Early Intervention Update: Accessing Care during COVID-19</b> <i>Jennifer Kaufman M.ED Chief, Family Health Systems , EOHHS</i>	25 minutes
<b>RI DOH Call Center and Contact Tracing: Voices from the field on what patients need</b> <i>Kayland Arrington MPH Epidemiologist COVID 19 Operations</i>	30 minutes
<b>Understanding and responding: Working with parents/children/families in stressful times</b> <i>Liz Cantor PhD Pediatric IBH PF</i>	25 minutes
<b>World Diabetes Day</b>	5 minutes



# RI Early Intervention Update

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OCTOBER 20, 2020

JENN KAUFMAN, PART C COORDINATOR

# A COVID update on RI's Early Intervention System

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# Referrals

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## STATUS

- Statewide average: 60% of typical referrals as compared to last year at this time (August). This is an improvement from 35% of typical referrals in April/May.
- Families are beginning to self-refer via pediatrician recommendation again (since August).

## STRATEGIES

- Intensive outreach plan in progress – RI
- New flyers developed and being distributed
- Update websites (i.e. Kids.Ri.Gov) with a message that EI is OPEN!

# Service Delivery

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## CURRENT STATUS

- Most services provided via telehealth, and a majority are completed using cell phones either just audio, or both visual/audio via a virtual platform.
- In-person visits have begun on a case by case basis
- Technology access issues both families and staff
- Families sometimes struggle with balancing home, work, distance learning, and EI

## STRATEGIES

- Programs able to access Part C funding to help implement telehealth, including technology needs at the program level
- Updating In-person visiting guidance as more visits occur
- Family Engagement in EI workgroup to begin soon (focus on technology as well as other family needs)
- Training for families about telehealth in EI

# Staffing

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## CURRENT STATUS

- As a state system, EI is currently operating at about 85% staffing compared to pre-COVID
- Most staff are teleworking is still in place with limited in-office time.
- Overall anxiety about job security, in-person visits, and managing work/home responsibilities.
- Staff have done an exceptional job with learning new technology, electronic forms, and new processes during COVID.
- Improved coaching practices

## STRATEGIES

- Staff recruitment and retention funds in FY21 Contract
- PD around maximizing telehealth visits, using technology, how to conduct in-person visits, PPE, and self-care.
- Programs providing more flexibility for staff with schedules, and productivity requirements, etc.
- Continue to seek funding

# Fiscal Impact

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## CURRENT STATUS

- The EI state system has experienced a 4.2m loss in revenue during the months of January – June 2020
- Most programs able to access funding to help support, but still not enough
- Currently, the EI system is operating with about 40% less billable activity than last year due to a decrease in referrals, and a decrease in the frequency and duration of service delivery.
- Led to lay-offs, furloughs, and/or reduced hours for staff

## STRATEGIES

- Allowed flexibility with Part C funding in FY20/21 contracts.
- Advocacy within Medicaid to provide awareness
- Advocacy at the federal level for IDEA relief package
- Intensive outreach plan - RIPIN

# Intensive Outreach Plan - RIPIN

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## Immediate Outreach – In Progress

- Phone call to pediatric offices/health centers followed by email with information to provide to families
- Message: EI is open, accepting referrals, mostly telehealth, limited in-person
- PCs working with their EI agencies to procure a list of historic referral sources.

## Longer-term:

- Outreach to other community programs
- Video – What is EI like now? (social media, Kids.RI.gov, etc.)

# RI DOH Call Center and Contact Tracing: Voices from the field on what patients need

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- Overview of Epi Ops Programs
- Quarantine and Isolation
- Quality Improvement Support Team
  - Data
  - Closing the gaps
- Working Together
- Discussion

# Early Intervention Resources

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[Early Intervention Flyer 1](#)

[Early Intervention Flyer 2](#)

[Early Intervention Flyer 3](#)

[Early Intervention Provider Coverage Areas](#)

[Early Intervention Provider Contact Information](#)

# Understanding and responding: Working with parents/children/families in stressful times

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- What are you seeing / hearing are the needs of families/children/parents?
- Discussion

[Mental Health Resources](#)

# Some Resources

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- [Pediatric Resource Guide](#), which includes:
  - The American Psychological Association has a variety of [resources for quarantined parents](#), including a COVID-19 picture book, A Kid's Guide to Coronavirus, and a "Something Strange Happened to My City" video.
  - [CDC Parental Resource Kit](#)
- RI DOH World Diabetes Day
  - [Information](#)
  - [Sponsorship](#)
  - [Challenge](#)
  - [Calendar](#)



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# Thank you Stay Healthy and Safe

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NEXT MEETING: NOVEMBER 17, 2020