



Children's Specialized Hospital's Care Coordination "Stack"

Initiatives and Technology Transforming Care
for Patients, Parents and Staff



Presenters



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Agenda

1. Background on Children's Specialized Hospital and Care Coordination Partnership with BluePrint/Care Navigator™
2. Purpose, Goals and Benefits of Transforming Care Initiatives
3. Alignment of Organizational Goals and Technology
4. The Innovation Imperative
5. The Components of the Care Coordination “Stack”
6. The Future of Care Coordination: Services enabled Apps
7. Perspectives on adapting care coordination initiatives to health systems, chronic adult populations and large regional programs
8. Q&A



Purpose

Create a foundational technology architecture for patient engagement, care transitions and care coordination throughout the patient journey.

Goals

- Increase the value of CSH's EHR, Patient Portal and Care Coordination investments by creating a “stack” of services regardless of the use case
- Create cost-effective, scalable and integrated systems architecture to enable workflow automation and information sharing capabilities across CSH's clinical and care coordination teams
- Reduce “data silos” – minimize/eliminate need for separate applications for every care coordination use case or departmental need
- Increase utilization and adoption of current IT investments so that one complements the other



Benefits

- Increase patient, parent and user satisfaction that create a more seamless parent, patient and CSH user experience
- Better responsiveness to overall and specific care coordination needs
- Ability to share data and information across the organization
- More manageable implementation process for current and future needs

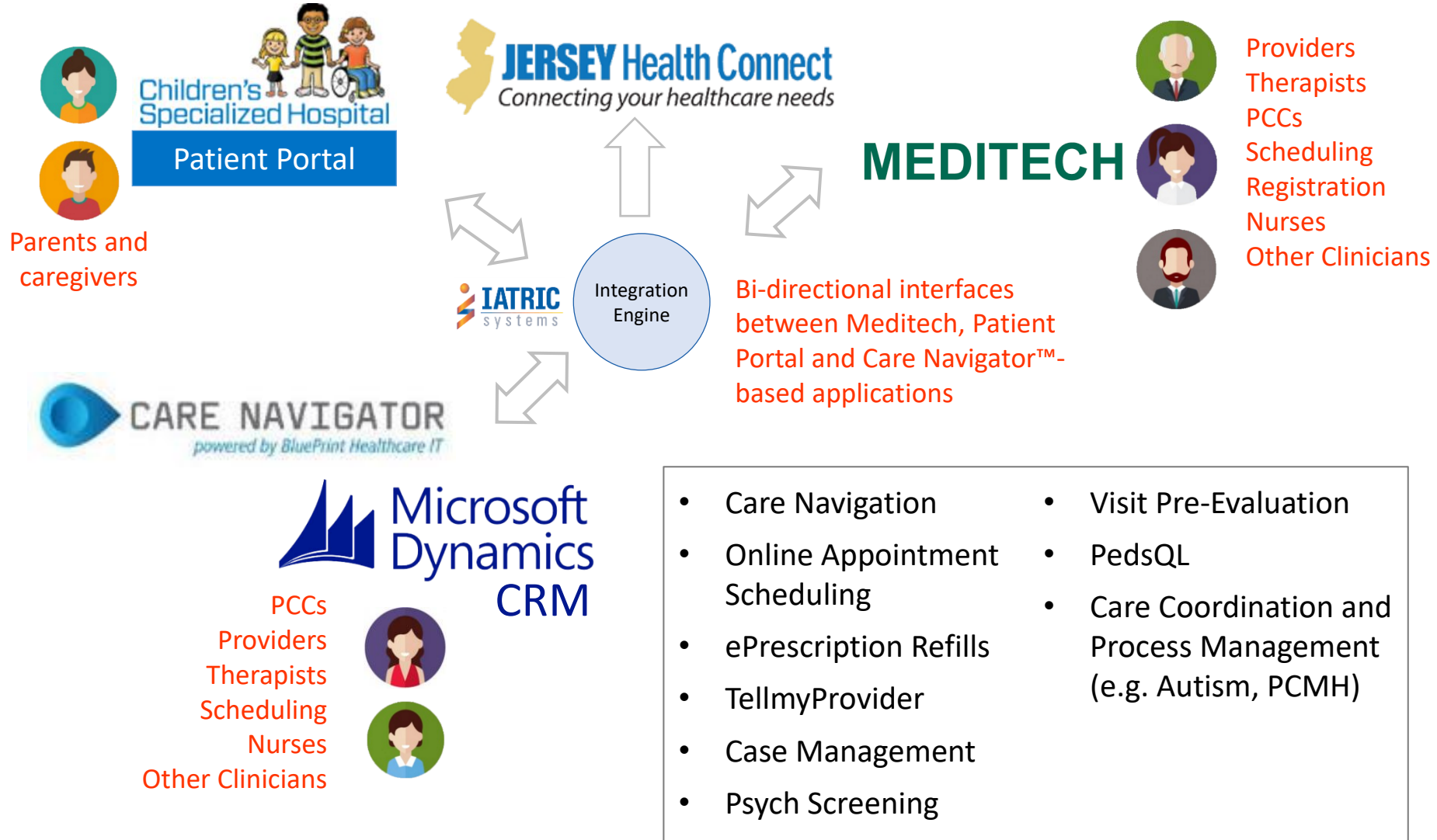


Technology Objectives



























1. Patient Portal becomes “one-stop-shop” for parents/caregivers.
 - a. Patient Portal integrated with EHR and Care Coordination platform...some examples:
 - Interactive Questionnaires/Assessments
 - Shared Care Planning, Workflow Automation
 - Multi-Media Education materials – documents, web links and videos
 - Ability to Engage using mobile devices
2. Leverage Meditech integration to reduce/eliminate dual data entry
3. “Push Engagement”: automated reminders and notifications increase responsiveness, utilization and adoption of patient portal.
4. Increase tele-health use cases thru V-Go Robot, Telepsychiatry, and other specialties
5. Increase data sharing capabilities across the organization thru a fully connected architecture




Working Towards a Fully Connected Architecture



Care Coordination “Toolkit” Approach

Care Navigator™ Module	CRM Plug-in	Mobile/ Desktop App	Patient Portal Plug-in
Enrollment			
Care Coordinator Workspace			
Assessments & Questionnaires			
Shared Care Planning: Care Coordination Goals, Tasks, Activities			
Education Library			
Data Visualization Graphs			
Dashboards Library			
Push Notifications			
Document Sharing			
Referral Management			

Patient & Family Portal

Children's Specialized Hospital

SKIP TO CONTENT

SETTINGS

LOGO

ACC Outpatient

Go

HOME

VISITS

REPORTS

VITALS

MEDICATIONS

STATEMENTS

APPOINTMENTS

PROBLEMS

FORMS

Tell My Provider

Scheduling & Rx Refills

MyGetWellNetwork

Relay Health

Download My Data

Share

Help

Welcome to My Children's Specialized Patient & Family Portal

We are excited to present this valuable tool. Using the portal will allow you to access Children's Specialized Hospital to:


- View and maintain your child's medical records and appointment history •
- Manage upcoming appointments • View billing statements • Keep record of medications •

Please note that due to privacy concerns, Psychology and Psychiatry records will not be available via the portal. To obtain a copy of these records please contact HIMIS(Medical Records) at (908) 301-5421.


If you have any questions regarding the portal, please contact the Patient & Family Portal Help Desk at (732) 258-7280 (M-F: 8AM-5PM) or email us at PortalHelpDesk@childrens-specialized.org

To view a tutorial on the features and functionality of this page please [Click Here](#). To view a tutorial of the entire Patient & Family Portal please click on the Help Tab.

To add another child to your profile [Click Here](#). To visit the main website of Children's Specialized Hospital, [Click Here](#).





acc's Personal Information





ACC Outpatient
200 SOMERSET STREET
TR, NJ 08753
888-244-5379
Age: 16 years
Birthdate: 10/15/2000
[Edit](#)


acc's Visit History

 32 visits 25 new [Diagnoses/Conditions Summary](#)

 6 reports

 2 vitals [Summary](#)


 31 medications 26 new

 0 statements

[PAY NOW](#)


Recorded Allergies: apple, egg, peach, strawberry


acc's Health Information

 Manage acc's: [Medical Conditions](#)

acc's health information was last updated 7 months ago

acc's Future Appointments

 **DEVELOPMENTAL FOLLOW UP**
Status: Booked
When: Wed, Sep 27 2017 @ 1:00 PM
Where: Hamilton ACC
[I want to...](#)


 **DEVELOPMENTAL FOLLOW UP**
Status: Booked
When: Wed, Sep 27 2017 @ 2:00 PM
Where: Hamilton ACC
[I want to...](#)

Compassion • Integrity • Excellence • Innovation • Teamwork • Fun

Confidentiality • Accountability • Transparency • Collaboration • Communication • Quality

AMERICAN UNIVERSITY

Patient & Family Portal: Tell My Provider

[Click to return to My Children's Specialized Patient & Family Portal Home](#)
Patient Name: ACC Outpatient

TELLMYPROVIDER

Tell My Provider

If this is a medical emergency, please do not use this site. Call 911

In an effort to engage ACC Outpatient in his upcoming medical visit, to build relationships between the patient and healthcare provider and to enhance the patient and family experience, we would appreciate if you would take a few minutes to complete the following questions. **(If you require an immediate answer, please contact your provider directly.)**

Selected Appointment: 9/29/2017 1:00 PM (Fri) - with Downs,Elvira MD at HAMILTON - PSYCHIATRY FOLLOW UP
[Click here](#) to select a different appointment

1. Is there anything that you or ACC Outpatient would like your provider to be aware of and/or to discuss with you and/or ACC Outpatient at this visit? (Questions about medication side effects, school related problems, new medication issues since the last visit, diet, exercise, making friends, sleeping well, other medical or personal questions etc.)

he is having trouble with the boys at school. I think he is not making friends well and needs help in being able to talk with the other boys.

Characters left: 209

2. Your provider would like to acknowledge ACC Outpatient for any personal accomplishments, exciting news such as a birthday, sports or academic awards, school events, community events, etc. Is there something you would like to share with your provider?

he just won first place in the math competition. could you please congratulate him on this?

Characters left: 259

Submit

Patient & Family Portal: Tell My Provider

Information in Meditech

15.67 - Outpatient List - Minassian, Haig

Covering For: Britt, Howard S MD; Burke, Sharon MD; Downs, Elvira MD; Fantasia, Michele MD; Malik, Zeenat MD; Tellmyprovider, Iatric; Yalamanchi, Krishan MD

Last Updated: 14:11 Tuesday, March 21, 2017- My List Appointments: 1

Select Source

- Desktop
- Inpatient
- Outpatient
- Emergency
- Oncology
- Practice
- Any Record

Tell My Provider

Children's Specialized Hospital
Mountainside ACC

10:46 Outpatient, Acc F00000000460 fsdf Registered Minassian, Haig

Tell My Provider

Account Number **F00000000460** Patient Entered: 03/21/2017 1025

1. Is there anything that you or ACC Outpatient would like your provider to be aware of and/or to discuss with you and/or ACC Outpatient at this visit? (Questions about medication side effects, school related problems, new medication issues since the last visit, diet, exercise, making friends, sleeping well, other medical or personal questions etc.)

he is having trouble with the boys at school. I think he is not making friends well and needs help in being able to talk with the other boys.

2. Your provider would like to acknowledge ACC Outpatient for any personal accomplishments, exciting news such as a birthday, sports or academic awards, school events, community events, etc. Is there something you would like to share with your provider?

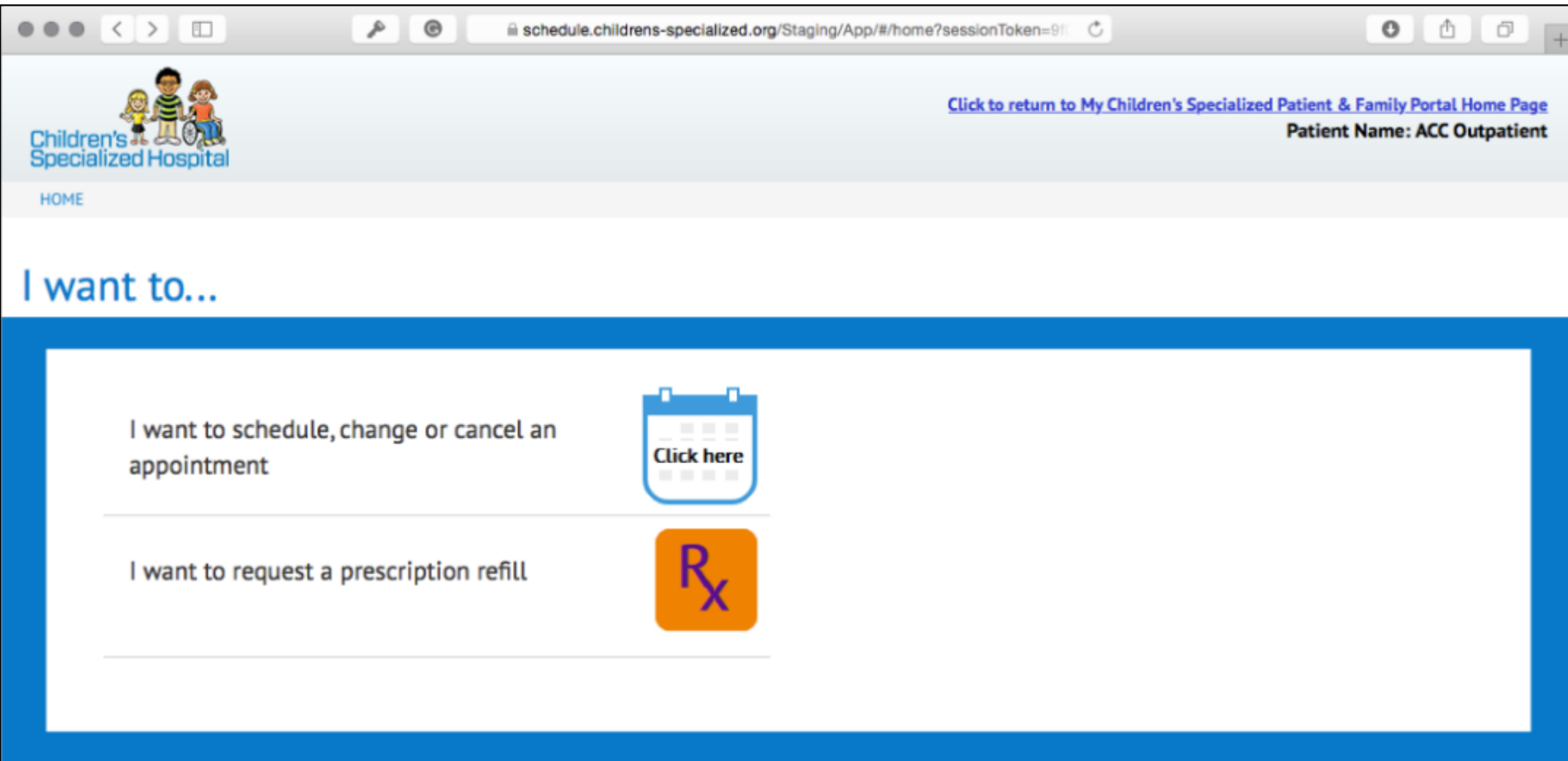
he just won first place in the math competition. could you please congratulate him on this?

Open Chart
Discharge
Orders
Document
Check Out
Sign
Sign All
Refresh

Add to List Sign Up Remove from My List Send New Message Cover Cover Selections Favorite Locations Prev Page Next Page

Patient & Family Portal:

Online Scheduling/Prescription Refill



The screenshot shows a web browser window with the URL `schedule.childrens-specialized.org/Staging/App/#/home?sessionToken=9f...`. The page header features the Children's Specialized Hospital logo on the left and a link to return to the home page on the right, along with the patient name "ACC Outpatient". Below the header is a "HOME" link. The main content area is titled "I want to..." and contains two options: "I want to schedule, change or cancel an appointment" with a calendar icon and "Click here" text, and "I want to request a prescription refill" with an orange square icon containing a purple "Rx".

Children's Specialized Hospital

[Click to return to My Children's Specialized Patient & Family Portal Home Page](#)
Patient Name: ACC Outpatient

HOME

I want to...

I want to schedule, change or cancel an appointment

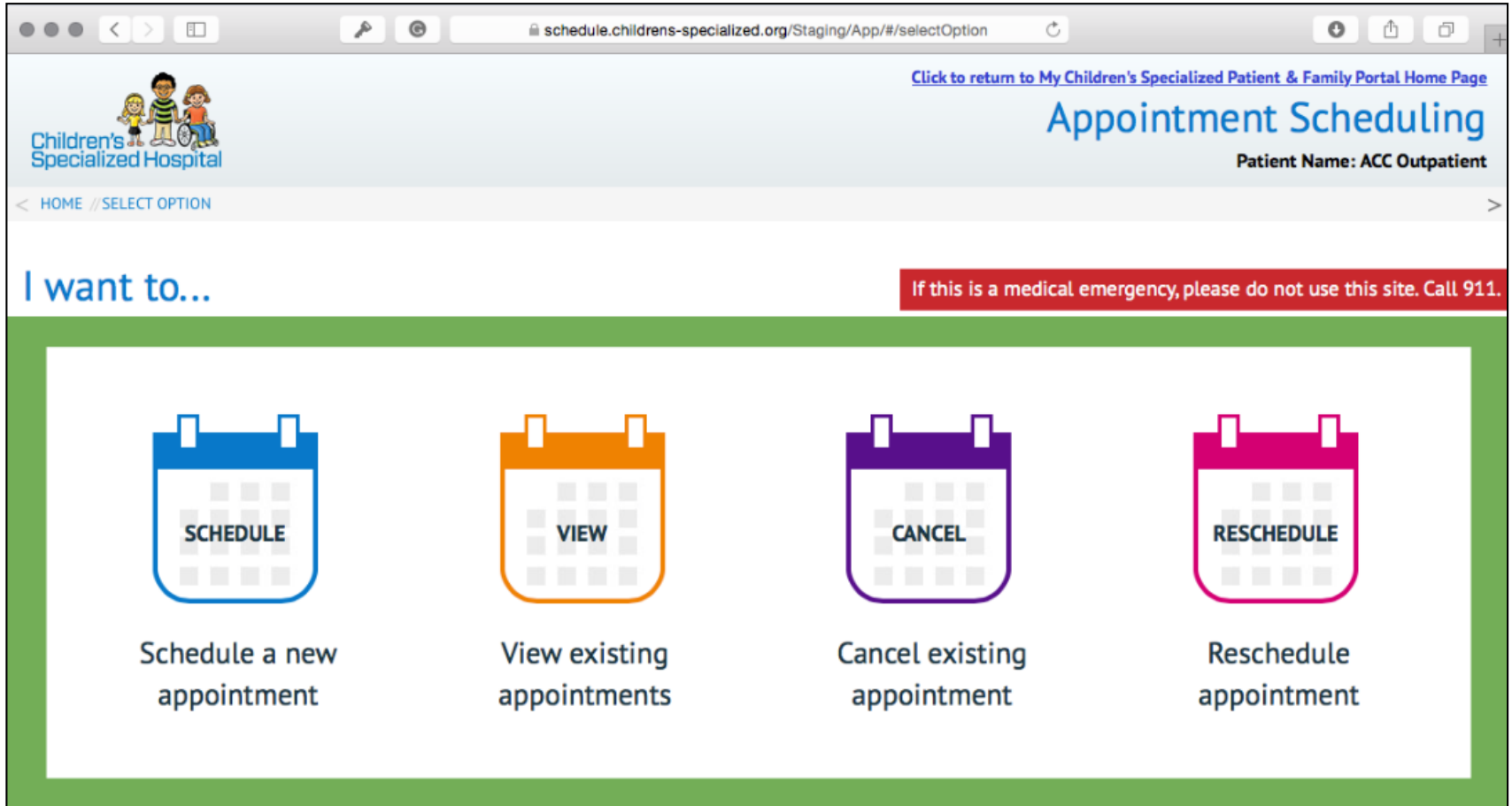
Click here

I want to request a prescription refill

Rx

Patient & Family Portal:

Online Scheduling



The screenshot shows a web browser window with the URL `schedule.childrens-specialized.org/Staging/App/#/selectOption`. The page header includes the Children's Specialized Hospital logo on the left and a link to return to the home page on the right. The main title is "Appointment Scheduling" with the patient name "ACC Outpatient" displayed below it. A navigation bar shows "< HOME // SELECT OPTION >". Below this, a section titled "I want to..." is followed by a red emergency warning banner. The main content area features four large, colorful calendar icons with the words "SCHEDULE", "VIEW", "CANCEL", and "RESCHEDULE" inside them. Each icon is accompanied by a descriptive text label below it.

Children's Specialized Hospital

[Click to return to My Children's Specialized Patient & Family Portal Home Page](#)

Appointment Scheduling

Patient Name: ACC Outpatient

< HOME // SELECT OPTION >

I want to...

If this is a medical emergency, please do not use this site. Call 911.

SCHEDULE	VIEW	CANCEL	RESCHEDULE
Schedule a new appointment	View existing appointments	Cancel existing appointment	Reschedule appointment

Patient & Family Portal:

Prescription Refills

The screenshot displays the 'Prescription Refill' page for a patient named ACC Outpatient. The page is titled 'Select Medication' and lists three medications for refill: ACETAMINOPHEN CHEW TAB 80MG, Adderall, and Amphetamine Salt Combination. Below this, a section titled 'Pending Medication Refill Requests for Transmission to Your Pharmacy' shows two pending requests for METHYLPHENIDATE (DAYTRANA) with a pending date of 05/16/2017. A final section titled 'Completed Medication Refills Transmitted to Your Pharmacy' shows one completed request for METHYLPHENIDATE (DAYTRANA) with a transmitted date of 05/16/2017 02:21 PM.

Children's Specialized Hospital

Click to return to My Children's Specialized Patient & Family Portal Home Page

Prescription Refill

Patient Name: ACC Outpatient

HOME / SELECT MEDICATION

Select Medication

Medication Refill Medications

Please select the medication you would like to refill from the patient's medication list below. Once your refill request is submitted you will have the opportunity to refill additional medications for this patient.

Trade Name ACETAMINOPHEN CHEW TAB 80MG	Generic Name ACETAMINOPHEN	Last Refilled 01/18/2017	>
Method (Route) PO	Dosage 80 mg	Frequency Take every 4 hours.	
Trade Name Adderall	Generic Name Amphetamine Salt Combination	Last Refilled 01/19/2017	>
Method (Route) PO	Dosage 5 mg	Frequency	
Trade Name Adderall	Generic Name Amphetamine Salt Combination	Last Refilled 03/22/2017	>

[My medication is not listed.](#)

Pending Medication Refill Requests for Transmission to Your Pharmacy

Below are the pending medication refill requests that Children's Specialized has started processing. Once these are complete, they will be electronically transmitted to your requested pharmacy. (Medications requested to be mailed or picked up will not appear here.)

Trade Name DAYTRANA	Generic Name METHYLPHENIDATE	Pending Date 05/16/2017	
Method (Route) TD	Dosage 10 mg	Frequency Take every Morning.	Requested Pharmacy CA Pharmacy 10.6MU
Trade Name DAYTRANA	Generic Name METHYLPHENIDATE	Pending Date 05/16/2017	
Method (Route) TD	Dosage 10 mg	Frequency Take every Morning.	Requested Pharmacy CA Pharmacy 10.6MU


Completed Medication Refills Transmitted to Your Pharmacy

Below are the medication refill requests that Children's Specialized has completed and transmitted to your requested pharmacy. (Medications requested to be mailed or picked up will not appear here.)

Trade Name DAYTRANA	Generic Name METHYLPHENIDATE	Transmitted Date 05/16/2017 02:21 PM	
Method (Route) TD	Dosage 10 mg	Frequency Take every Morning.	Transmitted To CA Pharmacy 10.6MU

Patient & Family Portal:

Prescription Refills

[Click to return to My Children's Specialized Patient & Family Portal Home Page](#)

Prescription Refill

Patient Name: ACC Outpatient

< [HOME](#) // [SELECT MEDICATION](#) // [ADD REFILL REQUEST](#) >

Refill Adderall

The medication selected is listed below.

Trade Name Adderall	Generic Name Amphetamine Salt Combination
Method (Route) PO	Dosage 5 mg
	Frequency

Your Preferred Prescription Refill Method*:

☒ Send my prescription to
CA Pharmacy 10.6MU, 65432 Cabernet Turn, Sonoma, CA 95476

☐ Pick up prescription at EGG HARBOR TOWNSHIP

☐ Mail prescription to my home

Would you like text notifications for appointment reminders/prescription updates? ☒ Yes ☐ No

My cell phone number is

The best number to reach me at today is

☒ 888-244-5379 ☐

Comments

200 Characters Remaining

[Go back](#) [Submit refill request](#)

Patient Portal: Future State Example



Care Coordination Hub

Patient Name: John Smith

Home > Care Coordination Hub

Upcoming Appointments and Tasks

Your upcoming appointments and tasks are shown below.

12/18/16 Thur
Mountainside
10:30 am
Primary Care Follow-up visit
Dr. Ave Gozo
[Cancel](#) [Reschedule](#)

01/10/17 Mon
Mountainside
1:30 pm
Primary Care Follow-up visit
Dr. Ave Gozo
[Cancel](#) [Reschedule](#)

Your Assessments

Click on an assessment to provide responses to it.

- Parent Stress Index >
- Vanderbilt Scale >
- Behavioral Pediatric Assessment Scale >
- Child and Adolescent Needs and Strengths >

Your Care Team

Get in touch with your care team members.



Gina DeGiacomo
Patient Care Coordinator
732-285-0000



Kaitlyn Luongo
Behavioral Therapist
732-285-0000



Mercedes Ferrera
Insurance Liaison
732-285-0000



Dr. Matthew McDonald
PCP
732-285-0000

Start typing your message here to
send to a care team member.

Education Materials

Learn how to better manage your child's condition.



- Autism Community Hub >
- Recreation, Leisure and Play Activities >
- Parent Action Transition Handbook >
- Family Autism ASD Safety Handbook >
- Preparing for Transitions Between Activities >
- Travelling and Vacations >
- Visit to a Doctor or Dentist Office >

Discussion on scaling care coordination...

Challenges and strategies scaling care coordination programs to:

- Acute-care hospitals
- Large health networks
- Adult, chronic populations



Thank You.



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