

California Children's Services Demonstration Pilot:  
California Kids Care  
July 2015



Rady Children's Hospital - San Diego



# Inpatient Admissions Then & Now

<b><u>Region</u></b>	<b><u>10 Yrs Ago</u></b>	<b><u>Today</u></b>
San Diego	62%	89%
SW Riverside	26%	55%
Imperial Valley	28%	48%

# Partnering to Provide Pediatric Care



# **Rady Children's Hospital: By the Numbers**

In 2014, we provided care to 196,905 patients.

## **There were:**

- 18,499 inpatient admissions.
- 68,947 visits to the Emergency Care Center.
- 973 trauma patients.
- 46,167 visits to our four Urgent Care centers.
- 20,713 surgeries performed.
- 213,221 outpatient visits.

## **We used/provided:**

- 10.2 million exam gloves.
- 625,000 diapers.
- 133,000 Band-Aids and other bandages.
- 21,000 popsicles.
- 1.2 million pounds of linens.

# 30 + Pediatric & Adolescent Specialties

But, did you know that we also provide:

- Home Care
- Palliative Care
- Long Term Care/Rehab
- Behavioral Health
- Trauma Treatment Center
- Hospital within Hospitals
- Telehealth

- Developmental Services
- Autism Discovery Institute
- Toddler School
- MSO Services
- Emergency Transportation
- Teaching
- Research

# First Pediatric Heart Transplant

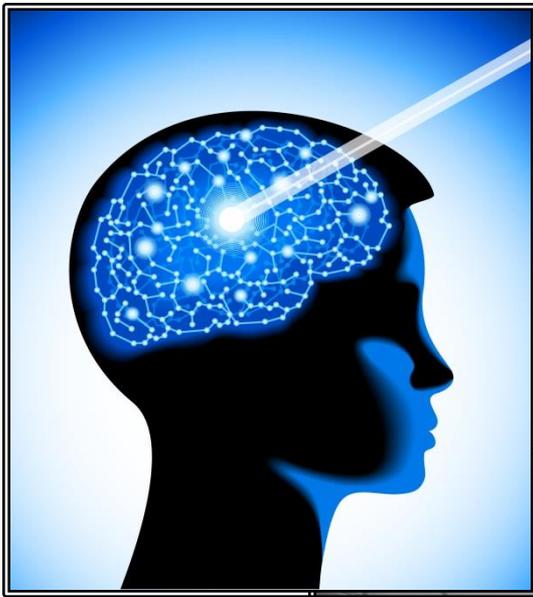


Heart transplant recipient Eric Montaño, 11, gets a hug from his mother, Alma Mundo, at Rady Children's on Thursday. K.C. ALFRED • U-T

U-T \* READ OF THE DAY

## 'My son has a new life'

11-year-old San Diegan receives first pediatric heart transplant in county's history



# Proton Therapy

A New Tool to Fight Pediatric  
Central Nervous System  
Tumors



# Rady Pediatric Genomics and Systems Medicine Institute at Rady Children's

Rady family donates \$120 million

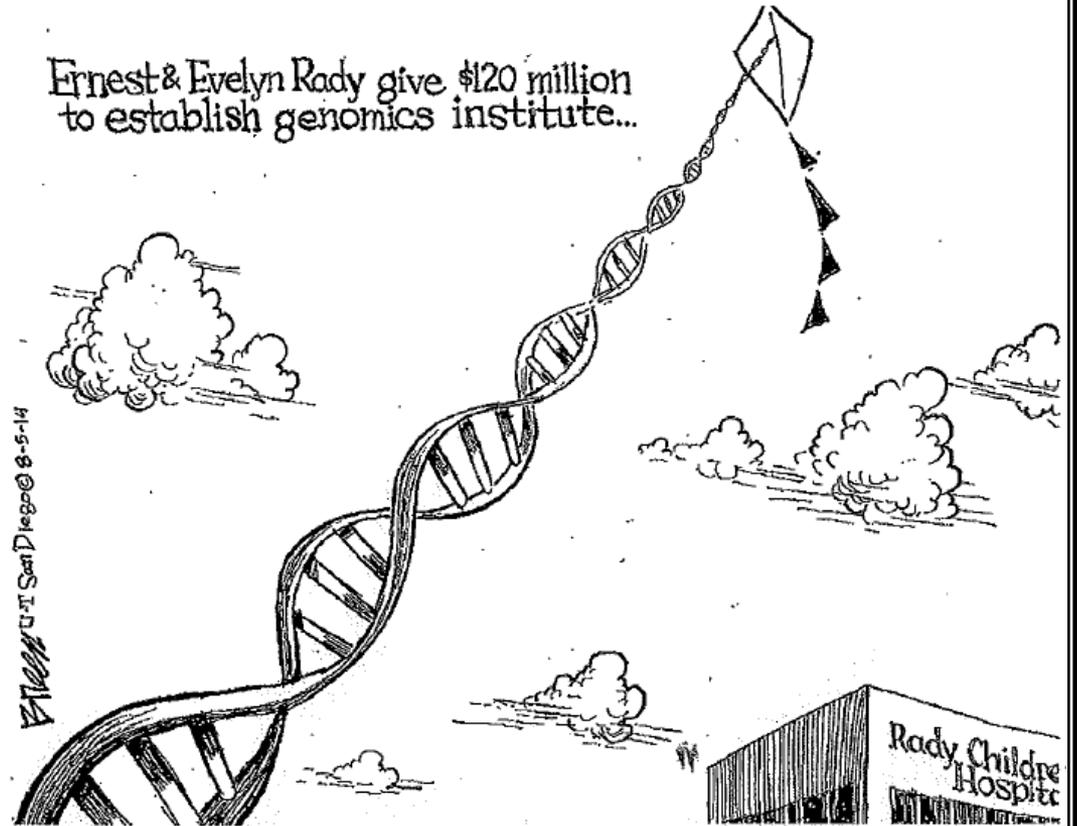
# Genomics and Systems Medicine Institute

The U-T San Diego 08/05/2014

STEVE BREEN  
U-T San Diego

Ernest & Evelyn Rady give \$120 million  
to establish genomics institute...

STEVE BREEN U-T San Diego © 8-5-14



# Providing Families with “Peace of Mind”



## Referrals to:

- Primary Care
- Sub-specialists
- Developmental Services
- Behavioral Health

## Concierge Services:

- Out-of-Area and International Patient Families

## Nurse Triage/Ask a Nurse

## Center for Healthier Communities:

- Dental Services
- Injury Prevention
- Health & Wellness Resources
- Immunizations
- Smoking Cessation



ORANGE COUNTY ↑

HAWAII ←

EL CENTRO →

-  Rady Children's Hospital San Diego
-  Rady Children's Specialists of San Diego Office Locations
-  Rady Children's Hospital San Diego Urgent Care Centers
-  Rady Children's Hospital San Diego Specialty Services
-  Children's Primary Care Medical Group Office Locations
-  Hospital Within a Hospital
-  Branded Center with Multiple Outpatient Services
-  Medical Outreach Location



North Coastal Center

North Inland Center



# California Kids Care

a program of Rady Children's Hospital-San Diego

# CCS Demonstration Pilot at Rady Children's

## CCS Conditions

- The California Department of Health Care Services (DHCS) has awarded Rady Children's with a Demonstration Pilot to provide comprehensive, whole-child care for children with the following CCS eligible conditions:
  - Cystic Fibrosis
  - Sickle Cell
  - Hemophilia
  - Acute Lymphoid Leukemia
  - Diabetes



Innovation in Care Redesign

High Value, Conscious Care

Timely, Coordinated, Seamless and Measurable

Whole Child



Coordinated Care



Patient Engagement



Accountable Care Continuum

Care Team:

PCP-Specialist-Clinic-Hospital-Homecare-Social Work-Other Care Providers-Community

Integrated Communication



Holistic

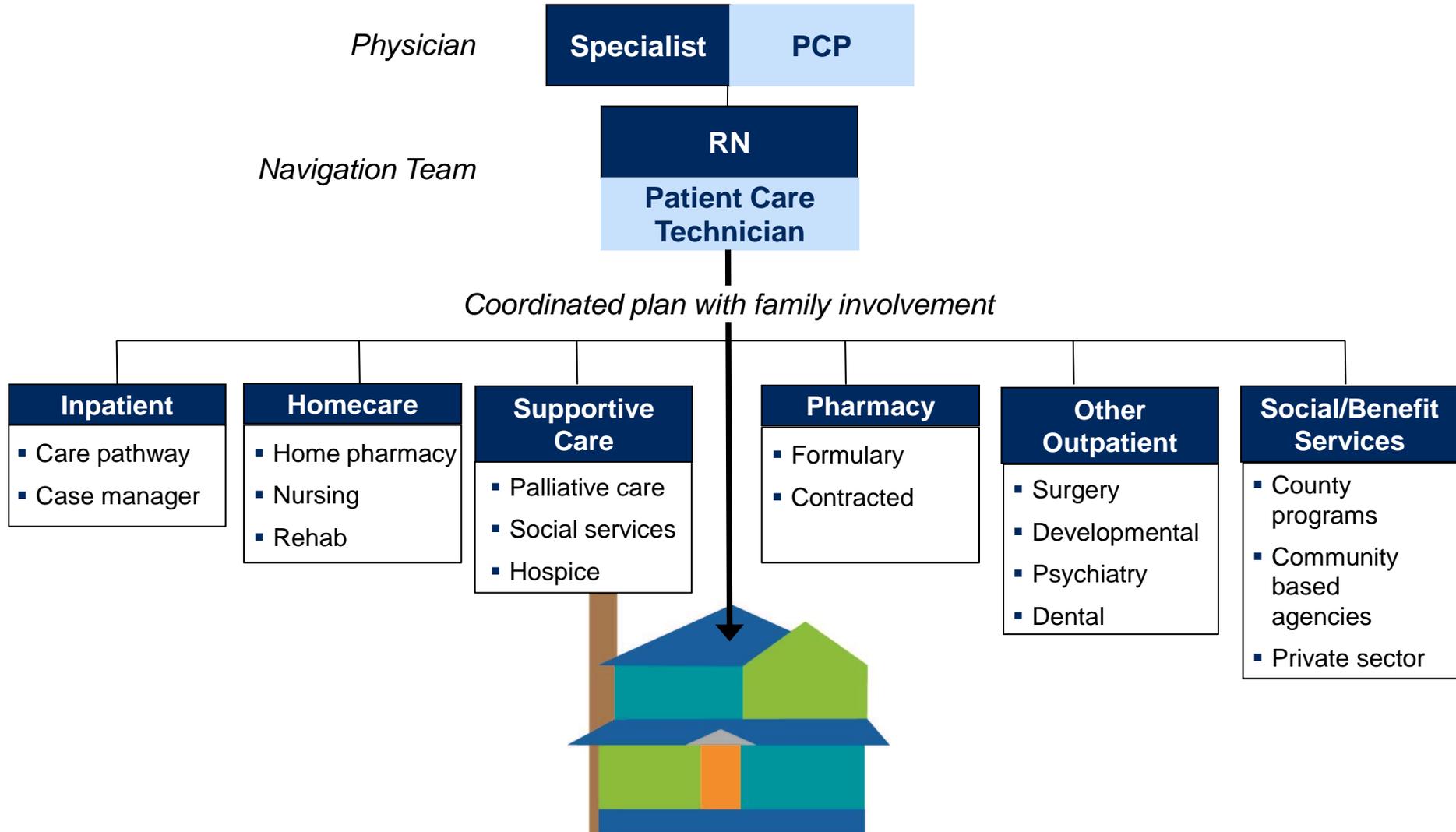


# CCS Demonstration Pilot

## California Kids Care model:

- Nurse Care Navigator and Patient Technician Partners
- Patient- and Family-Centered Whole Child Care Plans
  - Develop integrated, Whole Child Care Plan together with Primary and Specialty providers, and Family
  - Build relationships and engagement
  - Identify patient perceptions of health, psychosocial components, barriers, goals
  - Medical Home – Primary Care Physician or Specialist
- RISK© scoring for acuity, care planning and resource determination
- Family Advisory Council, and Parent Committee
  - Care Mentors
- Evidence-based, coordinated care
  - Continuum of services and providers

# Creating a physician led plan that supports the patient and family at home and utilizes available community resources



# Role of a Medical Home

1. Enhance Access and Continuity of Care
2. Identify and manage patient populations
3. Plan and manage care
4. Provide self-care and community support
5. Track and coordinate care
6. Measure and improve performance
7. Template of the future

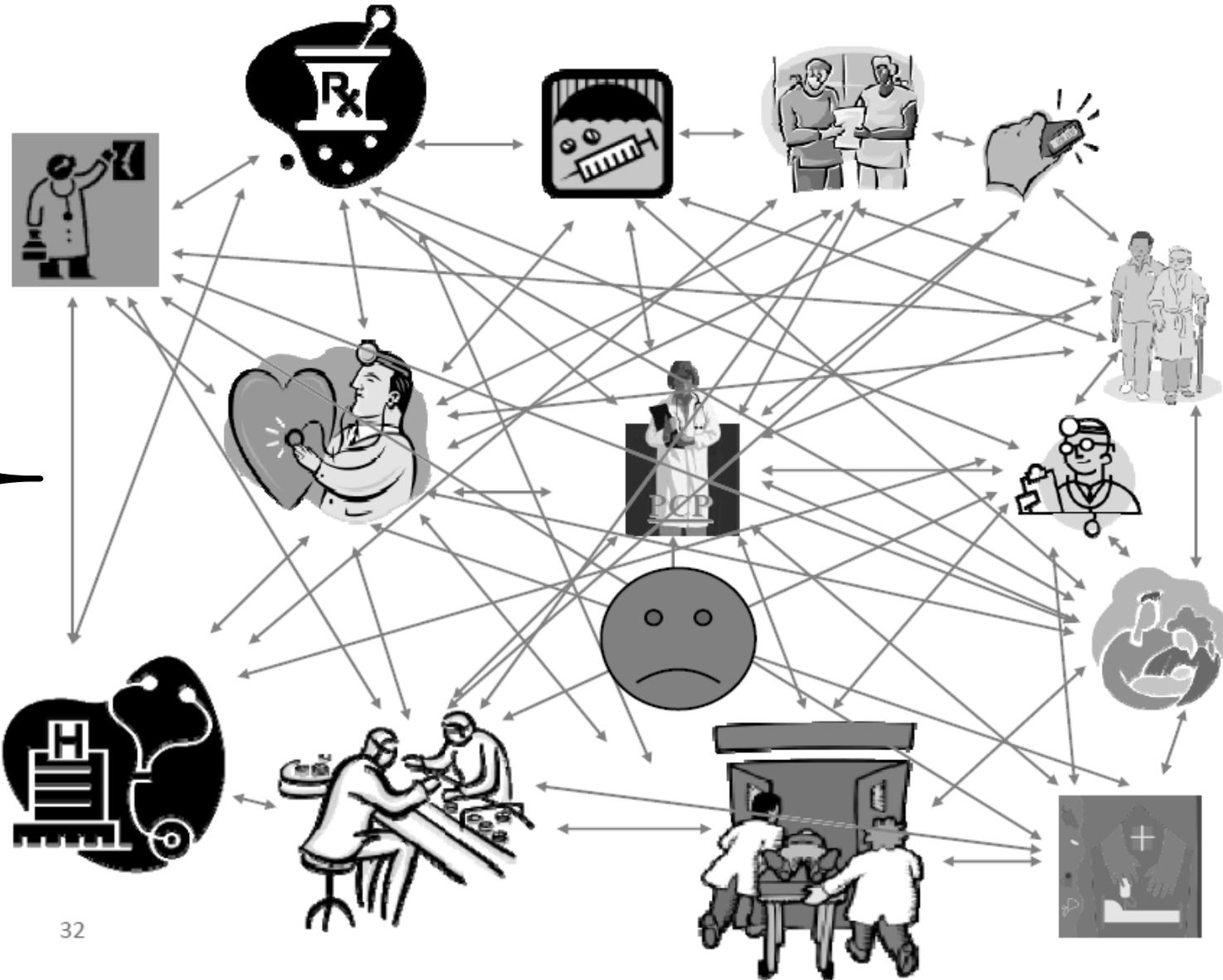


# Care Navigation will work to transform from “Usual Care”



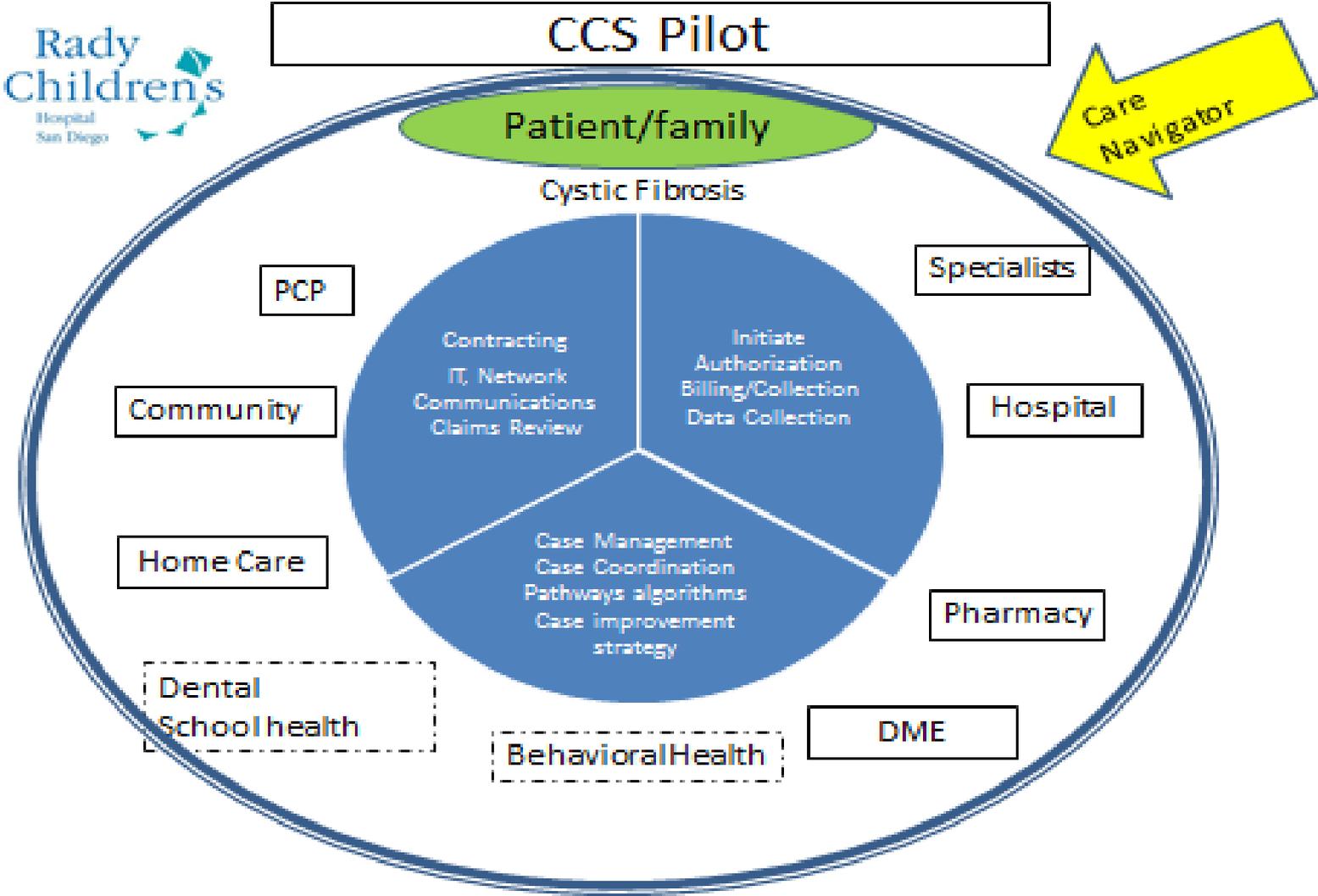
**One patient - “usual care”**

# Fragmented Healthcare Delivery System: Especially challenging for children with special healthcare needs



Care Navigation Team and Mentors will both support patients and families, and help coordinate the bewildering healthcare system to improve access to care, patient health status and family satisfaction.

# Role of the Care Navigator: Coordinate a myriad of services

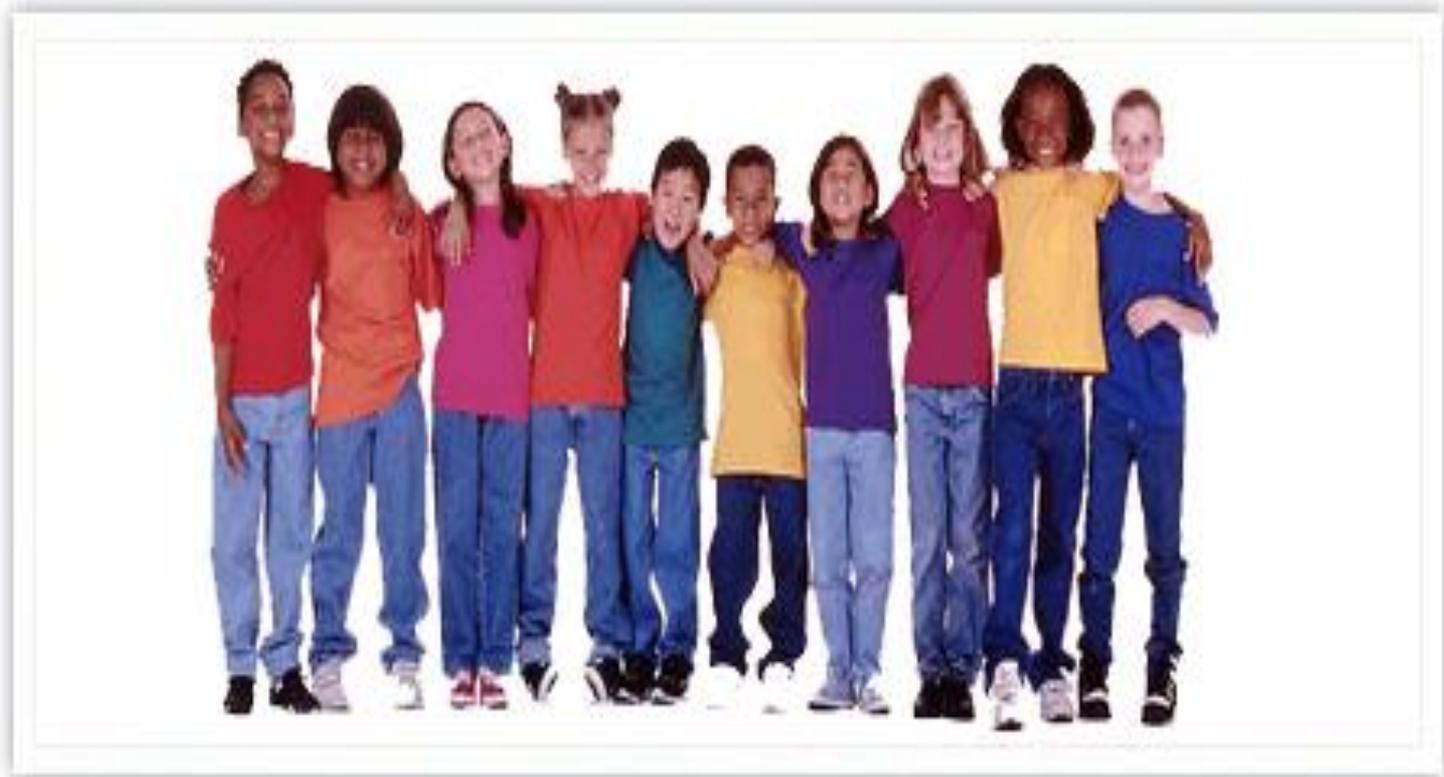


# Role of the Care Navigator



**One patient – Transforming to “whole child” care**

# Role of the Care Navigator



**Population care**

# CCS Demonstration Pilot at Rady Children's Care Navigator

## ❑ Role of Care Navigator

- Patient engagement
- Care Planning – Comprehensive, Whole Child Care Plan
- Care Coordination Connector
- Referral Network
- Support and proactive intervention

## ❑ Transforming Care

- One patient – “usual care”
- One patient – “whole child care”
- One population – “proactive, engaged care”

# Additional operational infrastructure has been implemented

## Routine

- Eligibility review
- Provider credentialing
- Provide/service contracting
- Claims processing
- Utilization review
  - Authorizations
- Medical Director services/oversight
- Health plan reporting
- Customer service/member services
- Health plan contracting

## New

- Care redesign leadership/project support
- Medical Director of Care Redesign and Integration
- Nurse call
- Care navigation for chronic conditions
- Care intervention for high risk cases
- EMR – Care Navigator tools
- Supportive care expansion
  - Palliative care
  - Home care
    - Social services
  - Hospice care
- Mental health
- Parent education
- Tools to support self care (texting, tablets)

# CCS Demonstration Pilot at Rady Children's Pediatric Risk Tool

- Rady Children's Pediatric Risk Assessment and RISK Tool ©
  - Medical condition and status
  - Medications
  - Technology dependency
  - Care Coordination
  - Behavioral Health
  - Social issues

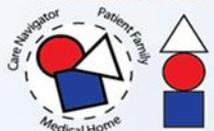


Innovation in Care Redesign  
High Value, Conscious Care  
Timely, Coordinated, Seamless and Measurable

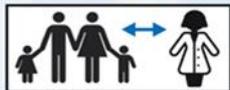
Whole Child



Coordinated Care



Patient Engagement



Accountable Care Continuum

Care Team:

PCP-Specialist-Clinic-Hospital-Homecare-  
Social Work-Other Care Providers-Community

Integrated Communication



Holistic



# Rady Children's

## ❑ Integrated Delivery System

- Clinical, Operational, Contracting
- Provider Network
- Homecare
- Coordinated and integrated Performance Improvement
- Integrated EMR and communication

## ❑ Capitation Management

## ❑ MSO Administrative services

## ❑ Engagement

- Encouragement, Empowerment, Education, Compliance

## ❑ Evaluation

- Quality – Cost – Satisfaction

## ❑ CCS DP – Knox-Keene preparedness

## ❑ Population Health approach

# Rady Children's Health Network



Rady  
Children's  
Hospital  
San Diego

Children's Physicians Medical Group  
*Healthy kids. Happy parents.*

Children's Primary Care  
Medical Group

Children's Specialists  
of San Diego

Rady Children's Specialists of San Diego  
A Medical Foundation

**Pediatric Integrated Delivery System:**

**Delivering pediatric care – the right care, the right place and at the right time.**