

# **FY 2020 - 2022 Community Health Implementation Strategy**

**Dell Children's Medical Center of  
Central Texas**



**Ascension  
Seton**

## Dell Children’s Medical Center of Central Texas Implementation Strategy

### Implementation Strategy Narrative

#### Overview

Dell Children’s Medical Center of Central Texas is a part of Ascension Seton, formerly known as Seton Family of Hospitals, a 501(c)(3) nonprofit organization, and an affiliate of Ascension Texas and Ascension Health, with a long-standing history of serving Central Texas, not only as a health care provider, but as a leader and advocate for improving the health of the population as a whole.

#### *Ascension’s Mission*

*Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually-centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.*

#### About Dell Children’s Medical Center of Central Texas

Since 2007, Dell Children’s has delivered specialized, compassionate care for children and adolescents. Dell Children’s is the only dedicated freestanding pediatric facility in the region, serving a 46-county area and beyond. Nearly 74 percent of Dell Children’s patients are un- or under-insured.

Dell Children’s is the only Level I pediatric trauma center in Central Texas and one of only five in Texas, and as such, is one of an elite group of children’s hospitals that offer the highest level of care available to children who have been victims of trauma. In addition, Dell Children’s Pediatric Critical Care Transport Team is the only Commission on Accreditation of Medical Transport Systems (CAMTS) accredited services for pediatric patients in Central Texas.

The sub-specialists of Dell Children’s are dedicated to treating children and adolescents with severe, unusual and complex illnesses in the Waco area. Pediatric Specialty Clinic – Subspecialists of the Dell Children’s is located at the Woodway Medical Plaza in Waco.

In Austin, Dell Children’s is designated a Level IV Neonatal Intensive Care Unit (NICU) center, the highest level serving the most acute needs. These hospital nurseries have the expertise to repair congenital or acquired conditions, and as a designated Level IV, facilitate transport and provide education outreach. Alongside that, Dell Children’s is designated as a Level IV epilepsy center.

The new Grace Greco Maxwell Mental Health Unit at Dell Children’s, opened in 2018, treats children and adolescents between the ages of 6 and 17 years for a variety of behavioral and mental health conditions including thought, mood and anxiety disorders.

Dell Children’s is one of four Ascension Seton campuses hosting medical residents due to our affiliation with The University of Texas Dell Medical School, and also has a robust fellowship program in Child Psychiatry, Pediatric ER, and Hospital programs.

Dell Children’s is of 12 hospitals in the Ascension Seton service area and also provides services in Waco, Texas through Ascension Providence.

## 2019 Community Health Needs Assessment

In December 2017, Austin/Travis County published the Community Health Assessment report (CHA) “Together we Thrive.” Ascension Seton was an official partner for the development of the CHA, along with the Austin Transportation Department, the Capital Metropolitan Transit Authority, Central Health, Integral Care, St. David’s Foundation, Travis County Health and Human Services, The University of Texas at Austin Dell Medical School and The University of Texas Health Science Center at Houston School of Public Health in Austin.

Because Ascension Seton associates actively participated in the creation of the Austin/Travis County CHA, the Internal Revenue Service (IRS) allows health care entities to work collaboratively, and the CHA meets the federal legal requirements set forth for the Community Health Needs Assessments, Ascension Seton opted to adopt the Travis County CHA report, as incorporated herein, as the official [2019 Ascension Seton Central Region: Travis County Community Health Needs Assessment](#).

Given the gap in time between the 2017 Austin/Travis County Community Health Assessment (CHA) and the requirements for the 2019 Community Health Needs Assessment, Ascension Seton determined that it would be valuable to solicit supplemental feedback from Travis County stakeholders and community members in 2018.

Findings from the focus group and community conversations carried out in 2018 are consistent with the top three health concerns identified by the CHA process, which identified the following:

- Access to Healthcare (includes affordability and physical access to care)
- Mental Health (includes access to providers, and treatment for conditions like depression)
- Diabetes and other Chronic Diseases

## Community Health Implementation Strategy

Ascension Texas has developed 17 Community Health Implementation Strategies, one for each of its hospitals and joint venture facilities. Each plan identifies the action the hospital, with the support of the Ascension Seton network, plans to take to address the prioritized needs identified in the CHNA of its region.

Since Ascension Texas has multiple sites throughout Central Texas, both inpatient and outpatient, some actions described in the Implementation Strategies are not strictly operated by Dell Children’s or any other one facility.

Most notably, the unique partnership between Ascension Seton, Central Health and Dell Medical School at The University of Texas is the foundation of Ascension Seton’s significant strategic investments to transform care delivery in Travis County, improve the health of individuals and address community health needs. The relationship has resulted in the creation of a new healthcare model based on an integrated delivery system with a focus on preventative care and chronic disease management. The three-way partnership, community organizations including Integral Care (the local mental health authority), community clinics and other providers offer care for over 100,000 patients each year.

The various actions included in the Implementation Strategy are not intended to be exhaustive or inclusive of every single Ascension Texas strategy, initiative or program. Instead, the plan highlights the most significant actions that each hospital has undertaken to address the health needs prioritized in the Community Health Needs Assessment, including those strategies that are expected to make the most significant impact on the delivery of health care in the region for the poor and vulnerable.

This Implementation Strategy addresses needs identified in the 2019 Ascension Seton Central Region: Travis County Community Health Needs Assessment. Dell Children's is located in Travis County.

### **Needs That Will Be Addressed**

Dell Children's will address all needs with at least two measurable goals to show improvement in the noted areas of focus.

### **Needs That Will Not Be Addressed**

Dell Children's will address all of the priority needs listed.

### **Summary of Implementation Strategy**

#### **Need: Access to Healthcare**

**Strategy:** Operate Children's Health Express, a "doctor's office on wheels" providing primary pediatric medical care and social services to under and uninsured children from birth to 18 years in Greater Austin community.

- Children's Health Express adheres to Ascension's mission of serving all persons, with special attention to vulnerable, high-risk children experiencing poverty.
- The mobile team serves children at one homeless shelter, a food pantry, an early childhood center, a public school, a charter school and other locations far from brick-and-mortar health clinics and social service agencies.
- As a primary care medical home, Children's Health Express provides patient-centered, evidence-based medicine and shared clinical decision-making with patients and families.
- Children's Health Express screens for social determinants of health and provides families with needed community resources.

#### **Resources and Collaboration:**

- Dell Children's provides time of clinicians in addition to laboratory services, radiology services, pharmaceuticals, vehicle fuel and maintenance and administrative supplies.
- As Dell Medical School is a partner with Ascension Seton in delivering health services, they will collaborate on this initiative.
- Ascension Seton internal partners include revenue cycle management services (R1), Foundations, and clinical practices.
- Community organizations that offer services to children and families also partner with Children's Health Express, including Austin Independent School District, Salvation Army, People's Community Clinic, Children's Health Fund, Central Texas Food Bank and many more.

#### **Anticipated impact:**

- Establish baseline in FY20 and increase the number of children seen onboard the Children's Health Express by 10 percent per year thereafter.
- Establish baseline in FY20 and increase the number of children who utilize the Children's Health Express for both acute and preventative health care by 10 percent per year thereafter.
- Establish based in FY20 and increase vaccination rates for children seen onboard the Children's Health Express.

- Establish baseline in FY20 and increase enrollment of children seen onboard the Children's Health Express with insurance coverage by 5 percent per year thereafter.
- Increase the number of children linked with needed community resources.

**Strategy:** Increase access to injury prevention resources for communities of need by reducing barriers through diverse programming initiatives.

- As a Level I Trauma Center, Dell Children's records all acute injury data in the Trauma Registry. In 2017, Dell Children's Trauma Services Department treated 204 patients for injuries related to motor vehicle crashes (MVC). Of these, 165 (80.9%) patients were less than or equal to 15 years of age.
- The percent of unrestrained trauma patients treated at Dell Children's who have been involved in a MVC has decreased over the last three years (2015, 30%; 2016, 23%; 2017, 13%).

#### **Resources and Collaboration:**

- Dell Children's provides time of clinicians and other staff and also provides child safety seats to families in need, printed educational materials and child passenger safety technicians/instructors.
- Grants provide financial support for this program. As Dell Medical School is a partner with Ascension Seton in delivering health services, they will also collaborate on this initiative.
- Dell Children's also collaborates with Safe Kids Austin Coalition, Texas Department of Transportation, Local Fire/EMS/and Police, day care facilities, Head Start, local churches and Texas Department of Family and Protective Services.

#### **Anticipated impact:**

- Train 20 child passenger safety technicians in the Central Texas by June 30<sup>th</sup>, 2021 and an additional 30 by June 30<sup>th</sup>, 2022.
- Increase access of child passenger safety seat assistance in the target region by increasing appointment availability for 1,500 individuals through community inspection events by June 30<sup>th</sup>, 2021 and an additional 1,500 by June 30<sup>th</sup>, 2022.
- Establish one reliable process to enhance distribution of child passenger safety resources through the Ascension Texas Hospitals by June 30<sup>th</sup>, 2021 and another by June 30<sup>th</sup>, 2022.
- Continued reduction in percentage of children in car accidents who were unrestrained.

**Strategy:** Implement water safety and drowning prevention efforts by targeting populations of need and reducing barriers to access.

- As drowning is the leading cause of death for children ages 1-4 in the U.S and a leading cause among older children, water safety and drowning prevention is a primary focus of the Dell Children's Injury Prevention Program and our Safe Kids Austin coalition.
- Drowning prevention requires a multi-faceted approach that includes surveillance, research, and interventions for caregivers and children, increasing access and availability to water safety resources, and advocating for safe protective environments.
- The Dell Children's submersion data between 2014 and 2018 provide evidence of drowning in the Central Texas region. On average 44 drowning patients are treated at Dell Children's each year. During this period, a total of 219 drowning patients were recorded in the submersion registry. This local data is similar with reported state and national drowning data.

**Resources and Collaboration:**

- Dell Children’s provides time of clinicians, resource navigators, case managers and administrative leaders and also provides life jackets and printed educational materials.
- Grants provide financial support for this program.
- Dell Children’s collaborates with Dell Children’s Foundation and hospital leaders, Dell Children’s Trauma Services and Research Program, Safe Kids Austin Coalition, Colin’s Hope and City of Austin Recreation Department.

**Anticipated impact:**

- Increasing access to learn-to-swim programming by reducing at least one identified barrier by June 30<sup>th</sup>, 2021 and another by June 30<sup>th</sup>, 2022.
- Educate 1,000 caregivers, children, and providers about water safety by June 30<sup>th</sup>, 2021 and another 1,000 by June 30<sup>th</sup>, 2022.
- Identify and reduce at least one barrier to access and use of personal floatation devices in the community by June 30<sup>th</sup>, 2021.

**Need: Mental and behavioral health services**

**Strategy:** In partnership with Dell Medical School, expand access to mental and behavioral health services through Dell Children’s.

- The target population is children and adolescents lacking adequate access to quality and affordable behavioral healthcare.
- Services provided through the Grace Greco Maxwell Mental Health Unit and Texas Child Study Center will expand community referral capacity and points of care through placement of specialists at Seton Express Care clinics as well as community clinics including Federally-Qualified Healthcare Centers (FQHCs), more diverse programming like weekly therapies and support groups after participation in Intensive Outpatients Programs (IOPs), and wider array of programs specific to mental and behavioral conditions, such as a new grant-funded substance abuse program.
- A statewide program called Child Psychiatry Access Network (CPAN) will assist pediatric care providers in Texas meet needs of children with behavioral health concerns by making behavioral health consultation support available to community pediatric practices.

**Resources and Collaboration:**

- Dell Children’s is recruiting new clinicians, interns and fellows in partnership with Dell Medical School and Dell Children’s Medical Group.
- FQHCs, People’s Community Care providers and other community clinics provide supervision, training and administrative support for doctoral internship positions.
- Programs will include collaboration with Dell Medical School, Dell Children’s Medical Group, CommUnityCare and People’s Community Care, as well as state governmental entities on the CPAN initiative.

**Anticipated impact:**

- Two doctoral interns will see approximately 50-75 patients each year during 2-day/week placement in community primary care settings (300-600 total over three years). These are patients who would not otherwise receive care (or would have required referral to hospital centers).

- One postdoctoral fellow will see approximately 50-75 patients each year during the 2-day/week placement in community primary care settings (150-225 total over three years).
- For the CPAN initiative, pediatricians and primary care providers will receive medication management consultation services and training opportunities, as well as on-demand crisis intervention and triage services to schools.

### **Need: Chronic Disease**

**Strategy:** Provide primary care to the most medically complex children and their families in the Austin community.

- The Comprehensive Care Clinic (CCC) is the only multi-disciplinary medical home for the most medically complex children in Austin/Central Texas. Currently, the clinic serves over 700 children and their families in a caring holistic environment that centers on relationship-based care.
- The children served are some of the most fragile pediatric patients and deal with a variety of conditions that are often life-limiting or lead to significant disability, including children with complex congenital syndromes, chromosomal disorders, or extreme prematurity with sequela that lead to severe functional impairment, technology dependence and disability.
- In the out-patient setting, CCC coordinates the child's subspecialty care to develop a comprehensive plan of treatment to maximize the child's "good" days. Many of the children enrolled in the program require, "institution level" of care provided within the home to prevent extended hospital stays.

### **Resources and Collaboration:**

- CCC requires the time of social workers, clinicians, a family liaison, along with financial resources, materials and supplies.
- As Dell Medical School is a partner with Ascension Seton in delivering health services, they also dedicate resources to this initiative.

### **Anticipated Impact:**

- Obtain FQHC Patient Centered Medical Home certification by September 2021.
- As part of the national pilot program to move to alternative payment models through a Collaborative Innovative Improvement Model (CoIIN) grant, ensure that 25% of patients utilize a shared care plan.
- As part of CoIIN grant, increase family experience and engagement by 25% from baseline based on survey results.
- Provide one 6-month session of resiliency course for staff by June 30<sup>th</sup>, 2020.

## Prioritized Need #1: Access to healthcare

**GOAL:** Expand access points to care for diverse populations.

### Action Plan

**STRATEGY 1:** Operate Children’s Health Express, a “doctor’s office on wheels” providing primary pediatric medical care and social services to under and uninsured children from birth to 18 years in Greater Austin community.

#### BACKGROUND INFORMATION:

- Children’s Health Express adheres to Ascension’s mission of serving all persons, with special attention to vulnerable, high-risk children experiencing poverty.
- The mobile team serves children at a homeless shelter, a food pantry, an early childhood center, a public school, a charter school and other locations far from brick-and-mortar health clinics and social service agencies.
- As a primary care medical home, Children’s Health Express provides patient-centered, evidence-based medicine and shared clinical decision-making with patients and families.
- Children’s Health Express screens for social determinants of health and provides families with needed community resources.

#### RESOURCES:

- Dell Children’s provides time of clinicians in addition to laboratory services, radiology services, pharmaceuticals, vehicle fuel and maintenance and administrative supplies.
- As Dell Medical School is a partner with Ascension Seton in delivering health services, they will also collaborate on this initiative.

#### COLLABORATION:

- Ascension Seton internal partners include revenue cycle management services (R1), Foundations, and clinical practices.
- Community organizations that offer services to children and families also partner with Children’s Health Express, including Austin Independent School District, Salvation Army, People’s Community Clinic, Children’s Health Fund, Central Texas Food Bank and many more.

#### ACTIONS:

1. Develop evidence-based policies and process for consistent, standardized care.
2. Implement social and case management services.
3. Develop strong partnerships with community resources for patients.
4. Develop robust patient, quality, and safety database to continually evaluate performance.
5. Develop process for screening and enrolling qualified children for health insurance coverage.
6. Develop referral process for linking families with needed resources such as SNAP, WIC, and SSI.

#### ANTICIPATED IMPACT:

1. Establish baseline in FY20 and increase the number of children seen onboard the Children’s Health Express by 10 percent per year thereafter.

**STRATEGY 1:** Operate Children’s Health Express, a “doctor’s office on wheels” providing primary pediatric medical care and social services to under and uninsured children from birth to 18 years in Greater Austin community.

- II. Establish baseline in FY20 and increase the number of children who utilize the Children’s Health Express for both acute and preventative health care by 10 percent per year thereafter.
- III. Establish based in FY20 and increase vaccination rates for children seen onboard the Children’s Health Express.
- IV. Establish baseline in FY20 and increase enrollment of children seen onboard the Children’s Health Express with insurance coverage by 5 percent per year thereafter.
- V. Increase the number of children linked with needed community resources.

**STRATEGY 2:** Increase access to injury prevention resources for communities of need by reducing barriers through diverse programming initiatives.

**BACKGROUND INFORMATION:**

- As a Level I Trauma Center, Dell Children’s records all acute injury data in the Trauma Registry. In 2017, Dell Children’s Trauma Services Department treated 204 patients for injuries related to motor vehicle crashes (MVC). Of these, 165 (80.9%) patients were less than or equal to 15 years of age.
- The percent of unrestrained trauma patients treated at Dell Children’s who have been involved in a MVC has decreased over the last three years (2015, 30%; 2016, 23%; 2017, 13%).

**RESOURCES:**

- Dell Children’s provides time of clinicians and other staff and also provides child safety seats to families in need, printed educational materials and child passenger safety technicians/instructors.
- Grants provide financial support for this program.

**COLLABORATION:**

- Dell Children’s also collaborates with Safe Kids Austin Coalition, Texas Department of Transportation, Local Fire/EMS/and Police, day care facilities, Head Start, local churches and Texas Department of Family Protective Services.

**ACTIONS:**

1. Implement the Dell Children’s Kids in Cars project plan for child passenger safety.
2. Implement child passenger safety activity through the Dell Children’s Safe Kids Austin coalition.
3. Implement child passenger safety activity through the Ascension Texas Network.
4. Implement Safe Kids Austin – Safe Baby University programs with local school teen parent programs.

**ANTICIPATED IMPACT:**

- I. Train 20 child passenger safety technicians in Central Texas by June 30<sup>th</sup>, 2021 and an additional 30 by June 30<sup>th</sup>, 2022.

**STRATEGY 2:** Increase access to injury prevention resources for communities of need by reducing barriers through diverse programming initiatives.

- II. Increase access of child passenger safety seat assistance in the target region by increasing appointment availability for 1,500 individuals through community inspection events by June 30<sup>th</sup>, 2021 and an additional 1,500 by June 30<sup>th</sup>, 2022.
- III. Establish one reliable process to enhance distribution of child passenger safety resources through the Ascension Texas Hospitals by June 30<sup>th</sup>, 2021 and another by June 30<sup>th</sup>, 2022.
- IV. Continued reduction in percentage of children in car accidents who were unrestrained.

**STRATEGY 3:** Implement water safety and drowning prevention efforts by targeting populations of need and reducing barriers to access.

**BACKGROUND INFORMATION:**

- As drowning is the leading cause of death for children ages 1-4 in the U.S and a leading cause among older children, water safety and drowning prevention is a primary focus of the Dell Children’s Injury Prevention Program and our Safe Kids Austin coalition.
- Drowning prevention requires a multi-faceted approach that includes surveillance, research, and interventions for caregivers and children, increasing access and availability to water safety resources, and advocating for safe protective environments.
- The Dell Children’s submersion data between 2014 and 2018 provide evidence of drowning in the Central Texas region. On average 44 drowning patients are treated at Dell Children’s each year. During this period, a total of 219 drowning patients were recorded in the submersion registry. This local data is similar with reported state and national drowning data

**RESOURCES:**

- Dell Children’s provides time of clinicians, resource navigators, case managers and administrative leaders and also provides life jackets and printed educational materials.
- Grants provide financial support for this program.

**COLLABORATION:**

- Dell Children’s collaborates with Dell Children’s Foundation and hospital leaders, Dell Children’s Trauma Services and Research Program, Safe Kids Austin Coalition, Colin’s Hope and City of Austin Recreation Department.

**ACTIONS:**

1. Develop and implement the water safety and drowning prevention program at Dell Children’s and in our local community.
2. Implement Safe Kids Austin – Safe Baby University programs with local school teen parent programs.
3. Implement drowning prevention activity through the Dell Children’s Safe Kids Austin coalition.

**STRATEGY 3:** Implement water safety and drowning prevention efforts by targeting populations of need and reducing barriers to access.

**ANTICIPATED IMPACT:**

- I. Increasing access to learn to swim programming by reducing at least one identified barrier by June 30<sup>th</sup>, 2021 and another by June 30<sup>th</sup>, 2022.
- II. Educate 1,000 caregivers, children, and providers about water safety by June 30<sup>th</sup>, 2021 and another 1,000 by June 30<sup>th</sup>, 2022.
- III. Identify and reduce at least one barrier to access and use of personal floatation devices in the community by June 30<sup>th</sup>, 2021.

**Alignment with Local, State & National Priorities**

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	HEALTHY PEOPLE 2020:
Strategy 1: I - V, Strategy 2: I – IV, Strategy 3: I - III	Austin/Travis County 2018 Community Health Improvement Plan Goal 1: Every Travis County resident has access to culturally sensitive, affordable, equitable, and comprehensive healthcare.	Department of State Health Services Strategic Plan: Goal 1: Improve health through prevention and population-health strategies.	Healthy People 2020 AHS-6 Reduce the proportion of persons who are unable to obtain or delay in obtaining necessary medical care.

## Prioritized Need #2: Mental and behavioral health services

**GOAL:** Expand provision of mental and behavioral health services for children and adolescents

### Action Plan

**STRATEGY 1:** In partnership with Dell Medical School, expand access to mental and behavioral health services through Dell Children’s.

#### BACKGROUND INFORMATION:

- The target population is children and adolescents lacking adequate access to quality and affordable behavioral healthcare.
- Services provided through the Grace Greco Maxwell Mental Health Unit and Texas Child Study Center will expand community referral capacity and points of care through placement of specialists at Seton Express Care clinics as well as community clinics including Federally-Qualified Healthcare Centers (FQHCs), more diverse programming like weekly therapies and support groups after participation in Intensive Outpatients Programs (IOPs), and wider array of programs specific to mental and behavioral conditions, such as a new grant-funded substance abuse program.
- A statewide program called Child Psychiatry Access Network (CPAN) will assist pediatric care providers in Texas meet needs of children with behavioral health concerns by making behavioral health consultation support available to community pediatric practices.

#### RESOURCES:

- Dell Children’s is recruiting new clinicians, interns and fellows in partnership with Dell Medical School and Dell Children’s Medical Group.
- FQHCs, People’s Community Clinic providers and other community clinics provide supervision, training and administrative support for doctoral internship positions.
- The CPAN initiative will receive state funding to support medication management consultation services and training opportunities on telemedicine initiatives.

#### COLLABORATION:

- This program will include collaboration from Dell Medical School, Dell Children’s Medical Group, Community Care and People’s Community Care.
- Through the CPAN initiative, Dell Medical School and Dell Children’s will work with state governmental entities.

#### ACTIONS:

1. Expand outpatient partial hospitalization program, including group and family services.
2. Implement behavioral management systems beyond discharge for “step-down” care, or continuity of care, including emergency department discharge for psychiatric outpatient care.
3. Hire two new full-time psychologists to increase community referral capacity for evaluation and treatment.
4. Hire and train two new full-time behavioral health clinicians to work in integrated primary care clinics across four Austin community locations.

**STRATEGY 1:** In partnership with Dell Medical School, expand access to mental and behavioral health services through Dell Children’s.

5. Add two doctoral internship positions, for a total of eight, specifically intended for community field placements for prevention of and intervention for children and adolescents with behavioral health concerns, including substance use disorder.
6. Add one postdoctoral fellowship position, specifically intended for community field placement to prevent and treat behavioral health and substance use concerns.
7. Implement the CPAN initiative to expand care for children and youth with behavioral health needs.

**ANTICIPATED IMPACT:**

- I. Two doctoral interns will see approximately 50-75 patients each year during 2-day/week placement in community primary care settings (300-600 total over three years). These are patients who would not otherwise receive care (or would have required referral to hospital centers).
- II. One postdoctoral fellow will see approximately 50-75 patients each year during the 2-day/week placement in community primary care settings (150-225 total over three years).
- III. CPAN program will be implemented with school districts being educated about the availability of services, and collaborations formalized among Ascension, Dell Medical School, community centers, and state-governmental partners.

**Alignment with Local, State & National Priorities**

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	HEALTHY PEOPLE 2020:
I - III	Austin/Travis County 2018 Community Health Improvement Plan Goal 4: Advance mental wellness, recovery and resilience through equitable access to responsive, holistic, and integrated community healthcare systems.	Department of State Health Services Strategic Plan: Goal 1: Improve health through prevention and population-health strategies.	Healthy People 2020 MHMD-9 Increase the proportion of adults with mental health disorders who receive treatment.

## Prioritized Need #3: Chronic Disease

**GOAL:** Provide continuum of care for children with chronic conditions

### Action Plan

**STRATEGY 1:** Provide primary care to the most medically complex children and their families in the Austin community

#### BACKGROUND INFORMATION:

- The Comprehensive Care Clinic (CCC) is the only multi-disciplinary medical home for the most medically complex children in Austin/Central Texas. Currently, the clinic serves over 700 children and their families in a caring holistic environment that centers on relationship-based care.
- The children served are some of the most fragile pediatric patients and deal with a variety of conditions that are often life-limiting or lead to significant disability, including children with complex congenital syndromes, chromosomal disorders, or extreme prematurity with sequela that lead to severe functional impairment, technology dependence and disability.
- In the out-patient setting, CCC coordinates the child's subspecialty care to develop a comprehensive plan of treatment to maximize the child's "good" days. Many of the children enrolled in the program require, "institution level" of care provided within the home to prevent extended hospital stays.

#### RESOURCES:

- CCC requires the time of social workers, clinicians, a family liaison, along with financial resources, materials and supplies.
- As Dell Medical School is a partner with Ascension Seton in delivering health services, they also dedicate resources to this initiative.

#### COLLABORATION:

- Ascension embeds providers who offer integrated services in the CCC clinic including behavioral health and rehabilitation medicine.
- Daily tele-rounding with the inpatient team at Dell Children's provides continuity of care when CCC patients are hospitalized and also provide discharge planning when patients leave Dell Children's.
- CCC collaborates with community organizations including Texas Parent to Parent, and VELA to offer support to parents of children with special needs.

#### ACTIONS:

1. Use a population management tool to identify high utilizers of medical services and anticipate medical needs proactively.
2. Participate in a national pilot to move to alternative payment models through a Collaborative Innovative Improvement Model (COIIN) funded by a grant from the Health Resources and Services Administration (HRSA) for children with medical complexities.
3. Convene a monthly stakeholder group comprised of the core members of the COIIN project including representatives from HHSC, Title V, two MCOs, Dell Medical School and Texas Parent to Parent.

**STRATEGY 1:** Provide primary care to the most medically complex children and their families in the Austin community

4. Participate in STAR Kids (a Medicaid managed care program for children 20 or younger with disabilities) advisory council to influence policy at the state health and human services level.

**ANTICIPATED IMPACT:**

- I. Obtain FQHC Patient Centered Medical Home certification by September 2021.
- II. As part of the CoIIN grant ensure that 25% of patients utilize a shared care plan.
- III. As part of CoIIN grant, increase family experience and engagement by 25% from baseline based on survey results.
- IV. Provide one 6-month session of resiliency course for staff by June 30<sup>th</sup> 2020.

**Alignment with Local, State & National Priorities**

OBJECTIVE:	LOCAL / COMMUNITY PLAN:	STATE PLAN:	HEALTHY PEOPLE 2020:
I - IV	Austin/Travis County 2018 Community Health Improvement Plan Goal 2: Prevent and reduce the occurrence and severity of chronic disease through collaborative approaches to health that create environments that support, protect, and improve the well-being of all communities.	Department of State Health Services Strategic Plan: Goal 1: Improve health through prevention and population-health strategies.	Healthy People 2020 HRQOL/WB-1 Increase the proportion of adults who self-report good or better health.

**Approval**

Prepared by Ascension Seton. Formally recommended and approved by the Ascension Seton Board of Directors on October 23, 2019 and thereafter approved and adopted by the Ascension Texas Board of Directors on October 23, 2019.