

# Developing a Pediatric Care Management Program

## Challenge

A large percentage of our client's patients are considered "medically complex" based on their diagnosis and need for ongoing treatment and care coordination. In order to compete with providers in each local market, improve market differentiation and increase referrals, the client needed to address gaps in care and service provided to these children.

## Solution

We were engaged to design and implement an integrated, multidisciplinary model that would bring together Care Management, Coding and Documentation Improvement (CDI), Patient Access and Revenue Cycle (coding, billing and utilization management). The new model necessitated the redesign of our client's existing Care Coordination department, including redefining roles and responsibilities. The new Care Management Program is focused on three Guiding Principles: Managing transitions of care; Managing adherence to the plan of care; and Optimizing population health. The specific goals of the new team were to support transitions of care, improve clinical outcomes, increase patient and family satisfaction, increase referrals and preserve valuable medical resources.

## Results

- Completion of onsite education and training at all 18 US facilities, and the majority of the facilities have implemented the model
- Metrics have been identified and dashboards created to measure the impact of the integrated, multidisciplinary model
- Data is being collected and reported to Steering Committee and indicated a positive impact of the model on:
  - Decrease in the number of variance days
  - Increase in the number of patients assessed for discharge needs
  - Increase in number of patients with documented discharge needs who have a documented discharge plan

## About the Client:

*A pediatric health system which owns and operates 18 US-based pediatric specialty hospitals with significant ambulatory volume providing services to children from all 50 states and around the world*

Contact us for information on how we can help you reach your goals.

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