

COMMUNITY SPOTLIGHT

CHP PARTICIPANT COMMUNITY CHILDREN'S COMPREHENSIVE CARE CLINIC

Austin, TX



“Children with behavioral and medical complexity represent the top tier of the healthcare pyramid in terms of intensive care needs, medical fragility, cost and negative population health outcomes.”

PROJECT SNAPSHOT

Site Type	Practice
Health Category	Maternal/child health
Health Objective	Care for families of children with medical and behavioral complexity
Geographic Scale	Multi-county region
Sectors	Lead: Health Care Data contribution: Social Services, Health Care, Education, Community-based Organizations
Data Types	EHR, insurance claims, survey data, private records, public records, geographic data
Data Integration	Provide a patient-controlled common technology platform

COMMUNITY OVERVIEW

The Children's Comprehensive Care Clinic is a not-for-profit organization dedicated to finding innovative approaches to pediatric health challenges. With the support of the CHP program, the Children's Comprehensive Care Clinic will work with its partners to improve care for families of children with medical and behavioral complexity throughout multiple counties in the Austin, Texas area. Through collaboration among multiple sectors including health care, social services, community-based organizations, and education, they will build and provide a patient-controlled common technology platform. The effort aims to bring together individuals and entities involved in the care of a child, with the patient and family at the center, and anticipates developing a sustainable, integrated, participatory health care data ecosystem.

PROJECT APPROACH

Children's Comprehensive Care Clinic has designed a web-based technology platform called PATIENeT, which is composed of three concentric circles connecting data from families, clinicians, school resources, therapists, etc. In order to streamline processes used by different healthcare and community entities they will:

- Establish process integration procedures so that different entities can access or contribute data;
- Bring other entities into the care and data ecosystem;
- Establish procedures on privacy and data sharing guidelines;
- Identify and formulate a financial sustainability plan; and
- Recognize and address the challenges of computer illiteracy and digital divide.

ANTICIPATED IMPACT

The clinic proposes to serve as a nucleus to bring together a community of stakeholders committed to eliminating health data silos. This will enable the development of a sustainable, integrated, participatory health care data ecosystem and provide a streamlined system of care for families and children with behavioral and medical complexity.

PROJECT TIMELINE

MONTHS 1-6	MONTHS 7-12	MONTHS 13-17
<ul style="list-style-type: none"> • Convene stakeholders to define and build a common understanding • Clearly define goals, accountability, and ownership • Work on principles of process integration by the different entities that address the same health challenge; data sharing; privacy procedures, audits, and accountability • Delineate ways in which data flows to support the interventions and to track and evaluate processes and outcome. 	<ul style="list-style-type: none"> • Optimize and enhance technology to allow proposed data sharing and streamline processes • Implement (rapid prototyping) with built in mechanisms to iteratively optimize processes 	<ul style="list-style-type: none"> • Implement (rapid prototyping) with built in mechanisms to iteratively optimize processes

LEAD AGENCY

- **Children's Comprehensive Care Clinic** (<https://www.dellchildrens.net/services-and-programs/childrens-comprehensive-care-clinic/>) is a primary care clinic dedicated to the care of children with complex medical issues. This innovative model creates a cohesive family-centered care delivery system to provide wraparound care for children with challenging medical needs. The clinic was established with four main objectives: reduce stress and burden on families; improve patient outcomes and quality of life; reduce preventable emergency room visits; and decrease avoidable hospitalizations.

PARTNERS/COLLABORATORS

- **Superior Healthplan:** Superior is a managed health care company that works with the State of Texas Health and Human Services Commission to provide health care for Texans enrolled in Medicaid, Children's Health Insurance Program (CHIP), CHIP Perinatal Care, and STAR+PLUS in many cities and counties across the state.

MEET THE PROJECT TEAM!



Rahel Berhane, M.D.
 Medical Director
 CHP Role: Project Lead
 Contact: rxberhane@seton.org

- Ask her about:**
- Creative team building
 - Innovative health care strategies



Mari-Ann Alexander, Ph.D., R.N.
 Nurse Research Scientist
 CHP Role: Co-PI
 Contact: malexander@seton.org

- Ask her about:**
- Data management and evaluation
 - Research and quality improvement



Mark Shen, M.D.
 President, Dell Children's Medical Center
 CHP Role: Stakeholder
 Contact: mshen@seton.org

- Ask him about:**
- Health care leadership
 - Pediatric health care utilization



Kendall Sharp, R.N., M.S.N., C.P.N.P.
 Practice Manager
 CHP Role: Project Coordinator
 Contact: ksharp@seton.org

- Ask her about:**
- Clinical pediatrics
 - Leading a team for innovative care



Kristin Chandler
 Planning Consultant, Innovation
 CHP Role: Design Expert
 Contact: kvchandler@seton.org

- Ask her about:**
- Innovation methods and design thinking
 - Clinical quality measurement