

Pediatric Ambulatory Subspecialty Services at the Children's Hospital at Montefiore. Past, Present and Future & Overview of the Ambulatory Specialty Practice



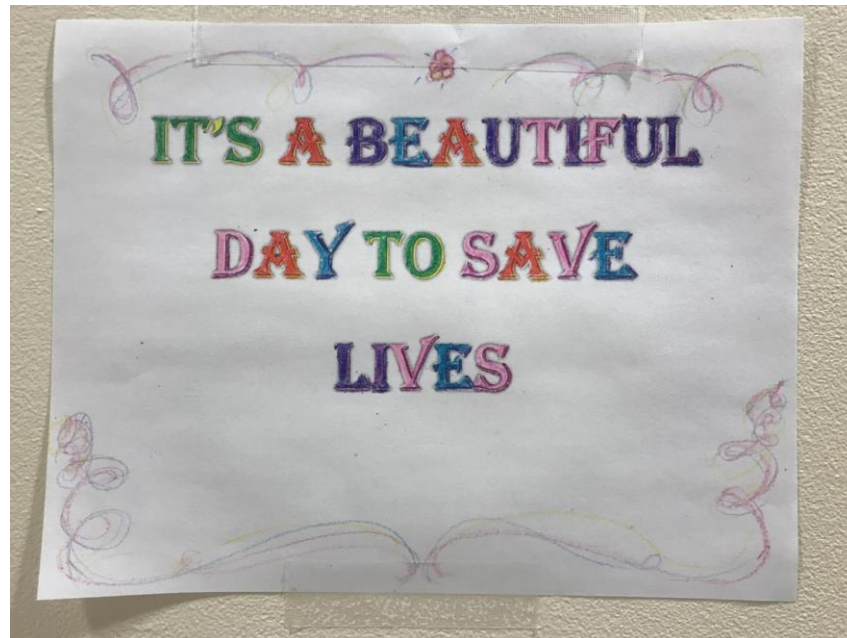
THE PEDIATRIC HOSPITAL FOR:



Albert Einstein College of Medicine
OF YESHIVA UNIVERSITY

Thank you for being here!

- What can the Department of Pediatrics to support your practice?
- Questions/Comments/Concerns always welcome.



Ambulatory Specialty Care at CHAM

- A simple goal:
- *Care for each child the way we want our own children treated, and care for every family the way we want our family treated.*



Despite Emphasis on Primary Care, referrals to subspecialists are increasing.

“Among patients ages 3-18, the probability that an outpatient visit resulted in a referral to another physician increased from 4.7% in 1999 to 7.6% in 2009. “

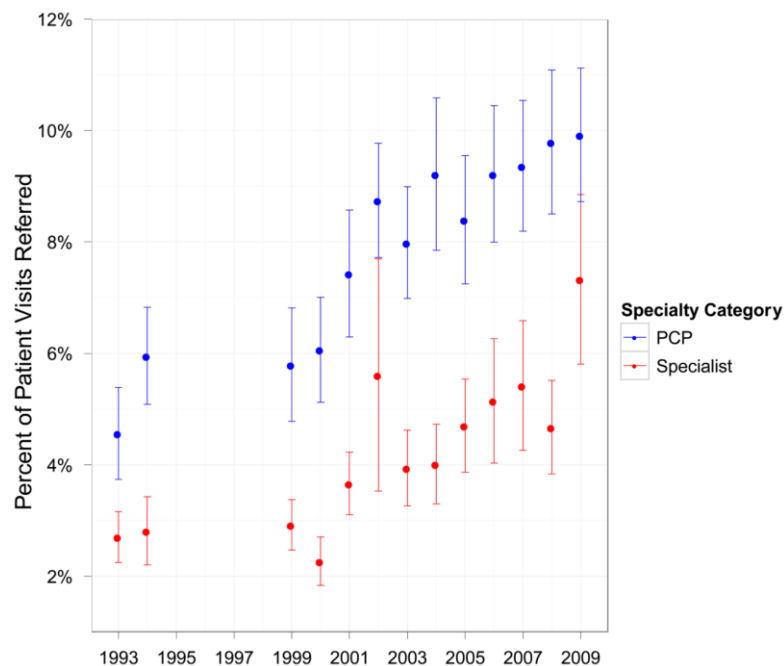


Figure 2. Referral Rates in the US for Office-Based Physicians, 1993–2009, by Specialty Error bars show 95% confidence intervals.

Barnett M, Song Z, Landon B. (2012) Trends in physician referrals in the United States, 1999-2009. Arch Intern Med. 172(2):163-170.

ACCESS to Pediatric Subspecialty Care: National View

U.S. Department of Health and Human Services

❖ VISION

All children, adolescents, and young adults should receive high quality, comprehensive care through a medical home that assures timely access to necessary subspecialty care and facilitates the transition to adult care when appropriate.

❖ STATEMENT OF PRINCIPLES

1. The medical home promotes well-coordinated partnerships among the family, primary care provider, pediatric subspecialists, other pediatric care providers, and related child-serving systems and has been endorsed by the American Academy of Pediatrics, the American Academy of Family Physicians, and the American College of Physicians.
2. A sufficient number of pediatric subspecialists should exist to provide high quality tertiary care to children.
3. Full and equitable financing by third party payers and public health systems should be available to support the early identification and management of chronic conditions, comprehensive preventive care, and collaborative arrangements between primary and subspecialty pediatric care.

RECOMMENDATIONS FOR IMPROVING ACCESS TO PEDIATRIC SUBSPECIALTY CARE THROUGH THE MEDICAL HOME

DECEMBER 2008

U.S. Department of Health and Human Services
Health Resources and Services Administration



It's not just
number of
specialists.
Systems to
coordinate and
work efficiently
are needed.



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12. Federal Expert Work Group on Pediatric Subspecialty Capacity. Promising Approaches for Strengthening the Interface between Primary and Specialty Pediatric Care.

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<http://www.mchpolicy.org>

The Essential elements of good care:

timely communication, cooperation to increase the proportion of “met needs” for families, and establishment of a care plan multiple providers....When measures are established, health outcomes must be determined or at least health care process measures, that are sensitive to the quality of collaboration.”

- Waiting times > 6 months not unusual for children regardless of insurance.
- All stakeholders are concerned (families, providers, insurers, health care systems, HMOs, medical schools).
- **As outcomes improve, the need for expert care INCREASES.**
- Consensus Statements:
 - National Association of Children’s Hospitals and Related Institutions (NACHRI). (2010) Pediatric subspecialist shortages affect access to care.
 - American Academy of Pediatrics. (2010) America’s children need access to pediatric subspecialists.



Montefiore Pediatric Ambulatory Sub-Specialty Care (PASS)

Mission:

Provide family-centered subspecialty care that is world-class, compassionate and accessible to all children in need.



PASS : 18 Sub-Specialties: (SuperSub-Specialties)

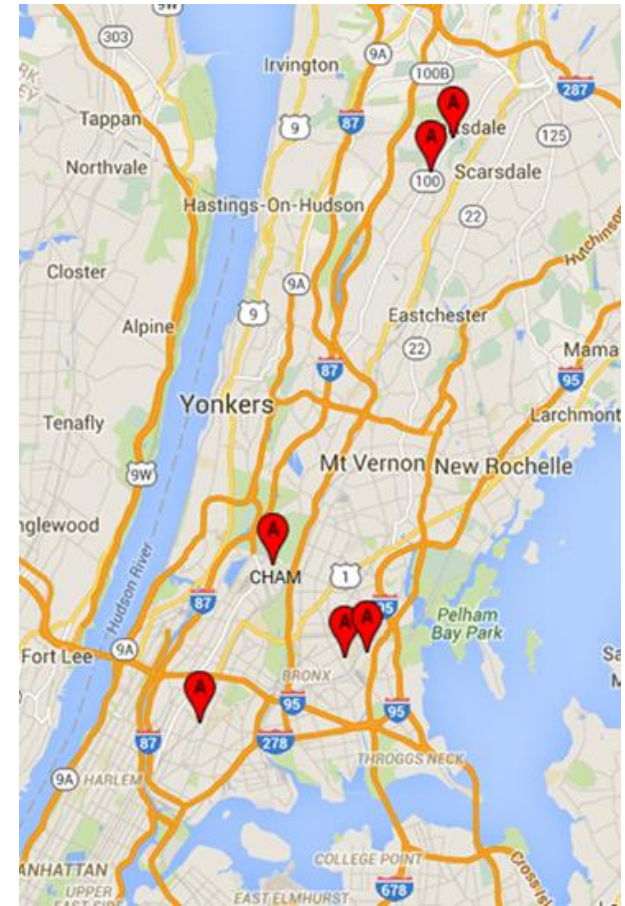
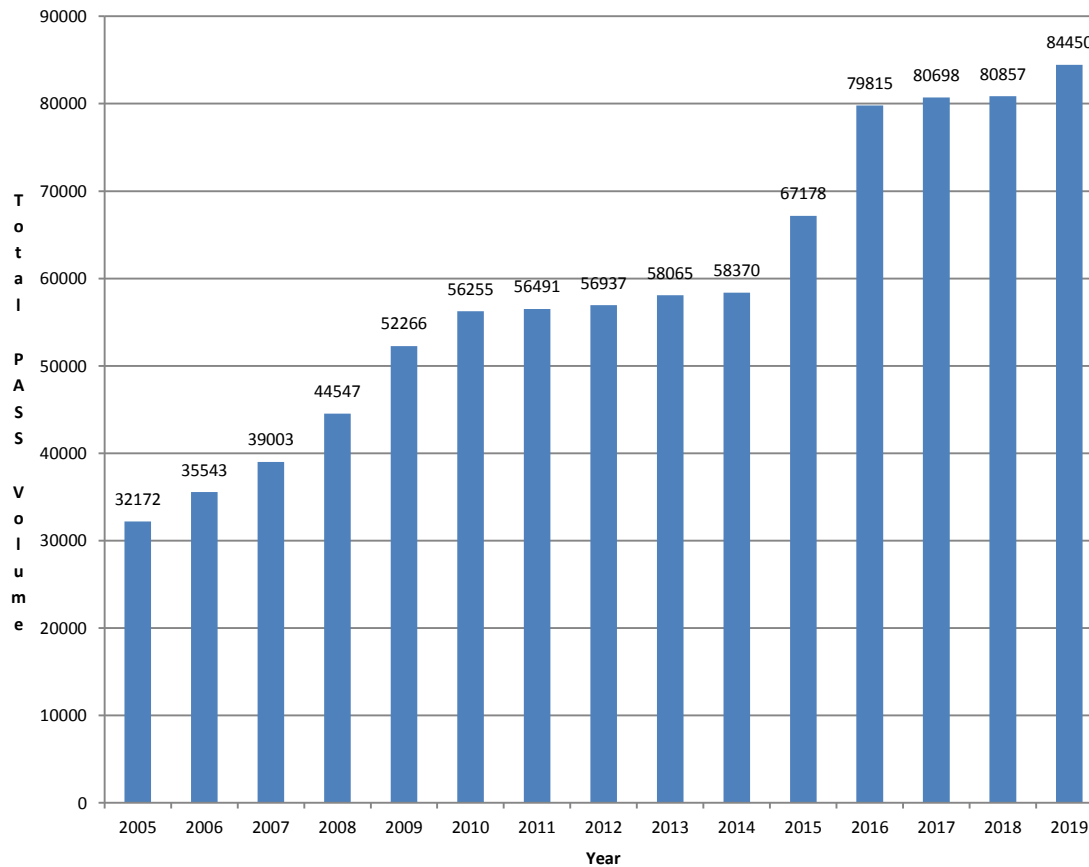
- ❖ Adolescent Medicine
- ❖ Allergy/ Immunology
- ❖ Cardiology
- ❖ Heart Healthy Program
- ❖ Dermatology
- ❖ Endocrinology
- ❖ Gastroenterology
- ❖ Genetics
- ❖ Hem/Onc/Stem Cell Transplant
- ❖ Infectious Disease
- ❖ Metabolism
- ❖ Nephrology
- ❖ Neurology
- ❖ Pediatric Surgery
- ❖ Pediatric Otorhinolaryngology
- ❖ Pulmonary
- ❖ Rheumatology
- ❖ Urology

Multidisciplinary Clinics: (Opportunities for Synergy)

- ❖ LINCS-Linking Individual Needs of Children with Services
- ❖ Lupus Nephritis Clinic
- ❖ Rett Syndrome Clinic
- ❖ Cardio-Genetics Clinic
- ❖ Dermato-Genetics
- ❖ FUNCTION Clinic
- ❖ Williams Syndrome Clinic
- ❖ Sarcoma Clinic
- ❖ Neuro-Oncology Clinic
- ❖ Neurocutaneous Disorders
- ❖ ASTHMA Center
- ❖ Sickle Cell Pain Clinic
- ❖ Adolescent REP Clinic
- ❖ Bronchopulmonary Dysplasia Clinic
- ❖ Neuro-Muscular Disease Clinic
- ❖ Bleeding Disorders
- ❖ Thyroid Clinic
- ❖ Center for 22q11.2 Deletion Syndrome

Locations of Care: Bring Care Close to Home

- CHAM
- Hutch Metro Center
- Hartsdale Practice
- Montefiore Wellness



*projected

Beyond the numbers:



EMPATHIZE

Put yourself in the other person's shoes. Understand things from their point of view without making assumptions or judgments.

Marlene Dunkley Pediatric Ambulatory Sub-Specialty Service

"Patient was schedule for an EKG and unfortunately was uncooperative at first. **Marlene** spoke with the patient and was very friendly with him. To make the patient feel comfortable, **Marlene** gave him a kit with a coloring book, stickers, and toys which he really appreciated it. The patient became calm and asked **Marlene** if she could do the EKG. **Marlene** advised him that she couldn't do it, but if he wanted she would go in the room with him. **Marlene** accompanied the patient and it took some time, but the EKG was done. **Marlene** really went above and beyond with this patient, and it is greatly appreciated."

~ recognition from Victoria Andre

WHAT ARE THE DIFFERENT WAYS WE CAN SHOW EMPATHY?



WE CARE

SERVICE CULTURE



ANSWER QUESTIONS CLEARLY

Ask about and address concerns. Ensure that your response is understood. Explain next steps.

Jean-Pierre Ramos, Senior Clerk PASS

A Patient and her husband arrived for an appointment in the Pediatric Heart Center. **Jean-Pierre** assisted them and discovered that the appointment was scheduled at the Hutch. **Jean-Pierre** informed the patient, but they did not know how to get there via public transportation. **Jean-Pierre** performed a Google search for directions via public transportation, and provided the patient with a map, bus options, and detailed directions on how to get to the Hutch. Both the patient and her husband were very appreciative for **Jean-Pierre's** assistance.

WHAT CAN WE DO TO ENSURE QUESTIONS AND CONCERNS ARE ADDRESSED?



ANSWER QUESTIONS CLEARLY

Ask about and address concerns. Ensure that your response is understood. Explain next steps.

ROBERTH. PASS, MD PEDIATRIC CARDIOLOGY

"My son had WPW and therefore needed to have a cardiac cath with ablation. From the moment I contacted **Dr. Pass**, I knew I had taken my son to the right place. On the initial consultation, **Dr. Pass** explained to my son and I all we ever wanted and needed to know about WPW, SVT and the procedure my son needed in such a detailed but comprehensible manner. **Dr. Pass** was very professional, reassuring, and made us feel very comfortable in an otherwise stressful situation".

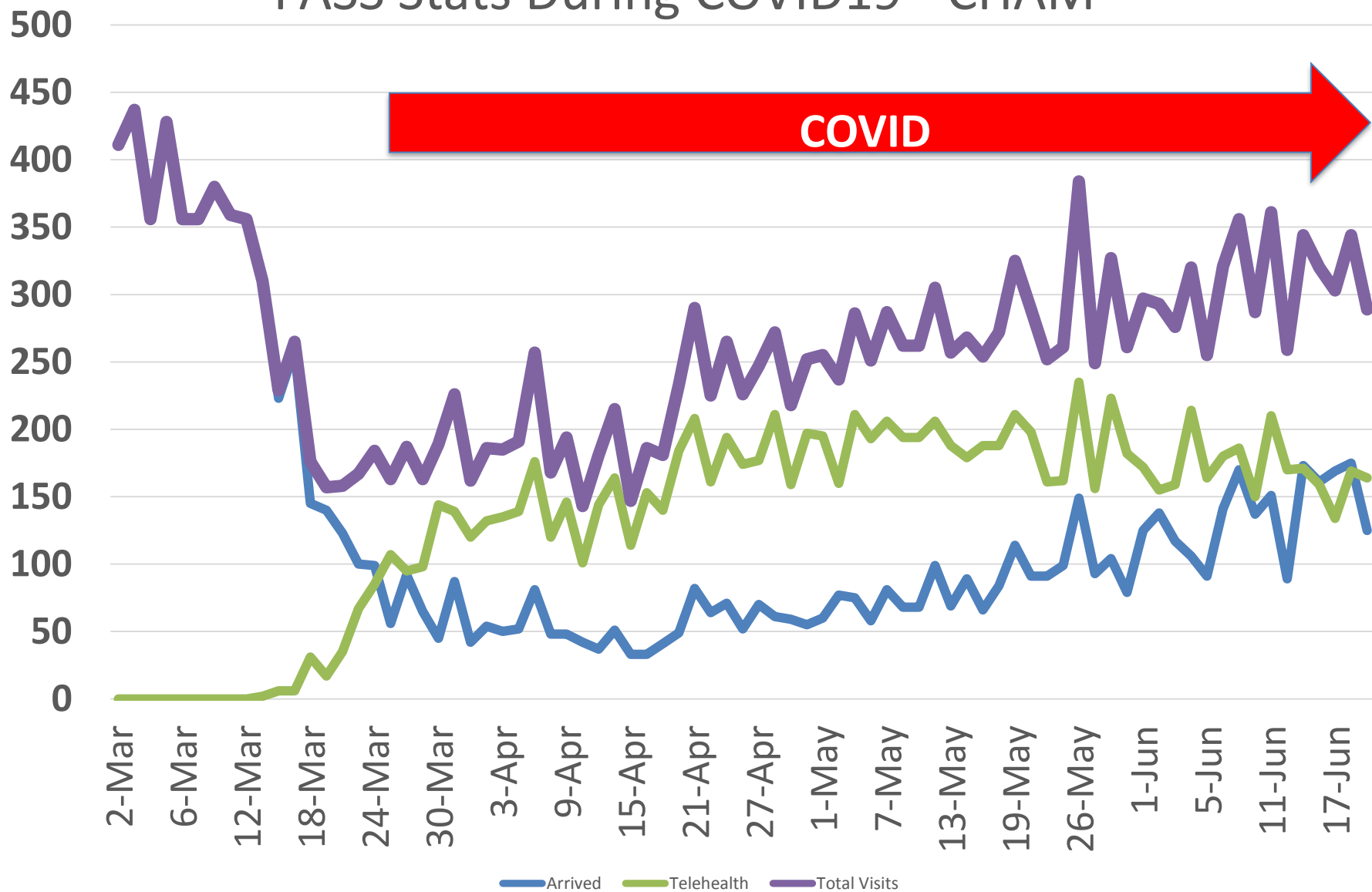
~ Letter from the parents of a Pediatric Cath lab patient

WHAT CAN WE DO TO ENSURE QUESTIONS AND CONCERNS ARE ADDRESSED?

Just a few examples...



PASS Stats During COVID19 - CHAM





PEDIATRIC PREOPERATIVE / PREPROCEDURE TESTING

Covid-19 Nasopharyngeal PCR Swab

Hours of Operation

8:00 am – 3:30 pm

Start date: 6/3/2020

SAME DAY APPOINTMENTS ONLY

ASYMPTOMATIC PATIENTS ONLY

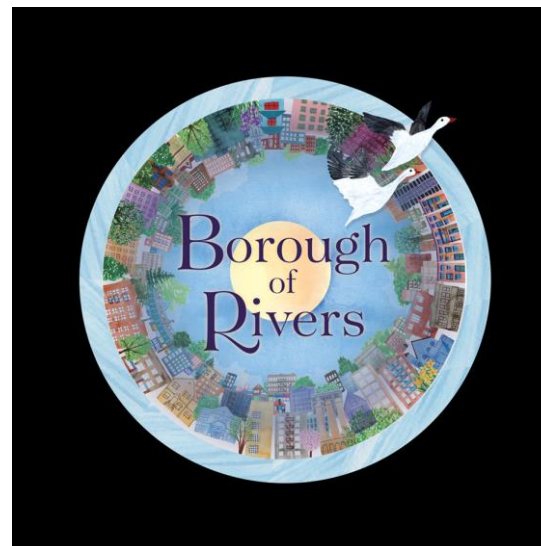
CHAM 3 (Exam Room 5)

718 741 2025

- Asymptomatic Patients Only.
- AWAITING EPIC BUILD TO ALLOW SCHEDULING via Patient Access Center.
- Pediatric Weekend Sample Collection Available at Test Site 7 (Moses Tents)
-Can be scheduled via PAC.

Vaccination Site Planning

Rosenthal 3 and 4



The artwork on Rosenthal 4 has been selected as one of the 100 top Art Design and Projects for the 2020 CODA Art awards competition.

How can you vote?

1. Click on this link:
<https://www.codaworx.com/codaawards/2020-codaawards-top-100/>
2. Scroll down until you see the Rosenthal 4 artwork (entitled Borough of Rivers: The Bronx)
3. Click on the artwork









WELCOME!

- Please say “HELLO.”
- Please share your feedback and suggestions.
- *Ars longa, vita brevis. (Hippocrates)*
"The physician must not only be prepared to do what is right himself, but also to make the patient, the attendants, and externals cooperate."

Thank you.

- What can the Department of Pediatrics do to support your practice?
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