



# MEDICAL AND DENTAL EXAMS FOR FOSTER YOUTH

---

May 19, 2016

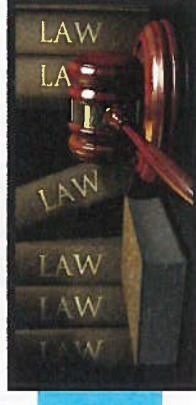
*Health Services Advisory Board Meeting*



# FOSTER CARE OVERVIEW: MEDICAL AND DENTAL SERVICES



LIVE WELL  
SAN DIEGO



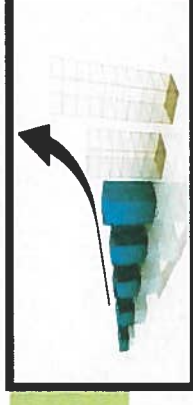
## Authority

- State Budget Act of 1999
- Assembly Bill 1111



## Program Services

- Public Health Nurses support CWS staff and Probation officers
- Document in the Health Education Passport (HEP)
- Participate in interdisciplinary team conferences
- Serve in an administrative capacity to assist with coordinating health services



## Performance Measures (PM)

- 100% of children in out-of-home placement will have:
- Preventive health and dental exams according to the Child Health and Disability Prevention (CHDP) periodicity schedule and documented in the HEP (PM 1 & 2)
- Initiated follow-up care for any health conditions identified on the CHDP well child exam report (PM 3)

# FOSTER CARE OVERVIEW: CHILDREN IN OUT OF HOME CARE FY 14-15



## **Placement Types (estimated 2800 children)**

- **Relative/Kinship Caregivers: 42%**
- **Non-Relative/Kinship Caregivers: 53%**
  - Foster Family Homes (FFHs)
  - Group Homes/Foster Family Agencies (FFAs)
  - Guardian
- **Pending Adoptions/Trial Visits w/ Parents: approx. 6%**

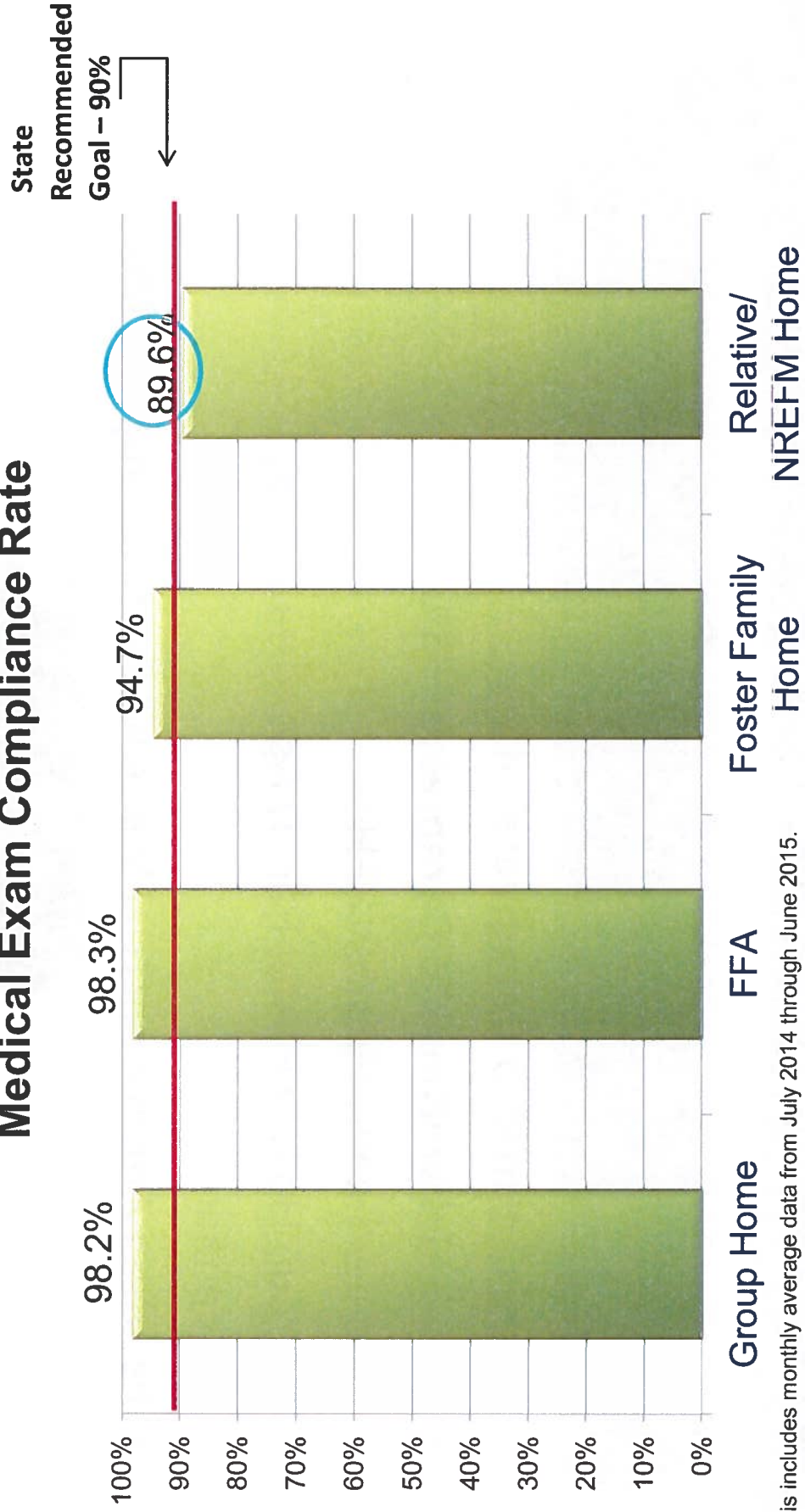


# COMPLIANCE BY PLACEMENT TYPE FY 14-15



LIVE WELL  
SAN DIEGO

## Medical Exam Compliance Rate



This includes monthly average data from July 2014 through June 2015.

Data includes children up to age 18.

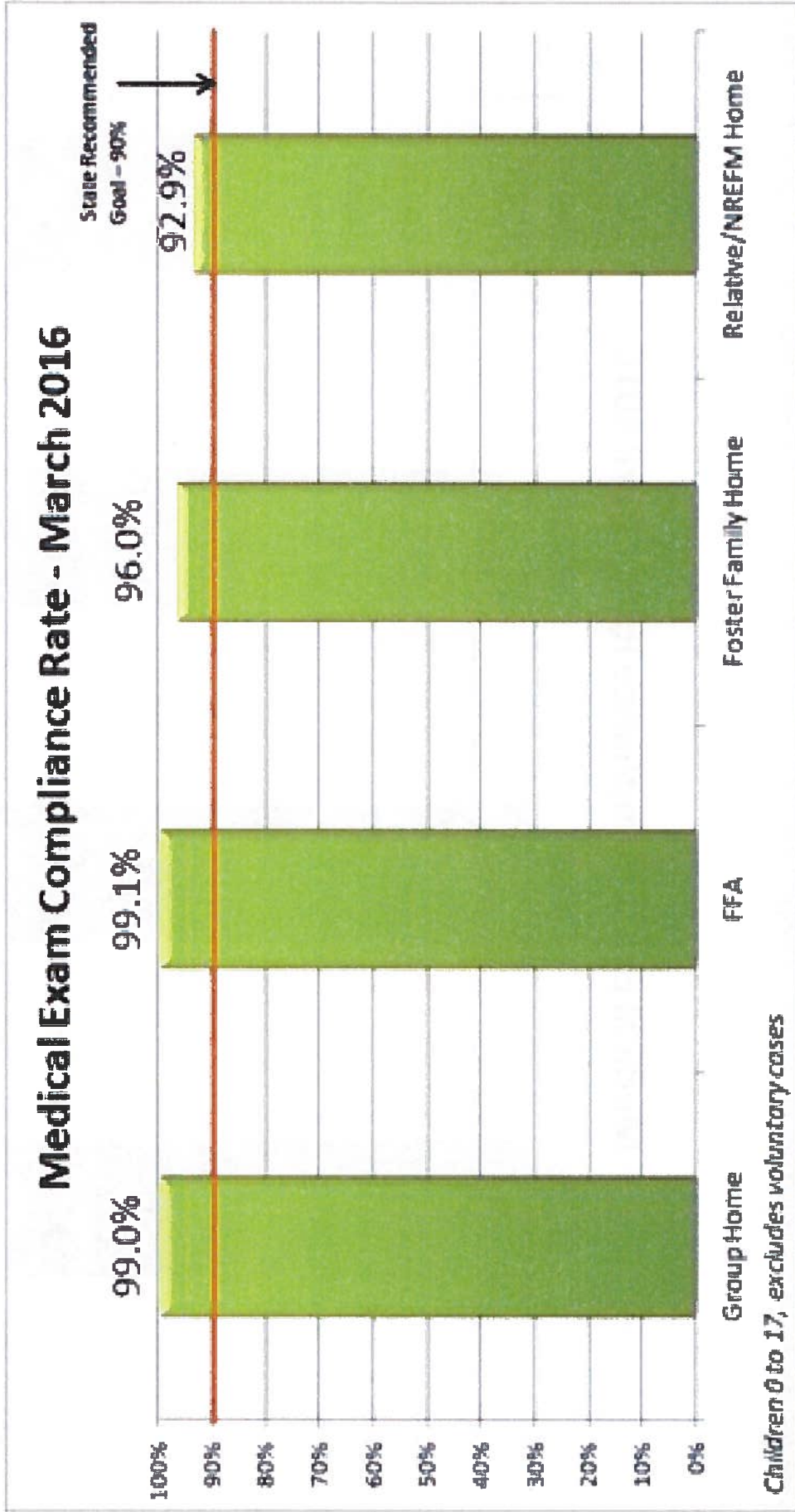
Excludes voluntary cases.

Data Source: CWS Data Unit SafeMeasures, extract date 1/22/2016.

# MEDICAL EXAM COMPLIANCE 2016



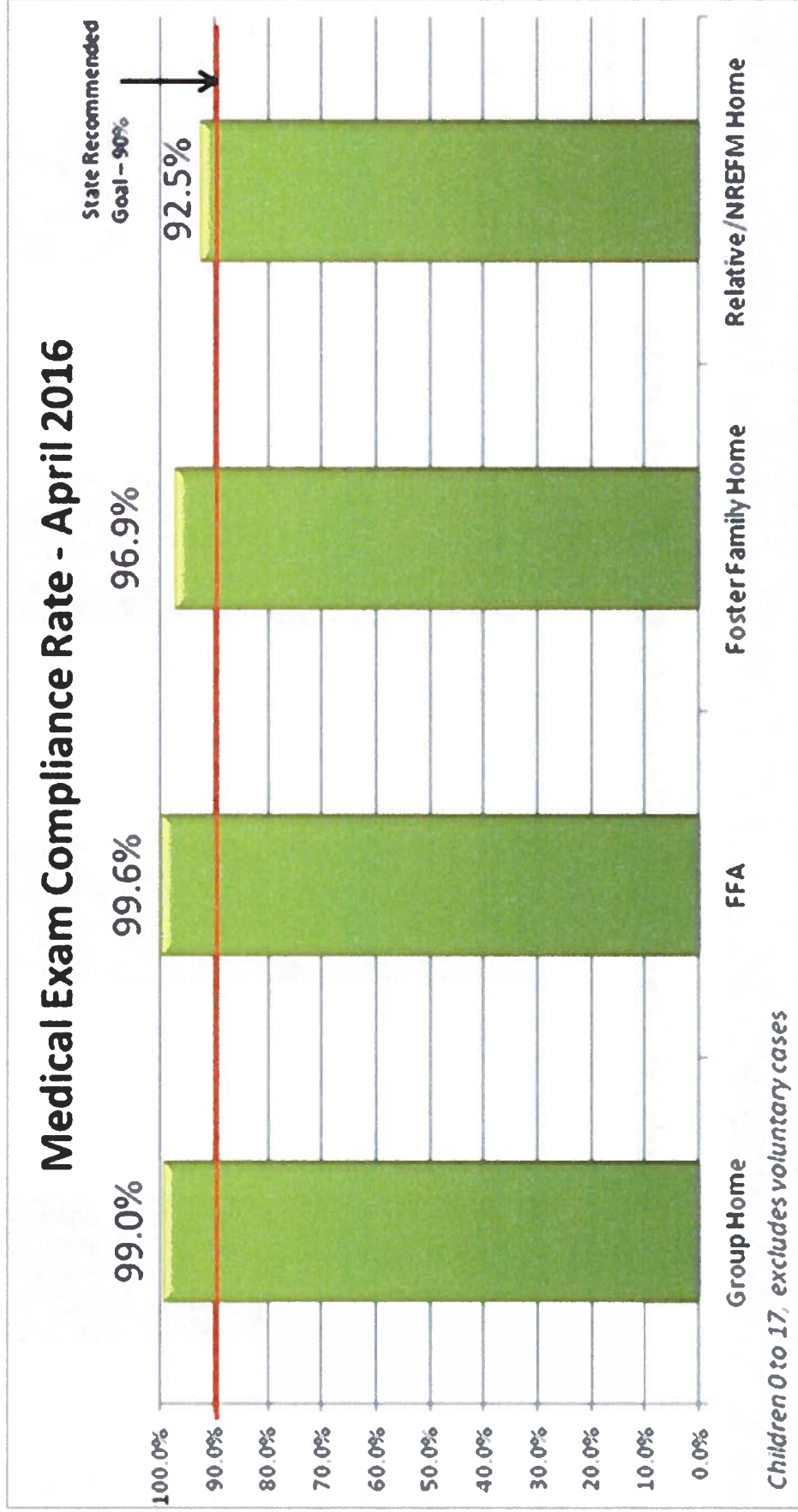
LIVE WELL  
SAN DIEGO



# MEDICAL EXAM COMPLIANCE 2016



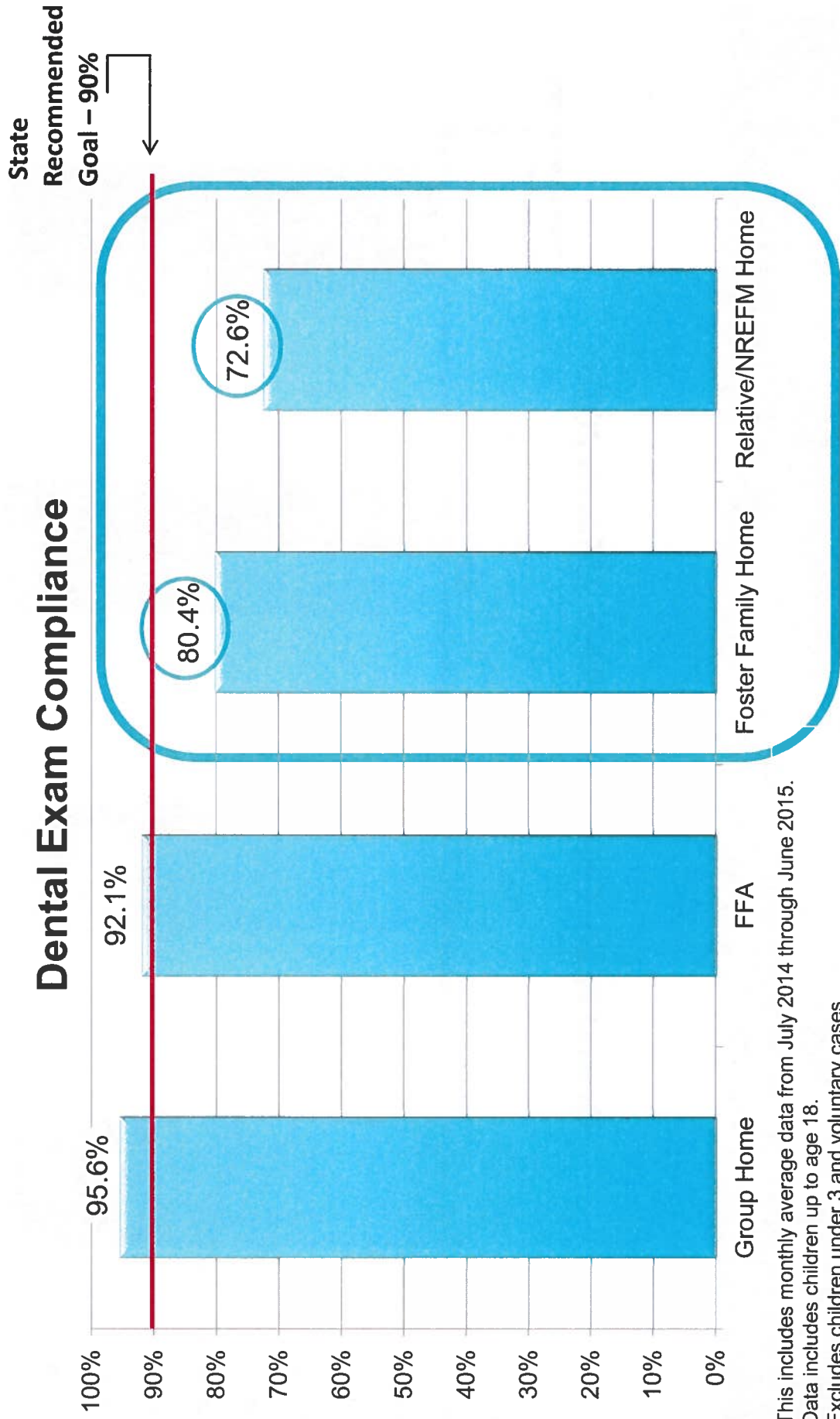
LIVE WELL  
SAN DIEGO



# COMPLIANCE BY PLACEMENT TYPE FY 14-15



LIVE WELL  
SAN DIEGO

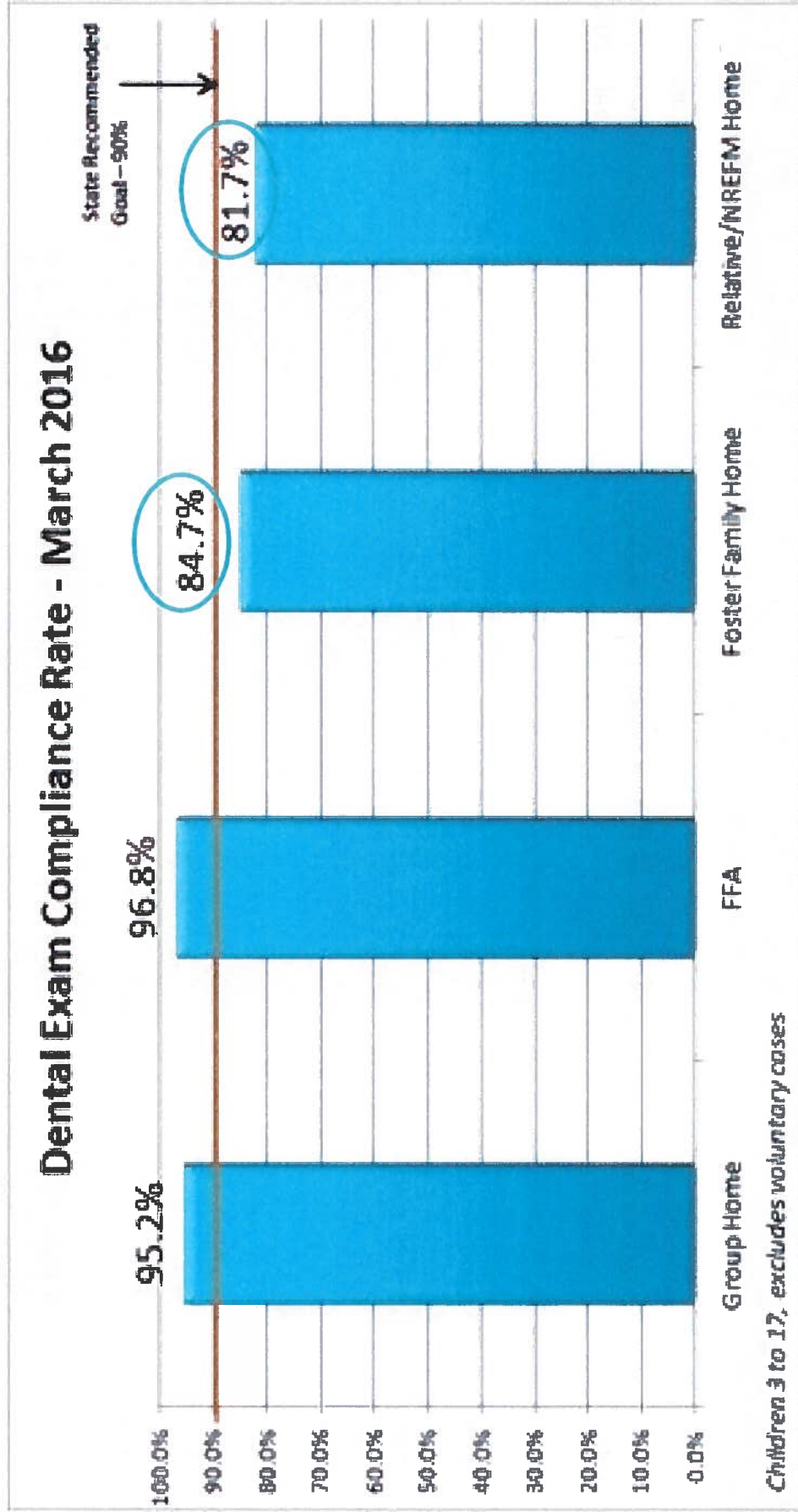


This includes monthly average data from July 2014 through June 2015.  
Data includes children up to age 18.  
Excludes children under 3 and voluntary cases  
Data Source: CWS Data Unit SafeMeasures, extract date 1/22/2016.

# DENTAL COMPLIANCE 2016



LIVE WELL  
SAN DIEGO

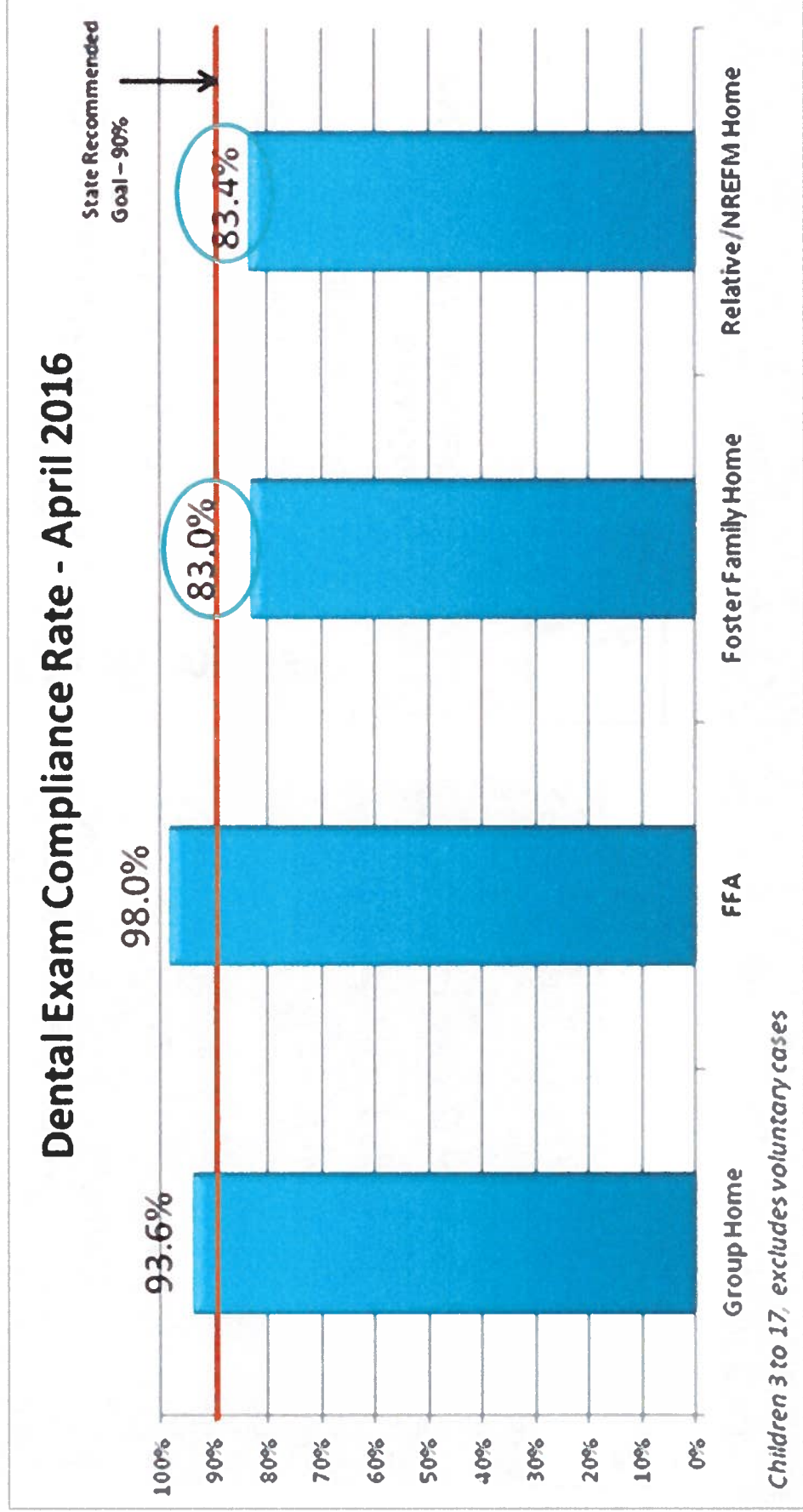




# DENTAL COMPLIANCE 2016



LIVE WELL  
SAN DIEGO



# VARIATION BY PLACEMENT TYPE

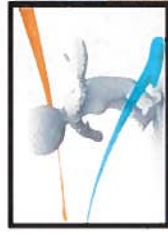


LIVE WELL  
SAN DIEGO



## Successes

- Placement Type: **FFA/FFH/Group Homes**
- Contracted or licensed
- Embedded responsibilities
- Training
- Enhanced monitoring
- Established relationships with providers
- Institutional business practices



## Challenges

- Placement Type: **Relative Caregivers**
- First experience
- Child Welfare Services system
- Medi-Cal system
- Limited understanding of expectations
- Managing multiple appointments
- Submitting documents timely

# CHALLENGES/ SYSTEM BARRIERS



## Challenges to Medical and Dental Compliance

- Coordinating medical eligibility and services of child(ren) placed with relative/kin out of San Diego County
- Children 12 or over having the ability to consent to medical care/treatment
- Completing eligibility process for undocumented children



# PROCESS BARRIERS

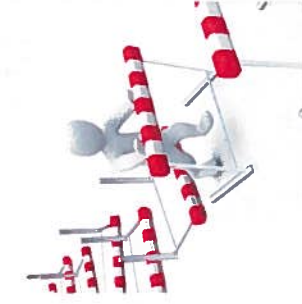


## Barriers

Delay in submission of forms by caregiver



Illegible documents/missing information



Difficulty in reaching caregivers to discuss HEP and forms.

Inability to have multiple users (Social Workers and PHNs) in CWS/CMS service record at the same time

Caregiver taking Health Visit Report Form (HVF) to provider office or obtaining provider signatures

# ACTION STEPS/SOLUTIONS



## Increased and improved coordination to support caregivers

- Placement Needs and Services Plan provided to caregivers (Addt'l training for Social workers began Jan. 2016)
- Access to Health and Education Passport
- Health Visit Forms to record medical/dental services
- Kinship/Relative Support Meetings
- Offered Kinship/Relative Caregiver Training (Grossmont College)
- Grandparents/Relative Handbook (revised 6/2015)



# ACTION STEPS/SOLUTIONS



LIVE WELL  
SAN DIEGO

## Increased and improved coordination to support caregivers

- Enhanced access to current medical and dental provider lists
- Routinely obtain input from caregivers
- Use of support staff to provide increased caregiver access of medical/dental information and required forms



# COORDINATION OF CARE



LIVE WELL  
SAN DIEGO



- Placement Type: **FFA/FFH/Group Homes**
- Working relationships with sites
- Coordination of care
- Staffing Vacancies: Created a rapid one-agency hiring
- Record Access: Finalized agreement with Rady's Children Hospital

## Successes



- Placement Type: **Relative Caregivers**
- System Structure: Paper-based
- Delay in receiving documentation
- Delay in process

## Challenges

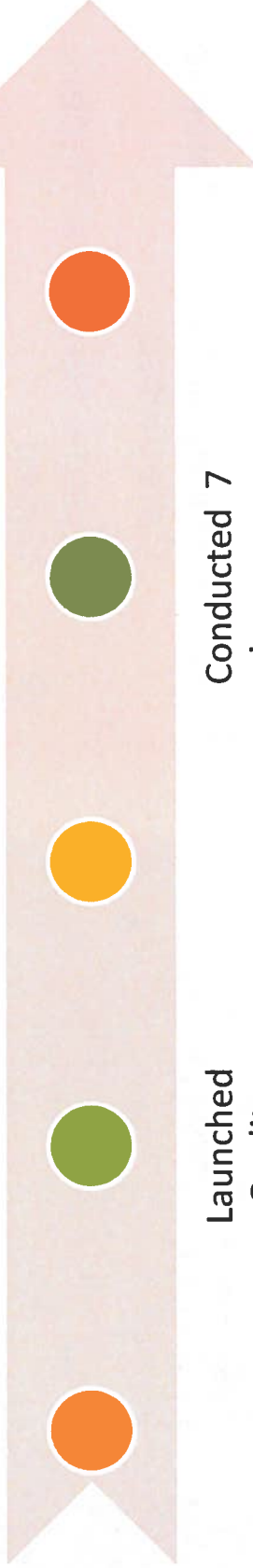
# ACTIONS TIMELINE



Explored and  
Obtain Access  
to Electronic  
Health  
Records  
**April 2015 –  
March 2016**

Conducted  
Process  
Mapping  
**Jan – Feb  
2016**

Identify,  
Implement,  
and Evaluate  
Best Practices  
**Mar – July  
2016**



Launched  
Quality  
Improvement  
Project  
**Nov 2015**

Conducted 7  
in-person  
Caregiver  
Meetings  
(2 Spanish)  
**Feb –Mar  
2016**



# ACTION STEPS/SOLUTIONS SYSTEM-WIDE



## Update and Standardize Practices

### Access to Electronic Health Records

- Obtained access to Rady's Childrens Hospital
- Working with Behavioral Health Services to access client records

### Increase Coordination to Support Caregivers

- Assign staff to assist relatives with navigating the Medi-Cal system
- Routinely obtain input from caregivers

## Continue to Activate Rapid Hiring

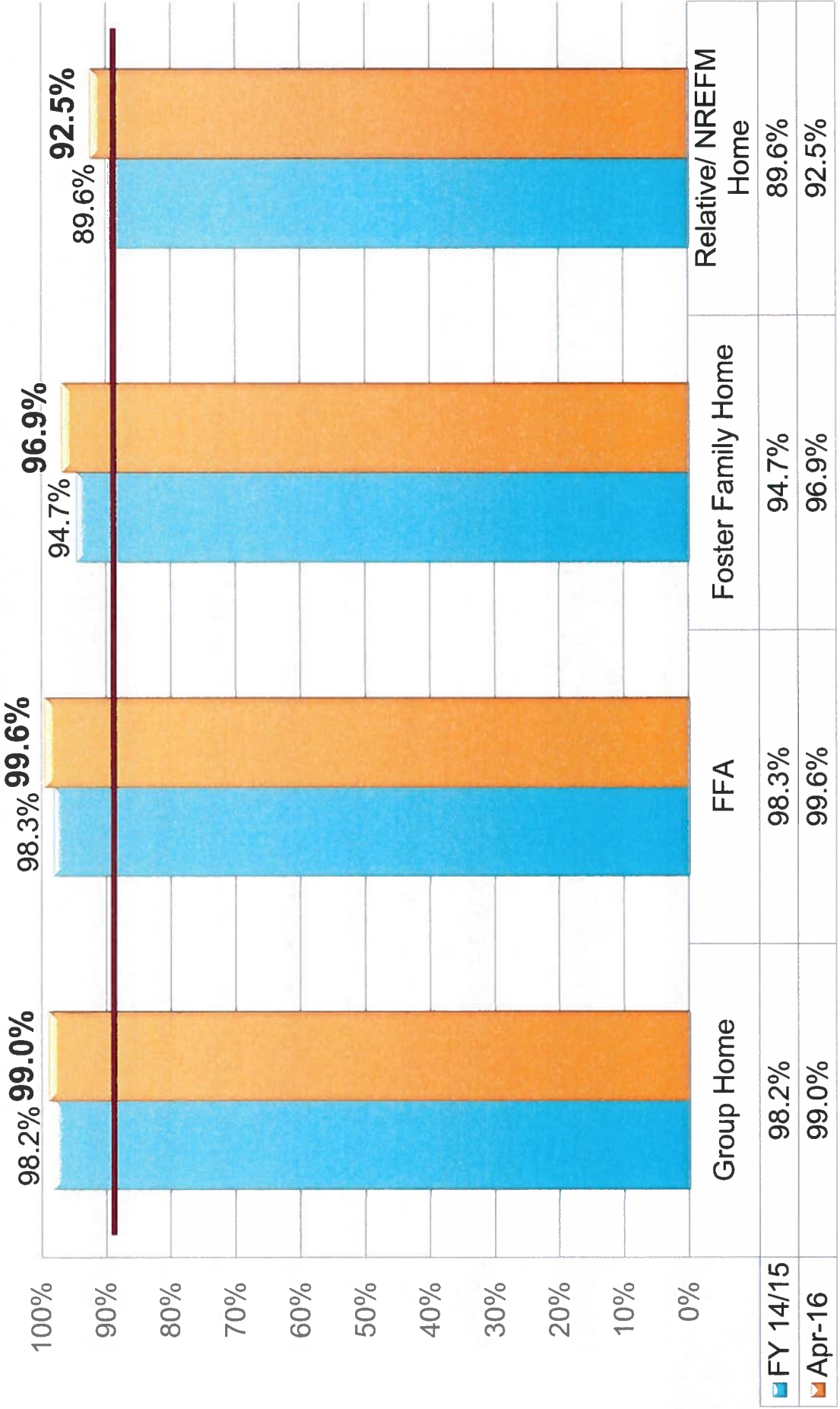
### Consistent sharing of quarterly reports for timely problem-solving

### Coordinate with dental providers to increase access/utilization to oral health services

# OUTCOME DATA



## Medical Exam Compliance Rate

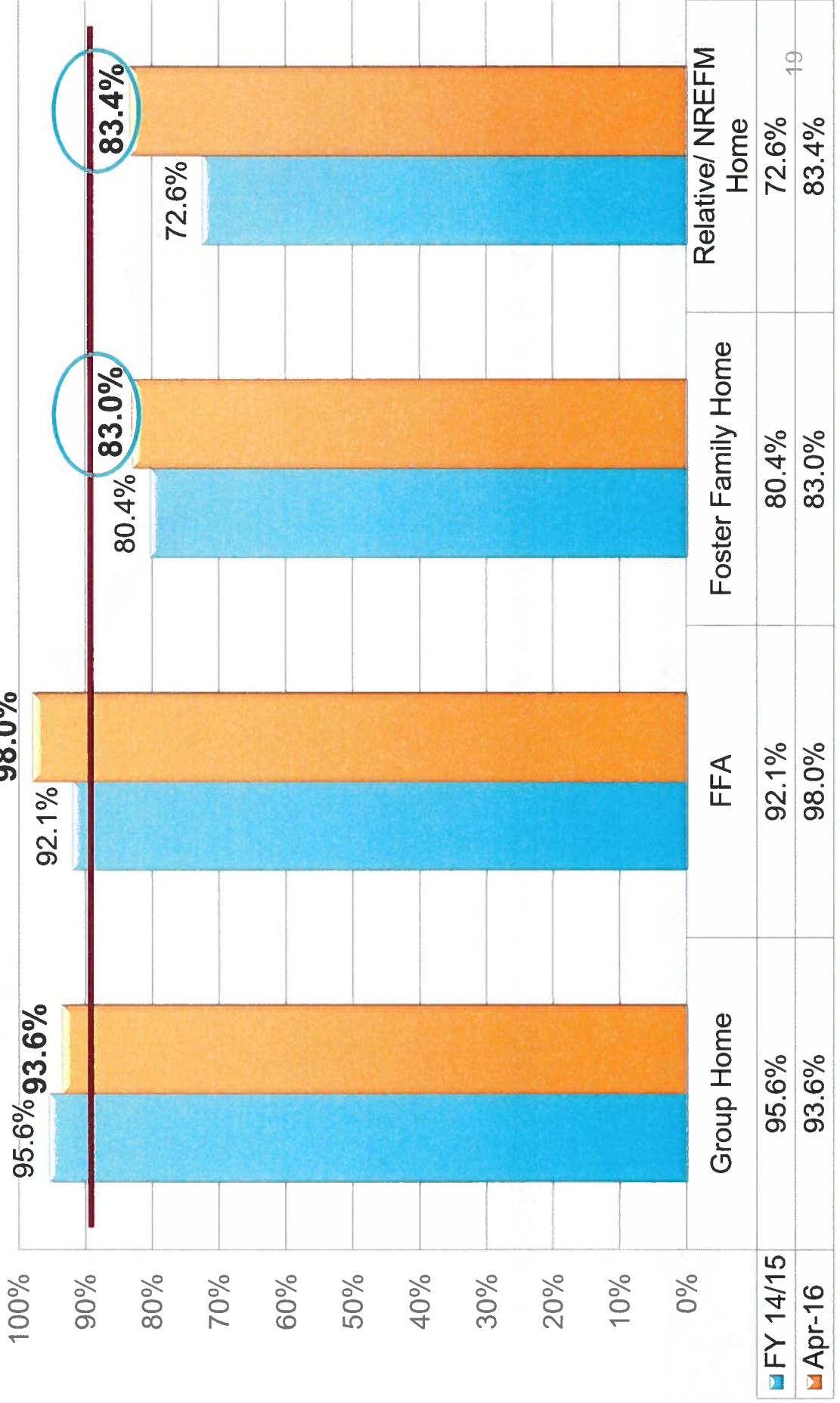


# OUTCOME DATA



LIVE WELL  
SAN DIEGO

## Dental Exam Compliance Rate



# NEXT STEPS



LIVE WELL  
SAN DIEGO

Complete continuous quality improvement project by July 30, 2016

