

California Children's services (CCS) The Nuts and Bolts

What Do Parents Say?

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Family Voices Webinar

Who are we talking about?

- ▶ **Children with Special Healthcare Needs who require necessary specialty care and their families**

The Reality

- ▶ Family members/Care takers are faced with the reality of having a child that has complex medical needs, requiring specialty care for the remainder of their lives
- ▶ Families are now asked to navigate a system that has so many layers
- ▶ Families now need to learn the difference in private healthcare insurance coverage, Medi-cal , CCS, and other programs their child might qualify for
- ▶ What type of care will my child receive?
- ▶ Who will be providing these services?
- ▶ How do I order equipment and supplies?
- ▶ Does my primary physician need to refer my child to a speciality care physician?

This is what we know

- ▶ Children with complex health care needs require coordination of care
- ▶ The Healthcare system is difficult to navigate especially for children with special healthcare needs
- ▶ Children with special health needs require specialized services that need to be managed by an appropriate system
- ▶ Families need to feel comfortable with a reliable system to ensure the proper care of their special needs child/children
- ▶ Children with special healthcare needs require ongoing followup in various specialty clinics often times forcing their families to travel for care

What Should be Considered

- ▶ A system of care that will meet the specialty care required for children with special healthcare needs to sustain quality of life
- ▶ Physician's who are trained to provide care for this special population of children
- ▶ Assigning Nurse Case management based on the level of need as to not overload case managers, as well as not to delay necessary services or equipment requests for the children in the program
- ▶ Ensuring that appropriate and necessary care in a timely manner is a priority for medically fragile children
- ▶ Families of children with special health care needs are partners in the coordination of their children's healthcare plan

The Benefits of a CCS Model of Care

- ▶ Medical case management which includes a team comprised of specialty care physicians, nurse case management and
- ▶ Physical and Occupational Therapy on a case to case basis with support in the schools
- ▶ Medical equipment support
- ▶ Specialty care that meets the unique needs of each child with an eligible medical condition
- ▶ Family centered care model which allows for families, clinicians, therapist and nurse case managers to coordinate care for the medically fragile child/children that is most beneficial to that individual child

What Happens if there is no coordinated model of care

- ▶ Families become overwhelmed and as a result there is a delay in care for children with special healthcare
- ▶ Families will need to face the challenge of how to care for their child properly without the necessary support
- ▶ Many special health care children will be forced to be cared for out of home
- ▶ More children with special health care needs receiving treatment in the ER
- ▶ Family members/caretakers become overburdened and stressed to the point of the inability to navigate the system, which in turn affects children with special healthcare needs

What Type of Support do Families Need?

- ▶ Families need a system of care that understands the complexity of children with special health care needs
- ▶ Families need to know that there is a viable system that will help to make life just a little less complicated
- ▶ Families need to know that their child's care is manageable when all the pieces of the puzzle are put together

What families say about CCS

- ▶ “If it were not for CCS I don’t know what my family would have done”
- ▶ “We are so grateful for the services we have received through CCS”
- ▶ “I was having difficulty trying to get home supplies for my child so, I was happy that my nurse case manager was able to find someone who would provide them”
- ▶ “I was surprised and relieved that my child’s specialty physician is also the physician we see in CCS clinic, because they really know my child and I did not have to provide much background information”
- ▶ “I did not know what the CCS program was at first, but when it was explained to me I was relieved that my child would be receiving services because my child’s disability is so complicated we would not know where to start”

What will you do?

- ▶ What will be your role to ensure a system of coordinated care that will allow our most vulnerable children to have their healthcare needs met?
- ▶ We can all agree that we need a system in place that will meet the unique medical needs of medically fragile children