

SPECIAL POINTS OF INTEREST

- Children's Special Health Care Services (CSHCS) offers medical care and treatment assistance for children with chronic, severe, disabling health problems and provides service coordination to meet child and family needs.
- Washtenaw County Public Health's CSHCS program currently serves 911 children.

Children's Special Health Care Services

Program improvements assuring access to care for our most vulnerable residents

Children's Special Health Care Services (CSHCS) is a well-established program for children and young adults with a qualifying medical condition. The program assures that adequate, trained personnel are available to provide outreach, enrollment and support services for children and youth with special health care needs and their families.



Over 2,600 medical diagnoses are covered by the CSHCS program. Patients have medical conditions such as cancer, epilepsy, cerebral palsy or diabetes, just to name a few. Enrollment in the program is not based on financial need, but rather on the child's diagnosis, severity and treatment plan. The goals of the program are to provide payment for specialty medical care and equipment, coordinate care among multiple providers, connect parents with support groups and deliver important public health nursing services.

CSHCS is a family-centered program designed to enable individuals with special health care needs to have improved health outcomes and an enhanced quality of life. Public Health staff provide a variety of care coordination/case management services to children and their families, assisting families with coverage and referral for specialty services, supporting caregivers in their role, identifying community-based services to help with care at home and assuring coordinated services from many different health care providers and agencies.

The importance of the CSHCS program can't always be expressed in words. The interaction with the parents - and children - provide staff with a sense of accomplishment for a job well done, as often the care coordinator is seen as a stable and trusted resource when families are dealing with a medical crisis.

In 2012, the Michigan Department of Community Health's Children's Special Health Care Services Program surveyed program participants to determine satisfaction with services received. The Satisfaction Report indicated 85% of respondents reported that they were "Extremely Satisfied" or "Somewhat Satisfied" with the service they received when contacting the CSHCS office in their local health department within the last six months.

This information confirms the importance of the program and the work of the CSHCS staff in local health departments across the state of Michigan. However, we lacked data from our own local CSHCS program participants.

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Washtenaw County Public Health Brief

Accreditation Program Review

The June 2013 Michigan Local Public Health Accreditation Program's Cycle 5 Review was the first time the Children's Special Health Care Services (CSHCS) program was included in the state accreditation process, and the first time the program was required to meet established minimum program requirements. The accreditation review resulted in Public Health's CSHCS program meeting 27 out of 28 essential indicators. While achieving a 96% compliance rate for our first accreditation attempt could be seen by many as an achievement, Public Health felt that there were areas within the program that could be enhanced. In addition, Corrective Plans of Action (CPAs) were required to bring the missing indicator into compliance within one year of the accreditation site review.

Performance Improvement

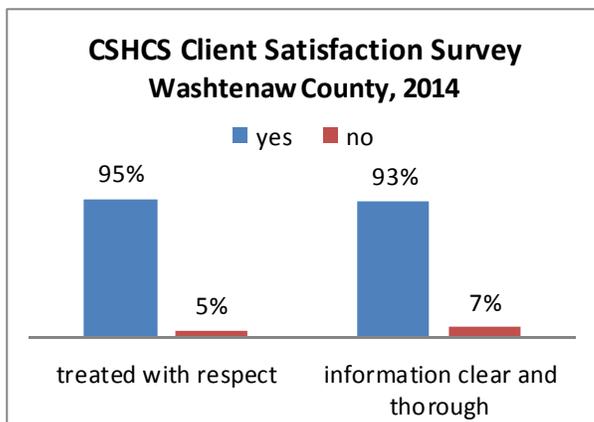
Public Health instituted improvements to meet the missing accreditation indicator and to enhance the program's overall function. As recommended by the Michigan Department of Community Health, Public Health improved our policy development and documentation of care coordination activities.

In July 2013, a Corrective Plan of Action was prepared and submitted to the Michigan Department of Community Health's CSHCS Program describing the corrective action to be taken. The CPA included clarifying and expanding procedures within the program and delineating specific activities for the program representatives, nurses and program coordinator. Public Health's CSHCS staff and Management Team worked diligently to revise materials and policies to not only meet the accreditation program indicator, but to also best serve our clients. Staff researched best practices and incorporated them into the policies and materials. In December 2013, as a result of our work, the Michigan Department of Community Health's CSHCS program determined that Public Health was successful in its CPA implementation.

Washtenaw County Public Health was awarded full accreditation status in January 2014. Mark Miller, Local Health Services Director in Public Health Administration for the Michigan Department of Community Health, presented the accreditation certificates to the Board of Commissioners on July 9, 2014, lauding accolades to the Commissioners and Public Health staff for our commitment to public health for the citizens of Washtenaw County.

Client Satisfaction

To further improvements, the Director of Nursing, in collaboration with the CSHCS staff and the Public Health Management Team, developed and implemented a comprehensive performance management system for the program. The team identified gaps in service and determined the five program components in need of a focused improvement process.



One key component the CSHCS program identified as a gap was the lack of local client satisfaction data, so CSHCS staff conducted a Customer Satisfaction Survey in the spring of 2014. The results showed that the majority of respondents felt they were treated with respect, and felt that information was presented clearly and thoroughly. In addition, 81% of respondents reported they "Strongly Agree" or "Agree" that they were satisfied with our CSHCS program. This data serves as a baseline from which to gauge our efforts and future successes in this program as we continue to serve our most vulnerable residents.