MEDICAL AND DENTAL EXAMS FOR FOSTER YOUTH

May 19, 2016

Health Services Advisory Board Meeting
FOSTER CARE OVERVIEW: MEDICAL AND DENTAL SERVICES

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)
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%
### Medical Exam Compliance Rate

- **Group Home**: 98.2%
- **FFA**: 98.3%
- **Foster Family Home**: 94.7%
- **Relative/NREFM Home**: 89.6%

Data 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.

State Recommended Goal – 90%
Medical Exam Compliance Rate - March 2016

- Group Home: 99.0%
- FFA: 99.1%
- Foster Family Home: 96.0%
- Relative/NREFM Home: 92.9%

Children 0 to 17, excludes voluntary cases

State Recommended Goal - 90%
Medical Exam Compliance Rate - April 2016

- Group Home: 99.0%
- FFA: 99.6%
- Foster Family Home: 96.9%
- Relative/NREFM Home: 92.5%

State Recommended Goal – 90%

Children 0 to 17, excludes voluntary cases
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

Dental Exam Compliance Rate - March 2016

- Group Home: 95.2%
- FFA: 96.8%
- Foster Family Home: 84.7%
- Relative/NREFM Home: 81.7%

State Recommended Goal – 90%

Children 3 to 17, excludes voluntary cases
DENTAL COMPLIANCE 2016

Dental Exam Compliance Rate - April 2016

- Group Home: 93.6%
- FFA: 98.0%
- Foster Family Home: 83.0%
- Relative/NREFM Home: 83.4%

State Recommended Goal: 90%

Children 3 to 17, excludes voluntary cases
VARIATION BY PLACEMENT TYPE

**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 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
Barriers

1. Delay in submission of forms by caregiver
2. Illegible documents/missing information
3. Difficulty in reaching caregivers to discuss HEP and forms.
4. Inability to have multiple users (Social Workers and PHNs) in CWS/CMS service record at the same time
5. Caregiver taking Health Visit Report Form (HVF) to provider office or obtaining provider signatures
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)
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

Successes
- 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

Challenges
- Placement Type: Relative Caregivers
- System Structure: Paper-based
- Delay in receiving documentation
- Delay in process
ACTIONS TIMELINE

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

- Conducted Process Mapping
  - Jan – Feb 2016

- Launched Quality Improvement Project
  - Nov 2015

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

- Identify, Implement, and Evaluate Best Practices
  - Mar – July 2016
Update and Standardize Practices

Access to Electronic Health Records

• Obtained access to Rady’s Children 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
### Medical Exam Compliance Rate

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Dental Exam Compliance Rate

- **Group Home**: FY 14/15: 95.6%, Apr-16: 93.6%
- **FFA**: 92.1%
- **Foster Family Home**: FY 14/15: 80.4%, Apr-16: 83.0%
- **Relative/ NREFM Home**: FY 14/15: 72.6%, Apr-16: 83.4%
NEXT STEPS

Complete continuous quality improvement project by July 30, 2016