

Welcome to the Webinar on Shared Plans of Care

- As you arrive, please sign in to the webinar, listing
 - your name,
 - how many people are in your party,
 - and what county you're from
 - **(if you have already signed in, please enter this information into the text box)**
- Please mute your phone when not actively participating in conversation.
 - Unmute your phone to ask questions.
 - If listening on your computer, please mute your mic to prevent echoes.
 - Don't put us on hold! That usually causes music to play that everyone has to listen to....
- When speaking, be sure to identify yourself.
 - If it's difficult to find space to talk, please use the chat box.
- This webinar will be recorded for note taking purposes, but will not be shared outwardly or posted online.



Agenda

- Introductions
- Housekeeping
 - Regional Meetings
- Last month's topic: *Health Literacy and Shared Plans of Care*
- This month's topic: *Addressing Transition Goals*
- Open discussion
- Closing and reminder of next steps

OCCYSHN Regional Meetings

We are hoping for lots of participation, so please invite your local partners to register! This includes *all* local professionals who work with CYSHCN.

- “Save the Date” was sent out in early January.
- Invitational flyers for the Portland Metro and Roseburg OCCYSHN Regionals, including the final agenda and information about logistics and financial support, have recently been emailed to all SPOC participants.

Last Month's Webinar Topic

- *Health Literacy and Shared Plans of Care*
- Questions/Thoughts?

This Month's Webinar Topic

Addressing Transition Goals

Marilyn Berardinelli & Tamara Bakewell



Identifying Goals

- Reaching out to the youth or family prior to the team meeting may be a more comfortable setting in which to hear the youth's goals.
- Hearing concerns, needs, or questions as the youth thinks about his future
- **What matters most** to the youth/young adult?

Examples:

- “Carlos wants to live in the dorm at college.”
- “Janie wants to go to Comic Con next spring.”

To reach their goals, Carlos and Janie need:

- Knowledge about their conditions
- Self-management skills

Goal: Carlos will have the knowledge and skills he needs to live in the dorm at college by September, 2019.

Action Plan: *Who x What x When*

- By the end of the month, Carlos' mom will show Carlos how to refill his prescriptions.
- Carlos will practice refilling his prescriptions his monthly.
- The Care Coordinator from the Family Medicine clinic Carlos goes to, will work with Dr. Smith about putting together an emergency information form for Carlos.
- Carlos will talk with his doctor about the emergency information form at his well check on August 7.
- The CaCoon nurse will send information to Carlos and his mom about the I-phone Medical ID in the Apple phone Health app by the end of the month.



Sample Transition Readiness Assessment for Youth/Young Adults

Six Core Elements of Health Care Transition 2.0

Please fill out this form to help us see what you already know about your health, using health care and areas that you need to learn more about. If you need help completing this form, please let us know.

Date: _____

Name: _____

Date of Birth: _____

Transition and Self-Care Importance and Confidence

On a scale of 0 to 10, please circle the number that best describes how you feel right now.

How important is it to you to manage your own health care?

0 (not)	1	2	3	4	5	6	7	8	9	10 (very)
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How confident do you feel about your ability to manage your own health care?

0 (not)	1	2	3	4	5	6	7	8	9	10 (very)
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My Health

Please check the box that applies to you right now.

Yes, I know this

I need to learn

Someone needs to do this... Who?

I know my medical needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can explain my medical needs to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know my symptoms including ones that I quickly need to see a doctor for.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know what to do in case I have a medical emergency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know my own medicines, what they are for, and when I need to take them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know my allergies to medicines and the medicines I should not take.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can explain to others how my customs and beliefs affect my health care decisions and medical treatment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using Health Care

I know or I can find my doctor's phone number.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I make my own doctor appointments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Before a visit, I think about questions to ask.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a way to get to my doctor's office.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know to show up 15 minutes before the visit to check in.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know where to go to get medical care when the doctor's office is closed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a file at home for my medical information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know how to fill out medical forms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know how to get referrals to other providers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know where my pharmacy is and how to refill my medicines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know where to get blood work or x-rays done if my doctor orders them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I carry important health information with me every day (e.g. insurance card, allergies, medications, emergency contact information, medical summary).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand how health care privacy changes at age 18 when legally an adult.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a plan so I can keep my health insurance after 18 or older.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My family and I have discussed my ability to make my own health care decisions at age 18.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Transition Assessment

<http://www.gottransition.org/providers/staying-3.cfm>

Available in English and Spanish

Phone “Medical ID” Apps Info

<http://www.gottransition.org/resources/index.cfm>

Scroll to the section titled “Self-Care”

Parent Perspectives

Today:

- Snapshots of what families are saying about transition
- Highlight a few concerns families have expressed
- Suggestions for getting families interested in thinking about transition planning
- Resource d'jour

First: a wholly un-scientific prediction and bit of advice

A guess...

Families interested in a transition SPOC may be those who:

- visit primary or specialty care a great deal already
- are proactive in other activities or take workshops, classes, etc.

A hope...

- you have some fun with the process
- You are able to move families closer to a successful transition **EVEN IF** there are still challenges.

Snapshots from the field

Concerns I've heard

Ideas for brainstorming
transition goals with families

Brainstorming where to start: Possible conversation starters...

- When your son/daughter talks about being an adult, what do you hear them mention most often?
- What can/does your son/daughter do NOW that positively promotes his/her own health?
- Put aside your son/daughter's goals for a minute. What would YOU like to attain during transition?

Clarissa's One-Page Profile for the Medical Home



I feel at my best when:

- I'm wearing comfortable clothes and am warm enough
- I have enough energy to get to class.
- I'm not cold, which I usually am.
- My joints aren't stiff and nothing is swollen or puffy
- I can hang out with my boyfriend
- I am in my bed. I love to sleep and am often exhausted.
- I am making my own decisions

What works for me when I visit the doctor:

- Touch me as little as possible
- I reflexively say "no" to most questions, so give me more time to process the answer. I may say something doesn't hurt, even if it does.
- I like knowing about research and the science behind what you recommend. Give me facts I can work with.
- My Chart. I like being able to see my test results on line whenever I want.

What doesn't work for me when I visit the doctor:

- The strong smells make me anxious.
- Unfriendly staff.
- It bothers me being in the waiting room with small children
- Not to be told everything you are doing
- Not giving me good reasons for the tests you want to do.
- Unclear directions about medicine
- Offices that are freezing
- Taking off my clothes

I want my medical home to know:

- I have a job and go to school so I can't waste a lot of time in waiting rooms. In fact, I don't like missing work or school, so I will come to you only if I absolutely have to.
- I am reluctant to get the tests you have recommended because I'm fearful of what I might find out.
- I've been known to faint in doctors' offices.
- Even if something hurts, I may not tell you because I want out of there as soon as possible.
- My hand tremor gets worse when I'm in your office.

_____ 's One Page Health Profile

Date: _____

Photo here

What people like about me

"I feel at my best" Or "I feel healthy" when:

What works for me when I visit the doctor:

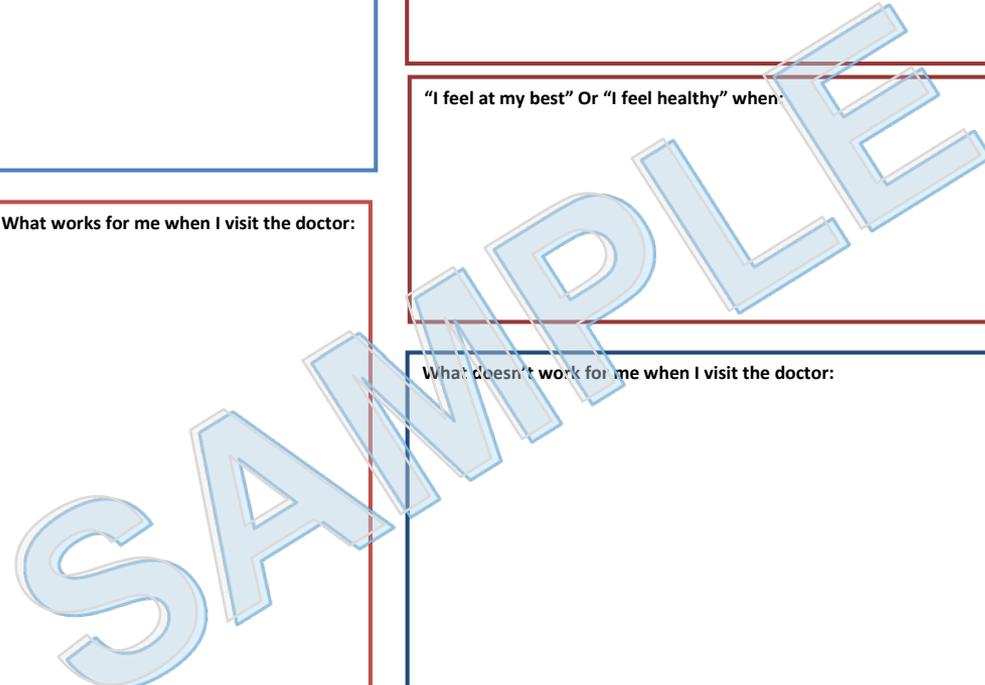
What doesn't work for me when I visit the doctor:

More about me...

Other things my doctor might need to know about my health habits:

Your families may call the Oregon Family to Family Health Information Center for help making a One Page Profile for their youth's medical home.

855-323-6744



Thank you

Thoughts? Questions?

Contact: Tamara Bakewell
Family Involvement Coordinator

503-494-0865

bakewell@ohsu.edu



Open Discussion

Next scheduled webinar

Our next SPOC webinar will take place on
Thursday, May 17, 9-10am

The topic will be: *Partnering with Developmental Disabilities on Shared Plans of Care* presented by Alexis Alberti of Multnomah County Developmental Disabilities Services

Thanks for joining us!

