

HillsboroughHATS  
March 8, 2010

Strategic Issues Identification

<b>Funding</b>		
<b>Strategic Issue</b>	<b>Immediate or Future Action?</b>	<b>Consequences</b>
1. How do we affect/impact funding changes for long term services for youth and young adults with special health care needs?	Immediate: Establish grass roots legislation Future Action: Use grass roots initiative to mandate funding	<ul style="list-style-type: none"> <li>Continued spiraling costs of health care.</li> <li>Death from a lack of appropriate care.</li> </ul>
2. How can providers, both general and specialized, ensure that they will effectively treat their patients regardless of the insurance provided?	Both	<ul style="list-style-type: none"> <li>Gaps in services</li> <li>Increased morbidity and mortality</li> <li>Lack of services</li> </ul>
3. How do we prioritize allocation of resources?	Immediate	<ul style="list-style-type: none"> <li>Individuals falling through the cracks and not maximizing use of appropriate resources to achieve the highest level of functionality for people in need</li> </ul>
4. How do we fund primary medical and ancillary services for transitioning youth and young adults with special health care needs? (i.e. reimbursement rates, infrastructure to provide care and care coordination)	Both	<ul style="list-style-type: none"> <li>Gaps in services</li> <li>Increased morbidity and mortality</li> <li>Lack of services</li> </ul>
<b>Education (General Public/Providers/YYA and their families)</b>		
<b>Strategic Issue</b>	<b>Immediate or Future Action?</b>	<b>Consequences</b>
1. How do we strengthen public awareness on issues affecting the daily lives of people with disabilities (physical and mental)?	Immediate	<ul style="list-style-type: none"> <li>Continued lack of awareness of issues and loss of opportunity to achieve desired goals</li> </ul>
2. How can we better network between pediatric and adult healthcare providers and support services to help patients and their families with transitioning?	Immediate	<ul style="list-style-type: none"> <li>Lack of enthusiasm, and willingness, from providers</li> </ul>
3. How can the school system help	Both	<ul style="list-style-type: none"> <li>Uneducated adult</li> </ul>

educate transitioning Youth & Young Adults about health care in this era of economic difficulty?		health care consumers <ul style="list-style-type: none"> <li>• Missed opportunities to maximize care &amp; health</li> </ul>
4. How can health navigators ensure that the patients' and the patients' families have an adequate understanding of the transition process prior to the start of the transition?	Both	<ul style="list-style-type: none"> <li>• Lack of understanding from the patients and their families</li> <li>• Longer, more difficult transition process</li> </ul>
5. How can pediatric providers ensure that their patients have an adequate understanding of the responsibility of their own care following their transition?	Immediate	<ul style="list-style-type: none"> <li>• Lack of appropriate care when not in the presence of family or provider</li> <li>• Lack of understanding in the complexity of patients' condition</li> </ul>
6. How can we improve the guardianship process including education/awareness, cost, efficiency and protection of individual rights?	Both	<ul style="list-style-type: none"> <li>• Delays, or lack in care&amp; treatment</li> <li>• Exploitation of resources and violation of individual rights</li> </ul>
7. How do we address the discomfort of adult health care providers in treating adults with disabilities?	Both (education- training in medical schools)	<ul style="list-style-type: none"> <li>• Continued discomfort and lack of or willingness to provide care services</li> </ul>
8. How can we ensure that medical schools appropriately train physicians in the developmental approach in regards to working with specialty populations? Specifically, must additional competencies or curriculum be implemented in order to ensure adequate coverage of specialty populations?	Both (education- training in medical schools)	<ul style="list-style-type: none"> <li>• Lack of provider knowledge in chronic &amp; complex issues that affect special needs population</li> <li>• Lack of provider empathy</li> <li>• Inadequate care and treatment of chronic-complex issues</li> </ul>
9. How can we assure access to information for youth and young adults, and their families in funding options and transition to adult healthcare providers?	Action could be immediate, but more so a future action if money and technology allows for ongoing monitoring	<ul style="list-style-type: none"> <li>• No progress towards the current transition issue</li> </ul>

<b>Information Sharing</b>		
<b>Strategic Issue</b>	<b>Immediate or Future Action?</b>	<b>Consequences</b>
1. How do we adapt to continually changing technology?	Both: ongoing	<ul style="list-style-type: none"> <li>• Missed opportunities in improved care</li> <li>• Decrease in delays and cost savings</li> </ul>
2. How can we develop a universal communication system that can be used by all health care providers to ensure the patients' medical history is accurate and up-to-date?	Main: future action Immediate steps: Providers to use thumb drives to transport patient records Providers to take advantage of government incentives for electronic records	<ul style="list-style-type: none"> <li>• Quality of care is not as accurate</li> <li>• Missed opportunities of accurate treatment</li> <li>• Skips the steps of paperwork and incorrect documentation</li> </ul>
3. How can pediatric and adult health care providers ensure effective communication in regards to their patients' medical history and background?	Immediate	<ul style="list-style-type: none"> <li>• Lack of understanding in regards to treatment of patients' chronic condition for both the patient and their families</li> </ul>
1. How can medical staff ensure better coordination and communication in the inpatient vs. outpatient setting beyond medical record information?	Immediate	<ul style="list-style-type: none"> <li>• Medical errors due to a lack of communication between settings</li> </ul>
<b>Manpower Development</b>		
<b>Strategic Issue</b>	<b>Immediate or Future Action?</b>	<b>Consequences</b>
1. How do we increase the number of adult health care providers?	Both immediate and future: training in medical schools regarding the need	<ul style="list-style-type: none"> <li>• A continued shortage</li> </ul>
2. How do we ensure that we have an adequate number of trained Primary Care providers for the Youth/Young Adult population?	Immediate Action: Survey to determine the current availability with program. There needs to be adequate training for pediatric and family practice providers.	<ul style="list-style-type: none"> <li>• Fragmented, inadequate medical care</li> <li>• Increased costs, in addition to increased mortality and morbidity rates</li> </ul>
3. How will transition systems accommodate the growing Hispanic/refugee population which has cultural and linguistic needs?	Immediate	<ul style="list-style-type: none"> <li>• Suboptimal care.</li> <li>• Not meeting regulatory agency requirements.</li> </ul>
10. How can we increase the availability of competent, willing and	Future	<ul style="list-style-type: none"> <li>• Diminished access to quality care for the</li> </ul>

adequately reimbursed adult healthcare providers?		growing youth and young adult with special health care needs population
<b>System Design/Development</b>		
<b>Strategic Issue</b>	<b>Immediate or Future Action?</b>	<b>Consequences</b>
1. How can we provide a standard approach to transitioning planning across the community?	Immediate	<ul style="list-style-type: none"> <li>Lack of competency for pediatric providers.</li> <li>Transition confusion?</li> </ul>
2. How can we define and identify gaps for appropriate ancillary services (i.e. rehab, respiratory, pharmacy) services to meet needs of people with disabilities.	Immediate	<ul style="list-style-type: none"> <li>Loss of level of functionality</li> </ul>
3. How can Health Navigators be utilized to assist in the transition process?	Immediate	<ul style="list-style-type: none"> <li>Lack of understanding from the patients and their families</li> <li>Longer, more difficult transition process</li> </ul>
4. What is needed to ensure a successful healthcare transition for children/young adults with special health care needs from the pediatric to adult health care system?	Needs immediate action for those aging into adulthood.	<ul style="list-style-type: none"> <li>Health care needs not being addressed will lead to increased morbidity and mortality rates.</li> </ul>
5. How do we initiate medical home projects for our patient population?	Needs immediate action for those aging into adulthood.	<ul style="list-style-type: none"> <li>Health care needs not being addressed will lead to increased morbidity and mortality rates.</li> </ul>
6. How can adult healthcare physicians be motivated/recruited to accept transitioning patients?	Needs immediate action for those aging into adulthood.	<ul style="list-style-type: none"> <li>Health care needs not being addressed will lead to increased morbidity and mortality rates.</li> </ul>
7. How can we effectively use current medical providers and community health centers/health departments to provide Primary Care transition care and identify those Youth/Young Adults that require referrals to specialty centers of excellence?	Training Monitoring of accurate referrals Use outreach AHEC program (communicate/coordinate with health centers)	<ul style="list-style-type: none"> <li>Lack of direction to proper care</li> <li>Patients are not fully benefiting from available services</li> </ul>
8. How can we determine whether Hillsborough County could be a pilot for the Medical Home project?	Immediate	<ul style="list-style-type: none"> <li>Loss of opportunity to pool resources</li> </ul>
9. How do we ensure that that there is	Immediate: Study issue to	<ul style="list-style-type: none"> <li>Loss of any gains</li> </ul>

continued support for people with disabilities as they achieve results in independence/self-sufficiency?	create plan	(investment) towards the efforts of self-sufficiency
<b>System Partners</b>		
<b>Strategic Issue</b>	<b>Immediate or Future Action?</b>	<b>Consequences</b>
1. How can we ensure better coordination and communication for the youth and young adult population who are involved among multiple systems (i.e. Juvenile Justice, mental health, Child Welfare, etc.)?	Immediate	<ul style="list-style-type: none"> <li>• Confusion between multiple systems.</li> <li>• Delayed delivery of services</li> </ul>
2. How can the school system be more participatory in accessing transition status?	Future: needs more navigation with school systems	<ul style="list-style-type: none"> <li>• No change</li> </ul>
3. How do we develop a system that includes patient-to-patient advocacy, support, mentoring and coaching?	Immediate	<ul style="list-style-type: none"> <li>• Loss of opportunity for existing resources</li> </ul>
4. How do we raise stakeholder awareness to provide support for these efforts?	Both Immediate and future: long-term and ongoing	<ul style="list-style-type: none"> <li>• The plans will die after the grant ends</li> </ul>
5. How do you ensure availability of individual client/patient advocates?	Initiate planning and understanding of existing programs	<ul style="list-style-type: none"> <li>• Individuals not receiving appropriate services on a timely basis resulting in unnecessary hospitalizations, incarcerations, and other expensive, negative alternatives</li> </ul>
6. How can the guardianship process be improved including cost, education/awareness, efficiency and protection of individual rights?	Both	<ul style="list-style-type: none"> <li>• Delays, or lack in care and treatment</li> <li>• Exploitation of resources and violation of individual rights</li> </ul>