OUTPATIENT GENERAL PEDIATRICIAN SKILLS

- LUMBAR PUNCTURES
- ENTERING CHEMOTHERAPY ORDERS IN SLEEP DEPRIVED STATE
- GIVING SURFACTANT TO 24 WEEKERS
- KNOWS ALL KINDS OF STUFF ABOUT RABIES
REAL WORLD PEDIATRIC SKILLS

- asthma
- strep throat
- ear infections
- viral respiratory infections
- well child visits
- constipation
- constipation
- constipation
GO TO CONFERENCE

SETTLE FOR THE OLD WAY

GET INSPIRED TO CHANGE SOMETHING

INSURMOUNTABLE OBSTACLES TO CHANGE

GO HOME READY TO CHANGE THE UNIVERSE
“I AM COOL. I SHOULD BE DOING DEVELOPMENTAL AND AUTISM SCREENING....”

“But alas. I will never be able to get this change in place in my office.”
Dr. Rushton and the QTIP–laced apple
Special Recipe for Integrating MCHATs and Developmental Screens

• Do not count on providers to remember
• Do count on front desk or clinical assistant to remember to administer screen
• Have clinical assistant make sure provider sees screen
• Rely on clinical assistant to bill for screen (DO NOT RELY ON PROVIDERS!)
• Show providers financial statistics for extra $ brought in by developmental and autism screens
Screenings

2010:  ZERO developmental screening done/billed

2014:  2,567 screening codes in Rock Hill
        1330 in the Fort Mill Office—
        = 3897 total

This brought in an additional  $27,279
(and improved our care)
( enough to help pay a part time counselor?)
Patients seen for NADD: follow up visit within 45 days?
Office QI engagement after QTIP (and MOC!!)
“MANAGING FOR DAILY IMPROVEMENT” (daily huddles)
Asthma Appropriate Care Performance

- 2010 Baseline: 13.3
- 2011 Q1: 45.5
- 2011 Q2: 47.7
- 2011 Q3: 65.9
- 2011 Q4: 69.4
- 2012 Q1: 73.3
- 2012 Q2: 80.4

The graph shows a gradual increase in Asthma Appropriate Care Performance from 2010 to 2014.
When the local pediatric dentist is so excited about you doing varnish that he sends his favorite hygienist to teach you how and with supplies to share....
2yo Dental Varnish
10 chart audit
Validated Screens

- Edinburgh
- SEEK
- PSC 17
- PHQ 9
- CRAFFT
- GAD 7 or SCARED
POSSIBLE EFFECTS OF TOXIC STRESS

Harmful childhood experiences influence a person’s health and well-being for life.

- Adverse childhood experiences
- Disrupted neurodevelopment
- Social, emotional, and cognitive impairment
- Adoption of health-risk behaviors
- Disease, disability and social problems
- Early death
Mental Health Resources

Need Psychiatric Care?

Medicaid?

Catherine Family Center: 229-5177
York Place: 803-364-4010 ext 1000 (Dr. Shannon Henspeth, Dr. Frederick Thurgood)

USC Psychiatry: Dr. Charlie Stuck (may need to refer to residents)
Downtown: 339-7778
Dr. V. Shih (Camden) 704-868-8888

Private Insurance or self-pay?

NC Neuropsychiatric: any provider: 704-528-6917
Eastway Psychiatric (NPF), have excellent reputation: 704-362-2663
Jan Ranz, DO (self-pay only): 704-298-1800
York Place will also SERI: 803-364-4010 ext 1000
Dr. Shih (Camden) 704-868-8888
Saluda Center: 821-098

Private educational testing/Neuropsych testing

Encourage parents to make requests to writing from schools. Schools are supposed to document various interventions before testing, but this is not a requirement, and parents can push to have it recorded if they feel their child is not progressing as expected. Consider accommodations have been made if schools are reluctant to test:
- Child and Family Development: 704-541-9000 (Pineville)
- NC NeuroPsychiatric Services: 704-529-4181
- Carl Carlson: P.O. Box 421-8922: carl.carlson@charlotte.com
- Youth Transitions Services: 803-697-6233
- Victoria Grant (RH-Wellspring Center): 803-328-2110

Substance Abuse: Keynote 321-6160

Family Support Services:
- NAMI: 1-800-603-6014 or www.nami.org
- Federation of Families: 1-866-779-0401 or www.familyconnection.org
- Family Connections/Pro-Families: 1-800-576-8500 or www.familyconnections.org

Parenting Information:
- ParentSMART (Rock Hill): 981-1557
- LEAP School (Fri Mills): 848-1174
- Engle Branchings (Cleveland): 322-8560
- Parenting Partnerships (York): 894-1204

Autism Resources:
- Call Yolanda Gordon: 803-389-2002 (GREAT RESOURCE)
- Yolanda@grd.com
- If under 3, refer to autism and CALL EI to ask if they refer to CARES and DSN

Randolph Psychiatric ER: 704-268-2800. (can see NC Medicaid, but usually can’t find beds for them so if they need residential, may not be last place to go).
Suicide hotline: 1-890-275-8255

Counseling?

Medicaid?

Catherine Family Center (in school or office at home): 229-5177
York Place (office based home, may go to schools): 803-364-4010 ext 1000
Mae Abedin: 324-9195
Jan Illson: 489-7075
Alexis McGrew (Rock Hill): 803-617-7827 (Stepping Stones) - also with Tracy Jones, Melissa Goodpasture
Tom Archer (on Edwards) 311-2553

Private insurance or self-pay?

They may have an Employee Assistance Plan (“EAP”) which allows 2-12 counseling sessions with counselor of choice (2-5 sessions in person, generally, anyone living in home is eligible whether or not they have health insurance through the employer). This is a completely confidential benefit paid for by employees (including it in VBA)
- Saluda Center: 821-098
- Kim Eppley (Hopewell): self-pay for now (BCBS pulvering): 571-3665
- Topp Peace (321-2555); self-pay
- Diane O’Neil: insurance (Fort Mill): 803-615-9185
- Kathurus House (play therapy): Clarks Ferry and Rock Hill: 704-385-7777 ext 120
- Christine Zimmerman (Rock Hill): 487-3408
- Greg Werner (666-5114): in part NC, does not accept insurance, sliding scale, HI
- Joe Allen, and Denise also take private insurance
- Christine Zimmerman (803) 376-7232
- Skip Myers (801-846-3044; shares space with Christine): 366-7404
- Lisa Versosa (MH Wellness Center) and Harriet event 327-8449
- Lisa Buckner: 803-517-6332
- Amy Tisdale: 317-3253
- Jan Allen: 440-7071
- Carl Carlson (PC): 704-611-8900 for career, anger, addiction and group therapy sessions for social skills training.

Post Partum Depression Resources

Check with employer to see whether employer offers an employee assistance plan for counseling services.
- Judith M. Thores, MA, PsyD: 704-697-7742
- The Presbyterian and Postpartum Center of the Carolinas
- 8032 Shalome Professional Dr. ste 106. Charlotte, NC 28227
- See Medicaid: Catherine Health: 166 Bottoms St. 827-2012
- There is always a crisis counselor to see walk-in patients in crisis.
RESOURCES....

They aren’t resources until you realize they are resources!

• ParentSmart (free! parent’s as teachers program)
• Babynet
• ARC
• Family Connection
• Early Learning Partnership of York County
• Churches, Mosques, Synagogues
• NAMI
• Excellent local counselors
• DMH
• School District (teachers, therapists, special ed peeps)
• Girls on the Run/ Coaches/ Sports Teams
• Food Pantries
• Community Gardens

<table>
<thead>
<tr>
<th></th>
<th>screened for depression</th>
<th>managed depression in office</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>55%</td>
<td>17.5%</td>
</tr>
<tr>
<td>2013</td>
<td>60%</td>
<td>24.3%</td>
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...We are doing better than this in SC...
96217 (emotional health screen code) billing for 2017

• $42,837.75!
  • (approximately $7 per screen)
  • (Enough to pay a full time counselor)
Vital Signs

- weight
- height
- respiratory rate
- pulse
- blood pressure
- age-appropriate behavioral health questionnaire
EPIC FAILS

- PROJECT BREATHE EASY PDSA
- GAVE OUT PBE BROCHURES TO EVERY ASTHMA PATIENT
- MEASURED HOW MANY CONTACTED PROJECT BREATHE EASY PEOPLE (ONLY 4/700....)

- STILL! LEARNED THAT WE NEED TO DO MORE TO COMPLETE THE CONNECTION WITH PATIENT TO RESOURCE....
Lessons from QTIP

• Being great at the wrong things does not help your patients.
• It is not enough to want change: you have to have a plan for change: PDSA Cycles > Hamster wheels
• The bad guys are not so bad and sometimes turn out to be good guys.
• It seems much less impossible when you hear or see how another real life practice actually did it, and did it well.
• Pick up the phone. Get out of the office. As Mr. Rogers would say “who are the people in your neighborhood?”
• Be not afraid. Eat the apple.