



Improving service delivery for families of children with complex medical needs

Amy Houtrow, MD, PhD, MPH

Associate Professor of PM&R and Pediatrics
University of Pittsburgh

Rehabilitation Institute



Framing Children's Health

- From the 2004 IOM report, "Children's Health, The Nation's Wealth:

Children's health should be defined as the extent to which an individual child or groups of children are able or enabled to: a) develop and realize their potential; b) satisfy their needs; and c) develop the capacities that allow them to interact successfully with their biological, physical, and social environments.



A Part of Health



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What's important to patient and families?

- Different for different families
 - Likely consistent themes
- Basic necessities
- Aspirational



**One size
does not
fit all**



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Improving Systems of Care

- System: a group of related parts that move or work together
- Clinic
- Clinic + hospital
- Clinic + community health resources
- Clinic + hospital + community health resources
- Clinic + hospital + community health resources + schools



Health Neighborhood



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What it means to be a good neighbor

- Coordinate
 - Within system
 - Between systems
- Cooperate
 - Shared goal setting
- Communicate



Multi→ Inter→ Transdisciplinary

- Multi- coordinated, many disciplines working in same setting at the same time
- Inter- coordinated, toward common goal, communication about goals
- Trans- coordinated, with blurred disciplinary boundaries to better achieve shared goals
 - Synergies

