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Initiating Coordination of Care for Children in State Custody or Shelter Care

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Initiating Coordination of Care for Children in State Custody or Shelter Care: A Quality Improvement Project

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Children's Mercy Kansas City

Background

Children in the foster care system experience barriers to continuity of care in both the primary care and subspecialty outpatient settings.

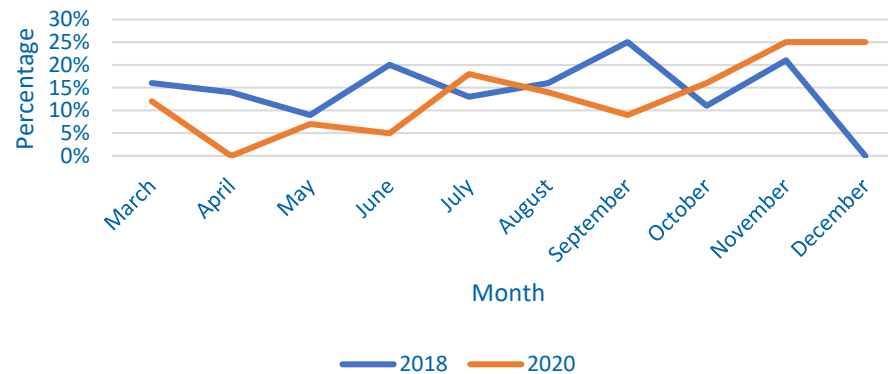
Objective

To decrease the average percentage of scheduled but missed subspecialty appointments with initial referrals placed in the Foundations Foster Care Clinic (FCC) from 40% to 20% over a 10-month period from March-December 2020.

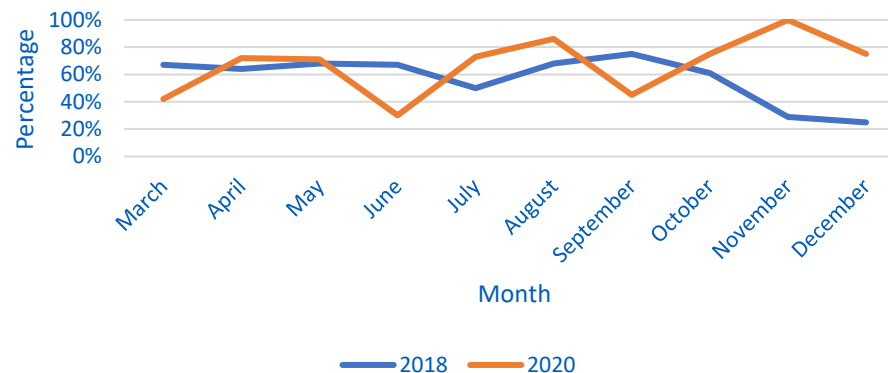
Methods

- One PDSA cycle was performed during the 10-month period.
- All subspecialty referrals placed in FCC were monitored for attendance. The patient's case worker was also notified.
- The patient's chart was reviewed within 30 days of FCC visit to confirm scheduling of subspecialty appointment(s), and up to 3 months to ensure attendance of appointments.
- Data was compared between March-December 2018 and March-December 2020 using descriptive statistics.

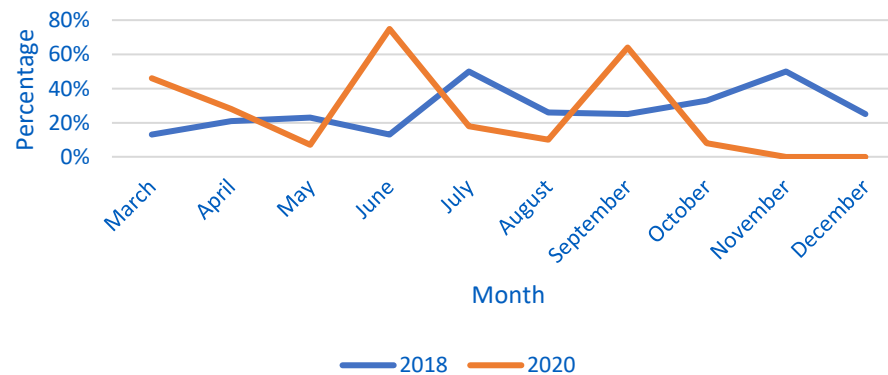
Percentage of Subspecialty Appointments Scheduled but Missed



Percentage of Subspecialty Appointments Scheduled and Attended



Percentage of Subspecialty Appointments Never Scheduled



Results

- The average percentage of scheduled but missed appointments decreased from 15% in 2018 to 13% in 2020, which was well within target.
- The monthly percentage of scheduled but missed appointments during PDSA cycle remained under 20% except for November and December 2020.
- The average percentage of appointments scheduled and attended increased from 57% in 2018 to 67% in 2020.
- The average percentage of appointments never scheduled decreased from 28% in 2018 to 25% in 2020.

Conclusion

- There was a decrease in the average percentage of missed appointments between 2018 and 2020.
- Ongoing communication with the patient's case worker was key in facilitating appointment attendance.
- Frequent and centralized coordination of care is needed to improve continuity of care children in the foster care system.