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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.

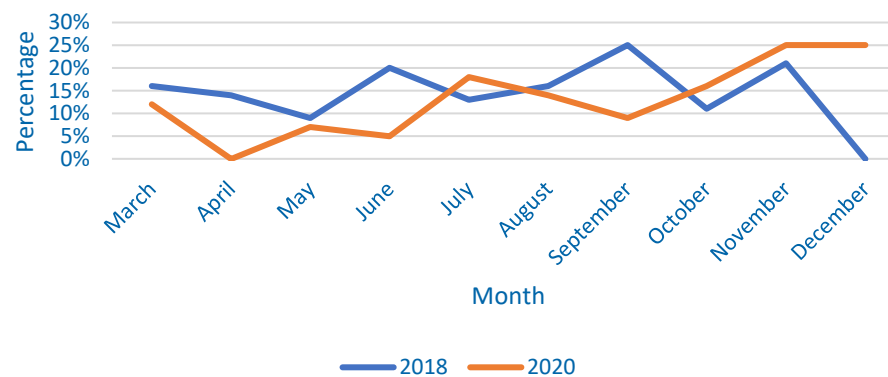
### Objective

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.

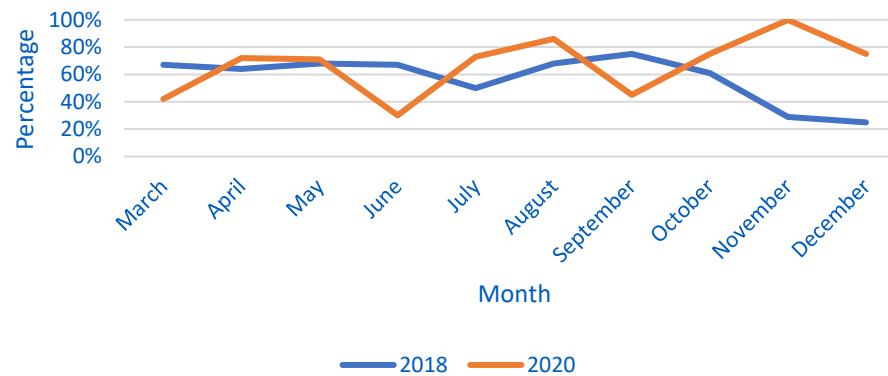
### Methods

- 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.

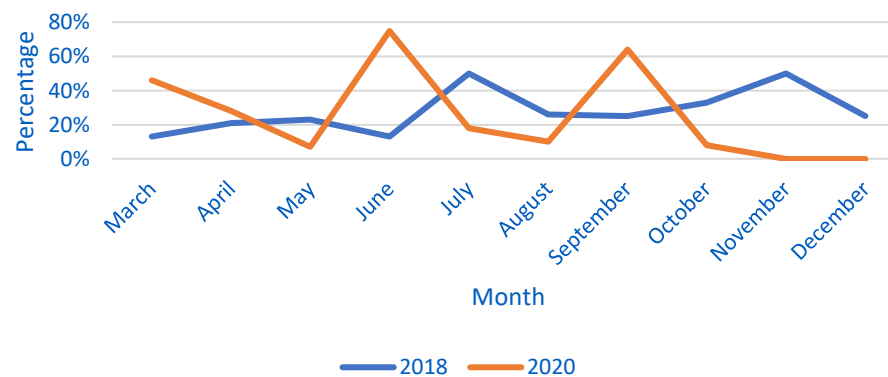
Percentage of Subspecialty Appointments Scheduled but Missed



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.