

Pediatric Care Certification

Here's an early look at the Standards of Excellence as we build the certification program.



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BACKGROUND:

The American Academy of Pediatrics (AAP) has stated that “Children with medical complexity (CMC) often require pediatric home health care (PHHC) to meet their daily intensive care needs... The success of the Pediatric Home Health Care process is built on knowledge, anticipation, and early identification of needs; communication; care-coordination infrastructure; skilled home health providers; and the parent-provider relationship.” The AAP identifies the four components of pediatric care: the child, the family, the home, and the community. The seven most important evidenced-based concepts involved in pediatric healthcare are development, nutrition, medication, mobility, pain, respiration, and psychosocial stages.

Fratantoni, Karen, et al. “The Pediatric Home Health Care Process: Perspectives of Prescribers, Providers, and Recipients.” *Pediatrics*, vol. 144. No. 3, American Academy of Pediatrics, Sept. 2019, <https://doi.org/10.1542/peds.2019-089>

The Center for Health Care Strategies led an initiative called Accelerating Child Health Transformation (AHT) with support from the Robert Wood Johnson Foundation. The initiative is seeking to accelerate the adoption of key elements to advance family-centered pediatric practice, which are:

1. Adopting anti-racist practices and policies to advance health equity.
2. Co-creating equitable partnerships between patients, families, and providers.
3. Identifying family strengths and addressing health-related social needs to promote resilience.

“Center for Health Care Strategies | Accelerating Child Health Transformation.” *Center for Health Care Strategies*, Dec. 2019 to present, chcs.org. Accessed 10 April. 2023

RECOMMENDATION

Based on the concepts outlined above, CHAP recommends implementing these four components of Pediatric Friendly Health Care:

1. Adopts anti-discriminatory practices (including racism, social, economic, and all other forms of discrimination) and policies to advance health equity.
2. Creates equitable partnerships between patients, families, and providers.
3. Identifies family strengths and addresses health-related social needs to promote resilience.
4. Concentrates on the seven evidenced-based concepts involved in pediatric healthcare, defined by the American Academy of Pediatrics: development, nutrition, medication, mobility, pain, respiration, and psychosocial stages.

Design

PF.PCC.1.D

The organization provides written information for the family and/or policies and procedures for staff that describe the Pediatric Friendly Health Care approach.

The organization implements the Pediatric Friendly Health Care approach, which respects knowledge, anticipation, and early identification of needs; communication; care-coordination infrastructure; skilled services; and the parent-provider relationship.

Evidence Guidelines

Document review: Review organization policy/procedures or other documents used by the organization to communicate to stakeholders, including but not limited to staff, patients and families, caregivers, payers, and the community that describes a Pediatric Friendly Health Care approach.

Interview: Interview the family to determine if the organization's approach to Pediatric Friendly Health Care is grounded in principles and concepts of evidence-based practices related to the **4 components of Pediatric Friendly Health Care:** 1. Adopts anti-discriminatory practices and policies to advance health equity. 2. Creates equitable partnerships between patients, families, and providers. 3. Identifies family strengths and addresses health-related social needs to promote resilience. 4. Concentrate on the seven evidence-based concepts involved in pediatric healthcare: development, nutrition, medication, mobility, pain, respiration, and psychosocial stages.

Observation: During home visits, determine if staff provide families/caregivers with information at admission (written and verbal) that helps them understand the Pediatric Friendly Health Care services and what they can expect from this approach.

Tips:

1. Ask the family if the organization has facilitated equitable partnerships between patients, families, and providers. Does the family feel safe with the caregivers the organization provides? Do the caregivers communicate in a language that the patient/family understands?
2. Ask the family what is most important to them about the pediatric patient's care and see if this has been shared among the care team and aligns with the POC.
3. Ask the family if the organization recognizes and utilizes the family's strengths and helps fill gaps in caring for the pediatric patient by coordinating care with the care team and referring to community resources.
4. Does the family have a medical power of attorney for the patient? Have they been prepared for when the adolescent patient "ages out" of pediatric care programs?

PF.APC.1.D

The organization develops addendums to current policies (assessment, planning, coordination of care) or documents that outline Pediatric Friendly Health Care, which uses evidenced-based literature and tools when assessing, planning, delivering, and coordinating patient care.

Implementation

PF.APC.2.I

The organization implements a Pediatric Friendly Health Care approach related to the assessment, planning, and coordination of patient care using evidence-based literature and tools determined by the organization.

PF.CDT.1.I

Staff deliver care in accordance with the evidence-based practices approved by the organization that supports Pediatric Friendly Health Care.

Document review: Review addendums to current policies (assessment, planning, coordination of care) and other documents to verify evidence that the 4 components of Pediatric Friendly Health Care are used in assessment, planning, and coordinating care.

Interview: Interview patients and patient care staff to discern how the 4 components of Pediatric Friendly Health Care are implemented as a framework through which care is planned, coordinated, and delivered.

Evidence Guidelines

Record Review: Review documentation in the clinical record to determine that staff documents per the organization's policy/procedure related to the 4 components of Pediatric Friendly Health Care.

Interview: Interview patients and patient care staff to discern how the 4 components of Pediatric Friendly Health Care are implemented as a framework through which care is planned, coordinated, and delivered. Ask staff about care-coordination with schools, therapists, and physician offices.

Observations: During home visits, determine how staff implement the 4 components of Pediatric Friendly Health Care when engaging patients/caregivers in assessment, planning, and coordination of care.

Record Review: Record review to verify that care is being delivered in accordance with the evidence-based practices approved by the organization and that reflect the 4 components of the Pediatric Friendly Health Care framework, including but not limited to the plan of care, assessment, and visit notes.

Observation: During home visits, observe clinicians to discern if care is delivered in accordance with the 4 components of Pediatric Friendly Health Care.

PF.CQI.1.I

The organization integrates evaluation of their Pediatric Friendly Health Care approach into their data-driven Continuous Quality Improvement (CQI) program/Quality Assurance Performance Improvement (QAPI). *

Note: Program titles may vary depending on state/payer requirements or organization protocol/policies. The requirement is that there are elements found within the organization's existing quality assurance/performance improvement efforts that monitor how well the organization is implementing the four components of Pediatric Friendly Health Care.

Design

PF.HRM.1.D

The organization incorporates the needs and requirements of using the Pediatric Friendly Health Care approach into the design of the human resource management program.

Implementation

PF.HRM.2.J

The organization orients, educates, and manages staff to ensure staff are capable and competent in the use of the four components of Pediatric Friendly Health Care.

Document Review: Review documentation of CQI/Quality monitoring activities. Validate that the 4 components of Pediatric Friendly Health Care are integrated into these quality monitoring program activities.

Interview: Interview one or more leaders involved in the implementation of the organization's CQI/QAPI program. Validate that the organization can demonstrate integrating the 4 components of Pediatric Friendly Health Care into the CQI/QAPI program and how the organization ensures the program collects and evaluates data outcomes.

Evidence Guidelines

Document review: Review human resource (HR) management policies and procedures and organizational documents, which may include but are not limited to job descriptions, competencies and performance evaluations, and clinical in-service records to determine how the organization prepares and manages staff responsible for delivering care using the 4 components of Pediatric Friendly Health Care.

Interview: Interview HR, management, and staff to determine their knowledge of personnel responsibilities related to Pediatric Friendly Health Care practice.

Evidence Guidelines

Record Review: Review personnel record documents, which may include but are not limited to orientation, in-service records, competencies, and pediatric certifications, to determine how the organization orients and manages staff responsible for delivering care using the 4 components of Pediatric Friendly Health Care.