Northwest Region CSHCN County Updates

Time period: April – June 2018

County: King

Name: Rebecca Benson

Organization: Public Health Seattle and King County

Successes:

- Continued talks with Manager of Seattle Children’s Care Coordinators to have yearly meeting with CSHCN Coordinators. Also, discussed need to further improve communication and transition care.
- Continued to attend meetings in the community that have care coordinators in attendance.
- Worked with practice facilitator to bring Eastgate Public Health site into P-TCPi. Met with Eastgate Primary care team and completed PAT, Determined strategy to work on improving referral process to refer EG pediatrics patients to Youth Eastside Services (YES) (behavioral health). Met with YES and began a plan for communication about shared patients. Dr. Chen from EG primary care signed on as Primary Care Champion for King County.

Barriers/Challenges:

- Several prioritized meetings are scheduled for the same time which make it difficult to participate fully.
- Learning 2 new roles on top of previously assigned work has been challenging.

Hot Topics/Topics of Interest:

- Excited and interested in further developing relationship with Children’s in order to improve communication between hospital and CSHCN Coordinators.
- Helping to plan an event in October to bring NICU staff, Pediatricians, OB providers and Department of Children, Youth and Families (DCYF) staff together to learn more about trauma informed, culturally competent Safe Sleep messages for parents on newborns and infants with Special Health Care Needs.
- Working with the new DCYF administrators to maintain current Early Intervention Project which provides services to some of the most vulnerable families in our Region. If the program is cancelled we are working on other options to provide services to these families.

Additional Family Voice Stories:

- My nurse is very helpful. I have a one year old that I didn’t know how to take care of. She came once or twice a week and taught me about what was going on with my child now and what to expect in the next coming weeks so I was prepared. Some things were difficult, but she explained them in a way I could understand. I wish she could come more often. My child smiles when our nurse walks into the room. She helped me move into Section 8 housing very quickly. I will not move out of King County because I don’t want to lose my nurse.
- I have known many nurses, but this one was a big change for me. I love it that she comes to my house. She is always there for me if I have any questions. I appreciate the relationship we have built over the past year.
- She has helped me a lot. My youngest is a wild kid. She helps me to calm down and focus on what we’re doing and not get loud. I have been taught to put myself in my child’s place to think about what my child is thinking and why they are behaving that way. She builds on the strengths I have and gives me pointers. I have printed information on different things to try that is very helpful. She is AWESOME.
- It has meant a lot to have her there. I have great support and help with knowing what to do. I had breastfeeding problems, my baby had problems with weight gain. She was there to teach me about
growth and development. She was always in a great mood. She is supportive of both of us. She notices subtle differences in my baby. She is always steady and appropriate. We have a great relationship.

Suggestions for Regional Coordination/Communication Improvement/Opportunities:
  o This is a very communicative group. I feel that we communicate well by using email and ZOOM meetings to share information and to plan for upcoming meetings with community partners.

Questions for the State Communications Network:
  o With the grant ending in September, will there be funding for CSHCN coordinator to organize regional meetings like we had prior to the P-TCPI grant?