

Usual Source of Medical Care Change Package

Rationale: Access to a usual source of medical care lends to increased provision of preventive services, reduced emergency department visits and hospitalizations, improved health outcomes and health status, reduced health care costs, and better communication between families and health providers. Patients with a usual source of medical care obtain care that is comprehensive, coordinated, accessible, and committed to quality and safety.¹ This results in partnerships between patients, families, primary care providers, specialists, and the community.²



In the usual source of medical care model, a primary care provider works in partnership with the patient and their family to ensure that all of the medical needs of the patient are addressed. Through this partnership, the clinician can help the patient and their family access and coordinate multiple needs such as specialty care, educational services, out-of-home care, family support and other public and private community services that are important to overall health. A usual source of care is an important method for tying the several aspects of care, including behavioral and oral health, to accomplish goals and ensure comprehensive and coordinated health care for women and children.

Healthy Start grantees can assist Healthy Start participants in obtaining a usual source of medical care during the perinatal period to promote overall health and well-being of women and children, including optimal pregnancy and birth outcomes.

Purpose/Objective: This change package provides recommended strategies and a selection of resources and evidence-based practices to aid Healthy Start grantee organizations, partners and their staff in promoting a usual source of medical care among Healthy Start women and children participants at all visits. **Healthy Start Screening Tools**, available on the Healthy Start Epic Center website and referenced in the change package strategies, can be used to assist in comprehensive and consistent assessment of Healthy Start participant needs and standardized data collection to support monitoring and reporting on Healthy Start benchmarks.

¹ Patient-Centered Primary Care Collaborative. Defining the Medical Home. April 2016. <https://www.pcpcc.org/about/medical-home>

² U.S. Department of Health and Human Services. What is a medical home? Why is it important? April 2016. <http://www.hrsa.gov/healthit/toolbox/Childrenstoolbox/BuildingMedicalHome/whyimportant.html>

Healthy Start Change Package Strategies for Usual Source of Medical Care

Healthy Start Program Goal: Increase the proportion Healthy Start women and child participants who have a usual source of medical care to 80%.

Level of Strategy	Strategy	Select Resources & Evidence-Based Practices
Program Level	<p>Build Capacity to Promote a Usual Source of Medical Care</p> <ul style="list-style-type: none"> ➤ Educate all Healthy Start program staff about the benefits of a usual source of medical care and what can be offered to all Healthy Start participants. ➤ Establish a process in your program or workflow to screen all Healthy Start participants on whether they have a usual source of medical care. ➤ Establish referral systems with local health care providers to coordinate medical homes for women and children. ➤ Build and strengthen coordination and collaboration with your state’s Title V Maternal and Child Health program to develop and/or advance comprehensive health care, including clinical-community linkages for Healthy Start participants. 	<ul style="list-style-type: none"> • AMCHP Strategies for Improving Preconception Health through Health Reform • Assuring Better Child Health and Development • National Center for Medical Home Implementation: For Practices • Partners in Pregnancy
Individual & Family Level	<p>Assess and Coordinate Access to a Usual Source of Medical Care</p> <ul style="list-style-type: none"> ➤ Screen all Healthy Start participants on whether they have a usual source of care. <ul style="list-style-type: none"> ▪ KEY QUESTIONS: A personal doctor or nurse is a health professional who knows you well and is familiar with your health history. <ul style="list-style-type: none"> – Do you have one or more persons you think of as your personal doctor or nurse? – Is there a place that you usually go for care when you are sick or need advice about your health? – Refer to the <i>Healthy Start Screening Tools</i> for additional key questions <p>If yes, document provider information. If no, educate on the importance of having regular preventive care and a usual source of medical care. Refer to a primary care provider or pediatrician.</p> 	<ul style="list-style-type: none"> • Community Care of North Carolina: Pregnancy Medical Home • Patient Centered Primary Care Collaborative List of Patient Centered Medical Homes • Assuring Better Child Health and Development • Bright Futures • National Center for Medical Home Implementation: For Families and Caregivers • National Academy for State Health Policy: Primary Care and Medical Homes • Healthy Start Screening Tools

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	<ul style="list-style-type: none"> ▪ KEY QUESTIONS: <ul style="list-style-type: none"> - During the past 12 months, did you see a doctor, nurse or other health care worker for preventive medical care, such as a physical or well visit checkup? - Refer to the Healthy Start Screening Tools for additional key questions <p>If yes, document visit date. If no, educate on the importance of having regular preventive care and a medical home. Refer to a primary care provider.</p> <ul style="list-style-type: none"> ➤ Provide education and informational resources to Healthy Start participants and families on the importance of a usual source of medical care and what services can be provided free of cost. ➤ Assist Healthy Start participants in developing goals to maintain their health. 	
	<ul style="list-style-type: none"> ➤ Assist Healthy Start participants in enrolling in and obtaining health insurance to support access to health care and other preventive care services as needed. 	<ul style="list-style-type: none"> • From Coverage to Care • Health Insurance Marketplace • Getting the Coverage You Deserve: What to Do If You Are Charged a Co-Payment, Deductible, or Co-Insurance for a Preventive Service • Health Insurance Marketplace
Community Level	<p>Increase Awareness and Promotion of Usual Source of Medical Care for Women and Children Among Community Organizations and Partners</p> <ul style="list-style-type: none"> ➤ Work with local American Academy of Pediatrics and American College of Obstetricians and Gynecologists chapters to ensure and promote a usual source of medical care for women and children in the community. ➤ Work with community partners that serve women, children and families to schedule and encourage patients to keep follow-up appointments and re-link the patient with their primary care provider after hospital 	<ul style="list-style-type: none"> • National & State Initiatives • Community Care of North Carolina: Medical Home • Assuring Better Child Health and Development • Pediatric Practice

Level of Strategy	Strategy	Select Resources & Evidence-Based Practices
	<p>discharge.</p> <ul style="list-style-type: none"> ➤ Educate and train community health care providers that serve women, children and families to be familiar with the Healthy Start populations they are serving. 	<p>Enhancement Project (PPEP)</p> <ul style="list-style-type: none"> • National & State Initiatives • State Health Care Transformation • National Academy for State Health Policy: Primary Care and Medical Homes
	<ul style="list-style-type: none"> ➤ Partner with local school-based health clinics to strengthen relationships and increase number of children with a usual source of medical care. 	<ul style="list-style-type: none"> • Patient-Centered Medical Home: How are California School Based Health Centers Relating to This New Model of Care?

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*This change package can be accessed electronically: <http://healthystartepic.org/healthy-start-approaches/improve-womens-health/>