

A Medical Home  
*for Families*  
In Colorado



The Colorado Medical Home initiative began in 2001  
in response to Title V / Maternal and Child Health  
(MCH) national outcome measure,  
*all children will receive comprehensive coordinated  
care within a Medical Home.*

The Colorado initiative is a systems-building effort to  
promote quality health care for all children.



*Senate Bill 07-130, signed by Governor Ritter in 2007, designates the Department of Health Care Policy and Financing to take the lead in assuring an increase in the number of Medical Homes for children eligible for Children's Basic Health Plan (CHP+) and Medicaid in Colorado.*



Senate Bill 07-130 defines a Medical Home as:

*“an appropriately qualified medical specialty, developmental, therapeutic, or mental health care practice, that verifiably ensures continuous, accessible, and comprehensive access to and coordination of community based medical care, mental health care, oral health care, and related services for child.”*



# A Medical Home is:

- A concept of quality health care, not a building, house or hospital
- A team approach to coordinating health care services
- Promotes a partnership between families and providers
- Encompasses medical, mental and oral health care
- When care and treatment options are mutually discussed and collaboratively decided
- Accomplished when families feel included and valued



# Medical Home Quality Components and Standards

- ▶ *Accessible* – Families know whom to call, insurance plans accepted, community based, and if there is physical accessibility to needed services.
- ▶ *Family-Centered* – The family is recognized as the principal caregiver and center of strength, knowledge and support for the child. The family voice is valued.



- ▶ *Continuous* – The same health care professionals are available from infancy through adolescence, and transition to adult health care system is successful.
- ▶ *Comprehensive* – The child’s and family’s medical, educational developmental, psychological and other service needs are identified and addressed.
- ▶ *Coordinated* – A plan of care is developed by the health care provider, child and family and is shared with other involved providers, agencies and organizations.



- *Compassionate* – Efforts are made to understand and empathize with the feelings and perspectives of both the child and family. Families are comfortable, satisfied participants.
- *Culturally Responsive* – The child’s and family’s cultural background (including beliefs, rituals and customs) are recognized, respected and incorporated into care planning.



# FIVE GUIDING PRINCIPLES

1. The standards are a framework for continuous quality improvement.
2. The standards are meant to describe Colorado's goals for quality health care for all children, they are not meant to be punitive or prescriptive
3. The standards, based on the national components of a medical home, were developed in collaboration with multiple Colorado stakeholders, including: physical and behavioral health care providers and physicians, family members, community advocates and evaluators, and are aligned with established national standards.
4. The standards are a way to acknowledge good practice while providing a shared vision and common language for a quality system of care for all children in Colorado.
5. The standards provide a means for evaluation to establish state, payer, family and practice accountability.



# FIVE ASSURANCES

1. The Colorado Medical Home Initiative will continue to provide a platform whereby stakeholders' input is encouraged, valued and incorporated.
2. Providers who choose to be acknowledged as providing a Medical Home approach will be offered resources and support.
3. The term "Provider" is intended to be inclusive of behavioral health, oral and physical health care providers and specialists.
4. Development and refinement of these standards is only the first step in the process of implementation.
5. Medicaid providers can choose to be acknowledged as Medical Home providers on a voluntary basis



# Colorado Medical Home

## 11 Standards

1. Provides 24 hour 7 day access to a provider or triage service.
2. Child/family has a personal provider or team familiar with their child's health history.
3. Appointments are based on condition (acute, chronic, well and specialty) and provider can accommodate same day scheduling when needed.
4. A system is in place for children and families to obtain information and referrals about insurance, community resources, non-medical services, adult education and transition to adult providers.



5. Provider and office staff communicates in a way that is family centered and encourages the family to be a partner in health care decision making.
6. Provider and office staff demonstrate cultural competency.
7. The designated Medical Home takes the primary responsibility for care coordination.
8. Age appropriate preventive care and screening are provided or coordinated by the provider on a timely basis.



9. The designated Medical Home adopts and implements evidence-based diagnosis and treatment guidelines.
10. The child's medical records are up to date and comprehensive, and upon the family's authorization, records may be shared with other providers or agencies
11. The Medical Home has a continuous quality improvement plan that references Medical Home standards and elements.



# How Colorado Access supports the Medical Home

## Member Education

Colorado Access provides information to our members about the Family Centered Medical Home and how the family can access care, participate and work together with their provider and the staff.



# How Colorado Access can support our providers

Colorado Access can help providers achieve the 11 standards of the Medical Home by offering support, recommendations and resources.



# How Colorado Access can support our providers

Colorado Access recognizes that the Medical Home concept is a journey not a destination.

To learn more please call us at  
720-744-5236

