

PHMCA

Care Coordination



Referrals

Referrals are coming from

- Pediatricians
- Rural Health Providers
- Additional Health Providers

Intake

- During the intake the provider will identify the need
- Identify which tests have been done
- Summarize the need
- This is done as an encounter form that is sent to Sanford and the Psychologist who will consult with the health care provider making the referral
- Follow up is done to identify that the Psychologist has received the referral

Further referral process

- Vicki does the demographic intake form needed
- If the provider has indicated Care Coordination is needed, Vicki will provide that follow up
- Once the Psychologist has consulted, she completes the consultation form, which also comes to identify this has been complete

Care Coordination

- Identify family need
- Compile the resources the family may or will be able to access in the areas of need
- Provide emotional support if needed
- Informal and formal referrals to other agencies or people, including Family Voices of ND Parent to Parent Program
- Bridge mental treatment and education
- Follow-up calls or emails established

Positive Experiences

- Families feel they are not alone in children's mental and behavioral health issues they face.
- A place to turn to for emotional support.
- One stop for resources and referrals
- Ongoing support
- Clients and Providers are better informed
- Efficient delivery of health care services within and across systems of care

Negative Experiences

- Not enough mental health providers for children and youth across the state of ND.
- Lack of programs and services for families who have children and youth with mental health issues. Including education systems.
- High cost of services and treatment for mental and behavioral health for children.
- Increase of family and relationship conflict difficulties.
- Social isolation
- Issues with maintaining dosages and side effects of prescription drugs as treatment.

Overall...What is Missing

- Workforce
- Access to programs , too strict criteria
- Lack of integration between education and medical services
- Lack of funding
- More awareness for mental telehealth services
- Lack of awareness, choose to ignore
- Stigmatism exists