

Consumer Health Information and Support – A Community Utility

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June 12, 2009

Let's Review Medical Home Criteria

■ From the Am Acad of Peds Policy Statement (2002):

high quality, cost-effective medical care that is:

- accessible
- continuous
- comprehensive
- family-centered
- coordinated
- compassionate
- culturally effective; and

- supports physician-family partnerships "of mutual responsibility and trust"

What is Family- or Consumer-Centeredness?

■ From the AAP Policy Statement:

- builds a trusting partnership
- respects diversity
- shares clear, unbiased, complete information and options
- shares responsibility in decision-making
- considers family (of a child) or individual as the expert in their own care

From the Joint Principles (2007)

“Practices advocate for their patients ... by a care planning process driven by a compassionate, robust partnership between physicians, patients, and the patient’s family.”

“Patients actively participate in decision-making and feedback is sought to ensure patients’ expectations are being met.”

One More Thing

It is not easy, nor PCPs’ first priority, to create meaningful consumer-centered partnerships with patients/consumers/families. (CHSC’s Iowa Medical Home Initiative project evaluation, 2005)

Possible Explanations

- Family- or consumer-centeredness takes extra time.
- PCPs want to clean some laundry before inviting family partners.
- It’s difficult for PCPs to maintain their own updated library of health information resources.
- It’s labor intensive to broker or arrange family-to-family support opportunities.

A Possible Solution

- Why not a community/shared utility for family/consumer health information and support!

- Iowa's new "Family-to-Family Health Information Center" grant will feature:
 - a statewide network of parent mentors/educators
 - deliberate reach out to PCPs to share family-centered information resources
 - a web-based health information resource w/ links to existing family support/advocacy groups
