NCIOM Task Force on a Perinatal System of Care

Task Force Meeting 2: Welcome & Discussion Recap

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Agenda

- Morning:
  - Discussion Question Review
  - Spotlight Series
  - Background Information:
    - Levels of Care in NC (Neonatal)
    - AAP Neonatal Levels of Care Guidelines
    - ACOG Maternal Levels of Care

- Afternoon
  - LOCATe Tool
    - Background and Current use efforts
    - Utilization of tool in NC
  - Group Discussion

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TF Meeting 1: Discussion Question Review

- **What kind of service gaps have you experienced with our current perinatal system of care?**

- **Please share some situations that lead you to request/facilitate transportation services in the past? (To a higher or lower level of care) What was your experience like? Were there set procedures in place?**

- **What are some obstacles you face when ensuring your patients/clients receive the appropriate level of care? (Ex: Distances between levels of care offerings, resources for consumers to travel with their infant, etc.)**

- **What are the biggest disparities you see in access to care?**

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1. What kind of service gaps have you experienced with our current perinatal system of care?

- **Lack of Care in Rural Areas**
  - Labor & Delivery Units Closing

- **Medicaid Transformation**
  - Education/Support Available surround new & additional resources
  - Participation Providers, or lack thereof
  - Transport Services
    - Are they available?
    - How is utilization determined?
  - Linking Care (Care Management) between all services
  - Delay in coverage/Coverage Gap

- **Transportation Services**
  - Back transport to community
  - Resources for public transportation to prenatal and postpartum care
  - Burden on traveling for high risk care
    - Transportation to and from
    - Lodging
    - Meals, etc.
  - EMS/ Ambulances Services
    - Is there a contracting system
    - Regulations/Guidance for determining where they take patient for care?

- **Referrals**
  - System to System
    - Hospital guidance?
    - Provider choice?
    - Patient input?

- **Staff Shortfalls** (all, including providers)
  - Education
    - Where does care begin?
      - Gatekeepers
      - Consistency/Follow-up
        - Training on importance of woman receiving prenatal and postpartum care
        - Appointment reminders/Assistance in locating resources to make appointment
  - Resource Efforts
    - Quantity of Staff
    - Ability to provide follow-on referrals
      - Mental/Behavioral health
      - Trauma informed care
      - Substance abuse care

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1. What kind of service gaps have you experienced with our current perinatal system of care?

- **Lack of Relationship Building**
  - Communication Efforts
    - Trust Building
      - Patient & Doctor
        - Trusting relationship = More willing to ask for help = appropriate referral services obtained
      - Provider & Provider
        - Collaboration on Services
        - Continuity of Services
  - Difficulty in finding high-risk/specialty care vs. fear of high risk care

- **Potential uses for Telemedicine**

- **Data Needs**
  - **Need input**

- **Babies in Foster Care**

- **Need for Community Support and Promotion of it**
  - Social
    - Patient reassurance
  - Centering Services
  - Support for other family members
  - Access to translation services
  - Patient education and rights
    - Importance of prenatal and postpartum care
      - Postpartum: combatting the fear and stigma of asking for help

- **People that are undocumented**

- **Lack of Patient Centered Care**
  - Patient Rights
  - Coverage Gap
  - Patient Reassurance
  - Patient Education
  - Mom-Baby dyad
  - Lack of advocacy for patients rights/demands
    - Women not feeling like they have a voice
  - Absence of Care Team mentality

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2. Please share some situations that lead you to request/facilitate transportation services in the past? (To a higher or lower level of care) What was your experience like? Were there set procedures in place?

- **Lack of a centralized/regionalized transport system**
  - Questions around the old call-in system (now unfunded?)
  - Vague procedures in place

- **Lack of trust by providers of true level of care**

- **Incentive issues**
  - Are there higher reimbursement levels for hospitals that hold themselves at higher levels of care?

- **Back Transport**
  - No financial sense to bring back
  - Lack of trust by treating hospital to bring back

- **Medicaid**
  - Requirements for same day transfer
  - Regulations on transport
    - Who can be transported?
    - Resources available once transported?
      - For families
  - **Agreements with community level hospitals**
    - Level 3 & 4 Hospitals

- **Determination of Location of Transport**
  - Between hospital systems?
  - Determined by contracts?
  - Patient voice in matter?
  - Are closer hospitals with same capability of services being skipped over?

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3. What are some obstacles you face when ensuring your patients/clients receive the appropriate level of care? (Ex: Distances between levels of care offerings, resources for consumers to travel with their infant, etc.)

- **Lack of Trust by providers in regard to true levels of care**
- **Social Determinants of Health**
  - **Transportation availability**
  - **Childcare**
  - **Lodging/Meal Expenses**
- **Timing of Care**
  - Unable to miss work
  - Coordination among families
  - Staff appointments don't align with best time for patient appointments
- **Care/Case Management**
- **Uninsured**

- **Lack of standardization in provider reporting**
- **Issues between sharing information on EHRs**
  - Accessibility between providers/caregivers
  - Staff education on use
- **Lack of trust between providers and patients**
- **Financial Barriers & Cultural Barriers**
- **Community Support**
- **Hiring, training and retaining transport teams**

- **Identifying high risk mothers/infants ensure correct levels of care**
- **Education on levels of care/common health concerns leading to high risk pregnancies**
- **Awareness of Resources**
- **Acceptance of Medicaid**
  - **Waiting periods**
- **Lack of resources at hospitals for families traveling to higher level of hospital**
  - **Distance; Lodging; Meal Vouchers; Child Care**

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4. What are the biggest disparities you see in access to care?

- **Resources available to accessing appropriate levels of care**

- **Woman's voice not being heard**

- **Importance of health literacy & education**

- **Lack of patient support/navigators**

- **Difficulty in finding providers**

- **EMS Education on importance of patient history**
  - Some sort of medical card for pregnant women/women who have recently delivered

- **Lack of provider/clinic/staff/clinical team follow-up on scheduling appointments and reminders**

- **Labor and Delivery Units being shut down in rural areas**
  - Economies of scale

- **Social supports**

- **Cultural competence**

- **Facilities not conducive to mom with multiple children and having appointment**

- **Getting mothers to the resources needed to continue postpartum care after 6 weeks**

- **Availability of Telemedicine**

- **Lack of positive interactions with providers**
  - More personalized care
  - Care begins at first phone call
  - Forms trusting relationship

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