2017
Children’s Specialized Hospital
Community Health Needs Implementation Plan
Final Report
2017 Implementation Plan

**Non-English Speaking families have trouble advocating and coordinating care for their children**

**Strategy:** Leverage diversity internally and externally to further develop cultural competence

**Action Plan**

- Transition from over the phone interpretation to video interpretation services
- Develop HR policies regarding diversity in recruitment and retention
- Host diversity events yearly at each CSH site
- Hire and certify more employees who are culturally diverse and multilingual in order to assist and support non English speaking families
- Provide written discharge documents in Spanish for Spanish speaking patients and families

**Target Population:** Non-English speaking families

**Proposed Partners:** Stratus

---

**Children’s Specialized Hospital has a need for more recreational services and programs for children with diagnoses other than Autism. There is also a need for programs for siblings, families, and caregivers.**

**Strategy:** Consolidate all CSH recreation, sports, and other community programs into a single, sustainable program line

**Action Plan**

- Implement proposed CSH S.T.A.R. (Special Therapeutic, Activity, Recreation, and Social Groups)
  - Single product line that encompasses every type of program CSH offers for patients and families
    - Offers sibling groups and programs designed to meet the needs of children with other diagnoses other than Autism
- Continue to offer workshops and programs to assist parents and caregivers

**Target Population:** Children with special health care needs and their families

**Proposed Partners:** Corporate partners, students, universities and educational institutions, community volunteers
There is a need to assist families during the transition from childhood to adult care as well as the overall navigation of the health care system. There is also a need for stronger communication between the patient's provider and care team.

**Strategy:** Develop care coordination in additional select populations

**Action Plan**

- Fully implement care coordination program in our Pediatric Primary Care Practice
- After completion of pilot program in Pediatric Primary Care, the program will be implemented in developmental/behavioral programs and psychology/PM&R programs

**Target Population:** Children’s Specialized Hospital patients

**Children’s Specialized Hospital needs to lessen wait times and offer more evening appointments**

**Strategy:** 1) Reduce wait times for all services, 2) explore potential NJ expansion

**Action Plan**

- Explore alternative care delivery models to increase efficiency
- In order to reduce wait times, CSH will offer extended hours which will help alleviate scheduling issues
- Reach out to healthcare facilities and draft a plan to explore potential for 1-2 new sites in New Jersey

**Target Population:** Children with special healthcare needs

**Proposed Partner:** RWJBarnabas Health System

**There is a need for more mental health and other specialty health care providers**

**Strategy:** 1) Develop an offering focused on children with anxiety disorders, 2) Address mental health complexities

**Action Plan**

- Children’s Specialized will grow and better develop its anxiety short term psychological therapy model at all CSH sites in order to ultimately develop our own signature anxiety program
- Identify and create partnership with mental health providers

**Target Population:** Children with special health care needs

**Proposed Partners:** Rutgers RWJ Medical School
There is a need for a formal structure for medical and educational providers to communicate to alleviate the stress of parents struggling to advocate and coordinate across systems

**Strategy:** Assist in coordinating between medical and educational providers

**Action Plan:**

- Children’s Specialized will increase both the amount and the type of workshops it offers to address these needs
- Integrate these concepts into Children’s Specialized programs and workshops
2017 Community Health Implementation Plan Achievements

Goal 1: Leverage diversity internally and externally to further develop cultural competence

1.1: Implemented Video Remote Interpretation at 5 sites

1.2: Hosted diversity celebrations at each site

1.3: Continuing to work towards our ongoing goal to hire and certify more employees who are culturally diverse

Goal 2: Reduce wait times for all services

2.1: Expanded our Clifton, Hamilton and Mountainside locations and are exploring new opportunities in Monmouth and Essex County

2.2: Implemented new telemedicine programs

2.3: Now offering Friday, Saturday, and Sunday appointments at select locations throughout NJ

Goal 3: Address mental health complexities and develop an offering focused on children with anxiety disorders

3.1: Created a signature inpatient anxiety program

Goal 4: Develop care coordination in additional select populations

4.2: Implemented care coordination in our Chronic Illness Management Program and Chronic Pain Management Program

Goal 5: Consolidate all Children’s Specialized Hospital recreation, sports, and other community programs into a single, sustainable program line

5.1: Created the Activity Connection with houses over 40 recreational programs for patients and their siblings

5.2: Offered programs like Managing Your Child’s Behavior, Navigating Your Child’s Journey, and support groups for parents and caregivers

Goal 6: Assist in coordinating between medical and educational providers

6.1: Developed new workshops for families to help coordinate between medical and educational providers such as Navigating Crucial Transitions from Elementary to Middle School