

Safe and Understood:

A Nurse Key Worker to Improve Care
Coordination for Children with Health Complexity



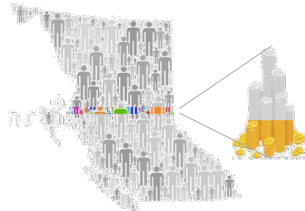
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Background

The British Columbia Children's Hospital **Complex Care program (CCP)** serves children living with health complexity (CLHC)

CLHC = >1% of pediatric population



>35% Pediatric health care costs

In 2021, for the first time, we added a registered nurse as a **Nurse Key Worker (NKW)**. Previously, we had physicians and a nurse practitioner as part-time clinicians.



Objective

1. To improve care coordination to CLHC
2. To build trusting relationships with caregivers and professionals of CLHC in order to improve communication and collaboration



Methods

- **Caseload:** diverse group of 30 families
- **Evaluation** over 1 year using validated evaluation tools and semi-structured interviews

Evaluation Tools

1. Demographics and encounters data
2. Family Experience with Care Coordination Survey (FECC) & PROMIS Self Efficacy
3. Care Coordination Measurement Tool (CCMT)
4. Strengths, weaknesses, opportunities, threats (SWOT) analysis
5. Semi-structured interviews

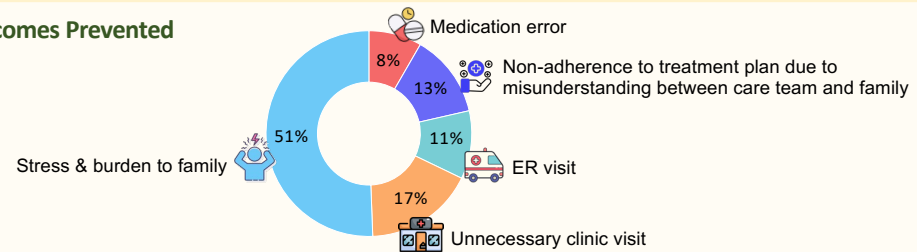


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A Nurse Key Worker can help families with children with health complexity to feel safe and understood.

Outcomes Prevented



Families Feedback



Outcomes

- **Families:** Timely access to single point of contact
 - **Right Time:** More families able to receive complete care from our program, timely access to a provider who knows their child well & able to provide quality care coordination
- **Community providers:** Collaborate to support families close to home
 - **Right Place:** Timely response to questions/concerns from our team, more capacity to work on collaboration & communication
- **Team:** Appropriate scope of practice
 - **Right Provider:** Improved role differentiation: NKW doing RN scope activities, NP and MD doing NP/MD scope activities

Take a picture for the detailed poster



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