



Crusader Clinic is a federally qualified community health center in a large metropolitan area that has 14 primary care providers who serve 18,000 children annually. Crusader Clinic is the only community health center located in northwest Illinois serving patients unable to afford the rising cost of health care. While there are no restrictions on who can utilize its services, Crusader specializes in serving medically underserved individuals.

The Clinic began the work to establish a medical home by focusing on identification of children with special health care needs. They created an identifier to be used in their computer system to alert staff that the child has special health needs and to prompt staff to ask if longer appt. times are needed or if there are other special needs for the visit. They began reviewing charts prior to clinic and using a sticker to identify CSHCN. Next they developed a Care Plan and then began creating individual care plans for children in their medical home with plans to place the care plans in a shared network drive of the clinic computer system.

Finally, as a result of the input by parent partners, the Clinic began offering a monthly Parent Support Group for families who have children with special health needs. The parent partners on the medical home quality improvement team are actively involved in planning and attending the support group meetings.

During the second year of the project the quality improvement team continued work to develop a Care Plan for every identified child with special health care needs. Working with their Information Systems staff, Care plans are stored on a shared network drive of the computer system so that pediatric staff at any of the Clinic's 3 locations can access the care plans. Each of the Clinic's pediatric health care providers has a PDA and is using this technology to store care plans for on-call needs.

The staff have also developed a referral and resource data bank that includes information about specialty health care providers and community resources for children with special health care needs. This information can also be downloaded to each providers' PDA so that it is always available when needed.

Most recently the medical home quality improvement team began talking about the need to collaborate with the local mental health center to improve care for children that are mutually served, particularly for medication management. Efforts are underway to meet and discuss options for sharing care plans and medication information. Staff are also collaborating with the local pediatric long term care facility staff to discuss sharing of information so that after-hour calls can be addressed more informatively and appropriately.

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