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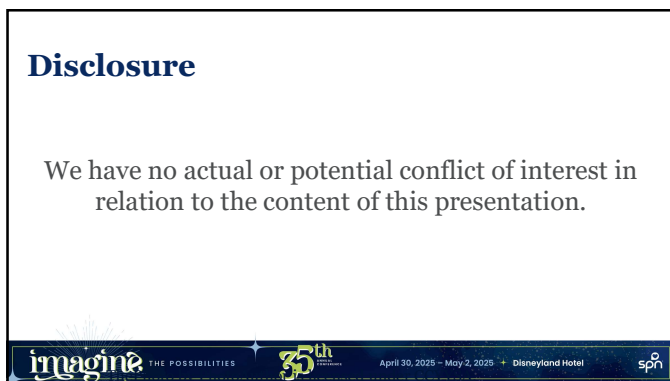
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## Learning objectives



- **Identify** common post-discharge care barriers & gaps for CMC.
- **Describe** the key components of a nurse-led care coordination model to optimize care transitions for CMC.
- **Explain** how nursing expertise and telehealth can help reduce health disparities and reduce readmissions.



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**Q1: What scares you the most about medically complex discharges?**

**Q2: What is the most common post-discharge care barrier that families of medically complex children face?**



Join at [menti.com](https://menti.com) | use code 8528 6806



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## Children & Youth with Special Healthcare Needs (CYSHCN)

1 in 5 children (19.4%) with medical needs beyond those of typical children  
(McLellan et al., 2022)

### Children with Medical Complexity (CMC)

Smaller subset (3%) with multifaceted, chronic conditions, and functional limitations  
(Flasch et al., 2025)



#### Increased Healthcare Utilization

- Adverse Health Outcomes
- Care Barriers

(AHRQ, 2024; Van Cleave et al., 2022)



(Shutterstock, Child with tracheostomy, 2024)



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## Hospital-to-home transitions for CMC



- Complex and multifaceted
- Increased potential for care gaps post-discharge
- Higher risk for unplanned readmissions, contributing to elevated care costs



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## Leveraging Telehealth

Can:

- Reduce healthcare disparities
- Address care barriers
- Improve outcomes for CMC  
(Van Cleave et al., 2022)



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## Telehealth Nurse Transitions Program (TNTP)

Nurse-led telehealth visits for CMC for 30 days post-discharge

### Goals:

- Overcome care barriers
- Reduce readmissions



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### Design and implementation of TNTP: Key program components

 BUILD A TEAM
  IDENTIFY CMC
  BUILD THE FRAMEWORK
  PERFORM INTERVENTION



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### Build the team & framework

 Nurse \*
  Hospitalists
  Process Improvement Specialist
  Informaticists

**\*WHY A NURSE?** Compact licensure, case management/care coordination + practical skills, compassionate care giving



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### Identify CMC patients

**Enrollment criteria:**

- LOS  $\geq$  7 days
- 1+ home care order
- Previous admission or ED visit during past 12 months or ICU level care during current hospitalization
- Participating service lines



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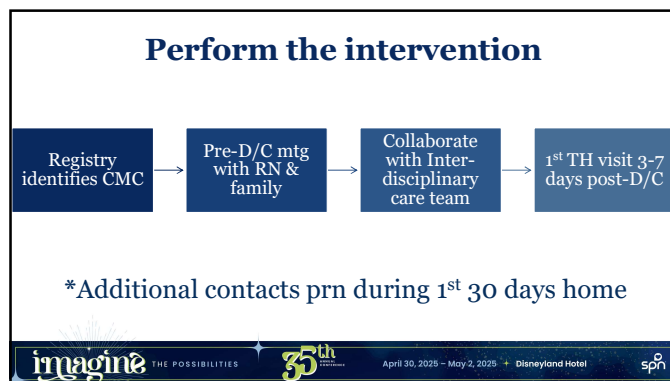
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**Key components of the telehealth visit**

- Review plan of care, supplies, & medications
- Connect with outpatient services
- Follow up on SDoH needs
- Assist with f/u appt needs
- Review resources & contact info

(Shutterstock, New mom holding cute nappy baby, 2025)

**imagine** THE POSSIBILITIES **35<sup>th</sup>** April 30, 2025 - May 2, 2025 + Disneyland Hotel **spn**

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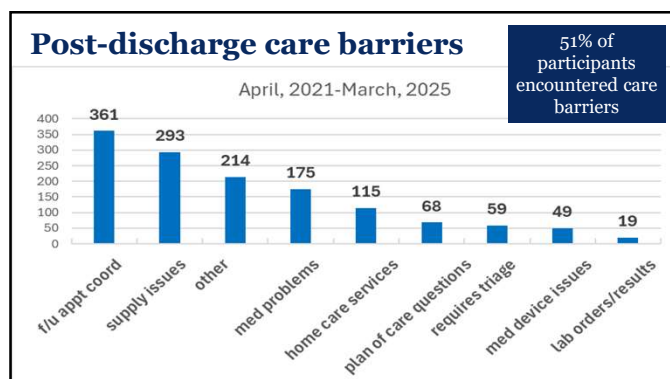
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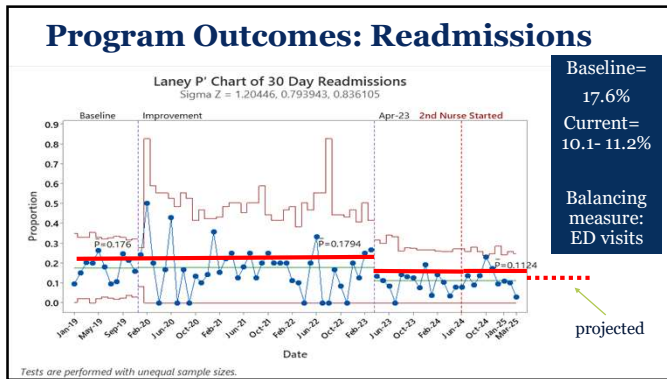
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### Family & Caregiver feedback

“Love that I had someone available who could liaise with our child's specialists who was also familiar with our baby. Super helpful.”

“It made me feel so much more comfortable coming home after being discharged.”

“I highly recommend you do this for all your complex discharges. Having a clinical nurse instead of case manager is very helpful.”

**imagine** THE POSSIBILITIES **35th** April 30, 2025 - May 2, 2025 + Disneyland Hotel **spn**

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### Success stories

“The cat spilled my baby's sildenafil...”

“Which medicine goes in the PICC line?”

“These nighttime feeds are really hard!”

A hot mess in a snowstorm!

(Shutterstock, Cat spilling soy sauce on kitchen table, 2025)

**imagine** THE POSSIBILITIES **35th** April 30, 2025 - May 2, 2025 + Disneyland Hotel **spn**

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## Key takeaways

- Challenges & limitations
- Driving system-level change
- Impact on healthcare disparities
- Aligns with national initiatives to:



(Shutterstock, Child with tracheostomy, 2023)

**Improve health equity & outcomes for CMC/CYSHCN through enhanced care coordination and telehealth**

(McLellan et al., 2022; NASHP, 2022)



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## Key takeaways cont'd

- Quantitative & Qualitative data tracking
- Inter-disciplinary & organizational support
- Possibilities for broader implementation
- The value of **nursing expertise**



**“Nurses are the backbone of healthcare transformation.”**

—Future of Nursing Report 2020-2030 (NASEM, 2021)



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## Questions?



### Contact info:

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Karin (Kari) Price, MSN, RN, CPN, CWON  
\*Karin.price@childrenscolorado.org



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THE POSSIBILITIES

35<sup>th</sup>

ANNIVERSARY

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**KPO**      Need to add link for Van Cleave  
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