

# HCP Snapshot



FY 2015 (October 1, 2014 - September 30, 2015)

HCP's mission is to ensure that Colorado children and youth with special health care needs have the opportunity to grow, learn and develop to their highest individual potential.

## HCP CARE COORDINATION & SPECIALTY CLINIC LOCATIONS

October 1, 2014 - September 30, 2015

## ABOUT HCP

HCP, a program for children and youth with special health care needs, provides services to Colorado children and youth from birth to 21 years who have, or are at risk for, physical, developmental, behavioral or emotional conditions.

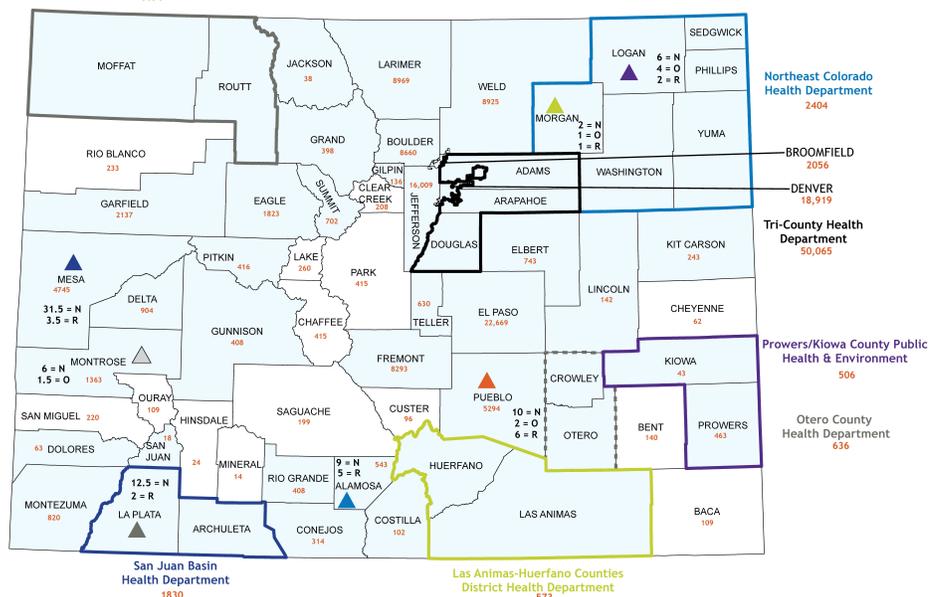
HCP supports families to manage a wide range of questions, concerns and services for their child or youth with special health care needs through:

- information and resources
- individualized care coordination
- access to specialty care for children and youth statewide by helping families get referrals to and from specialized care and hosting specialty clinics in rural locations
- connection to services which are accessible, comprehensive, coordinated, compassionate, continuous, culturally sensitive and family centered

HCP consults with providers and local organizations that have questions about children and youth with special health care needs.

[www.hcpcolorado.org](http://www.hcpcolorado.org)

Northwest Colorado Visiting Nurse Association  
1171



### Specialty Clinic Locations & Host Sites

- ▲ Fort Morgan - Northeast Health Dept.
- ▲ Pueblo - Pueblo County
- ▲ Alamosa - Alamosa County
- ▲ Sterling - Northeast Health Dept.
- ▲ Durango - San Juan Basin Health Dept.
- ▲ Grand Junction - Mesa County
- ▲ Montrose - Montrose County

### Provides HCP services across multiple counties

- ▭ Tri-County Health Department
- ▭ San Juan Basin Health Department
- ▭ Prowers/Kiowa County Public Health & Environment
- ▭ Northeast Colorado Health Department
- ▭ Northwest Colorado Visiting Nurse Association
- ▭ Las Animas-Huerfano Counties District Health Department
- ▭ Otero County Health Department

### CYSHCN Population Estimates per County

### Type of Specialty Care

- N = Neurology**  
**O = Orthopaedic**  
**R = Rehabilitation**
- ▭ Care Coordination
  - ▭ Information & Resources Only

The Colorado Department of Public Health and Environment contracts with local public health agencies (LPHAs) to provide HCP services.

## HOW FAMILIES BENEFIT

HCP promotes communication between families, providers and community resources by connecting children and youth to the care they need. Families will gain a greater understanding of their child's medical condition and coordinating their child's health care. This can lead to a more successful and fulfilling experience at home, at school and in the community.

## WHAT MAKES HCP UNIQUE

HCP programs are located within local public health agencies throughout Colorado and have nurse led teams with special knowledge of the complexities that families with children and youth with special health care needs experience.

# ABOUT HCP CARE COORDINATION

Care coordination is a person-and-family-centered, assessment-driven, team approach designed to meet the needs and preferences of individuals while enhancing the care giving capabilities of families and service providers.

Care coordination addresses the natural relationships between behavioral, developmental, educational, financial, medical, and social needs of an individual in order to optimize health and wellness outcomes.

The HCP Care Coordinator and family will work as a team to:

- Advocate for the child
- Identify and prioritize needs
- Develop a plan to achieve goals

Each HCP Care Coordinator provides in depth, one on one care coordination.

Examples of care coordination activities include assistance with identifying local services, finding insurance or other financial resources, and supporting important transitions, such as from hospital to home or from youth to adult care.

HCP staff also work in the community to increase collaboration and supports for families.

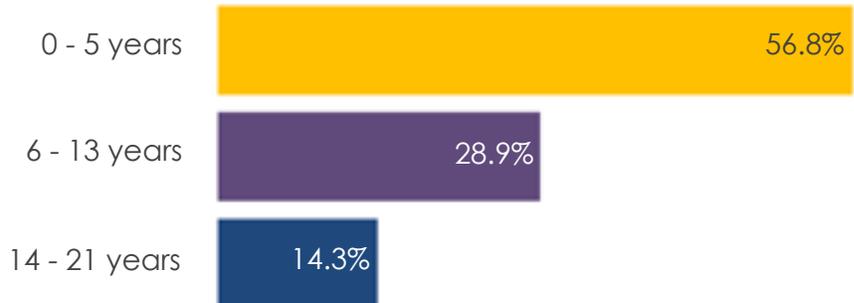
## HCP CARE COORDINATION

Total number of clients served: 1,084

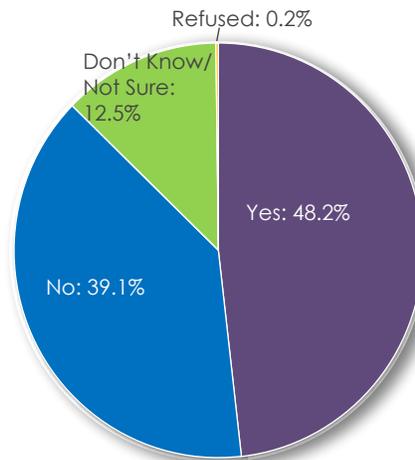
Average length of time in care coordination: 276 days

### CLIENT DEMOGRAPHICS

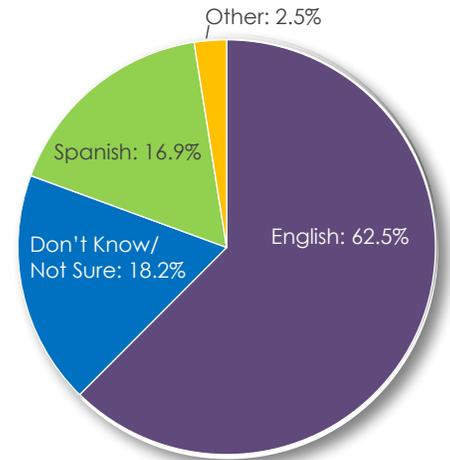
Age of client (at start of care coordination services) (n=1,084)



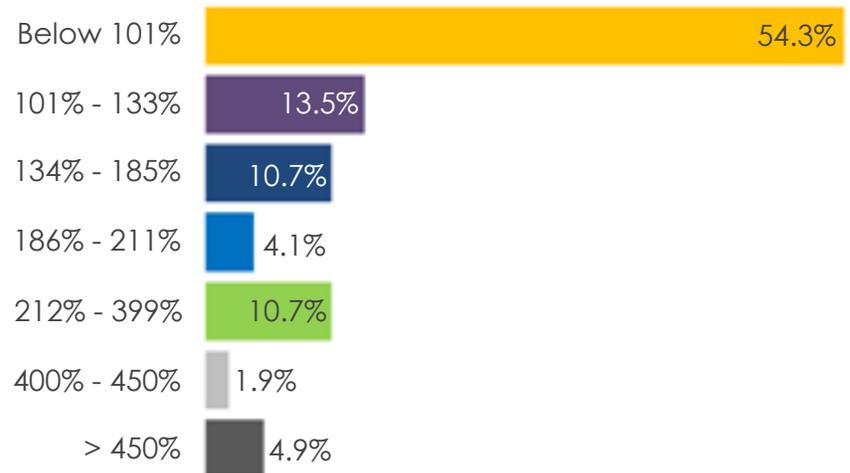
### Hispanic ethnicity



### Primary language spoken in household



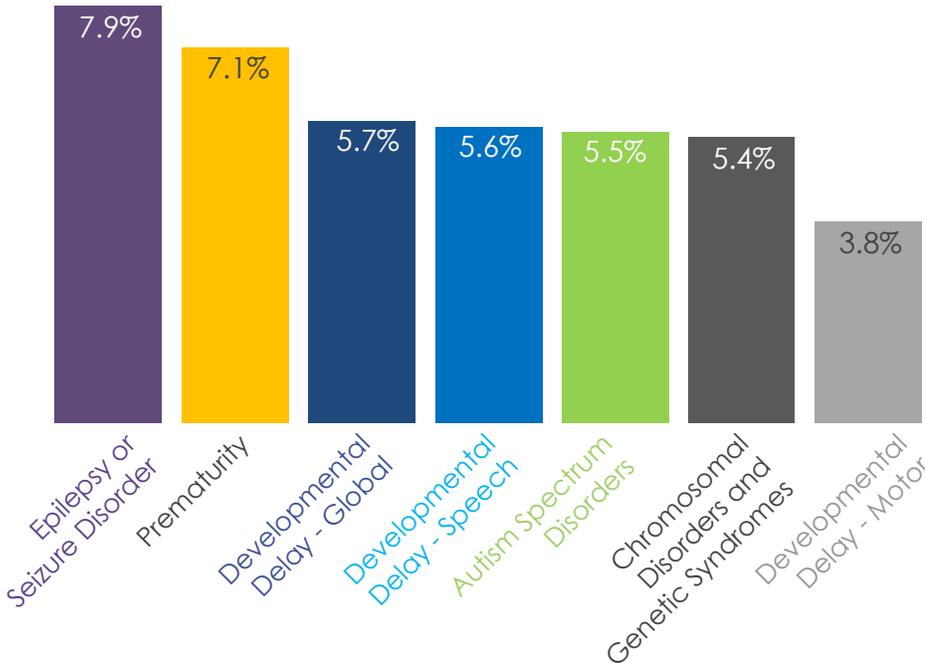
### Percent federal poverty level



Note: Care coordination data is self reported to HCP by the client/family. Data is provided to the state through the HCP data system (CDS). It is required that counties providing HCP Care Coordination services use this data system to report this data on every client served; however, the data reported above represents only the data that was available and may not represent the entire population of clients served.

# HCP CARE COORDINATION

Most common medical conditions of clients served by HCP



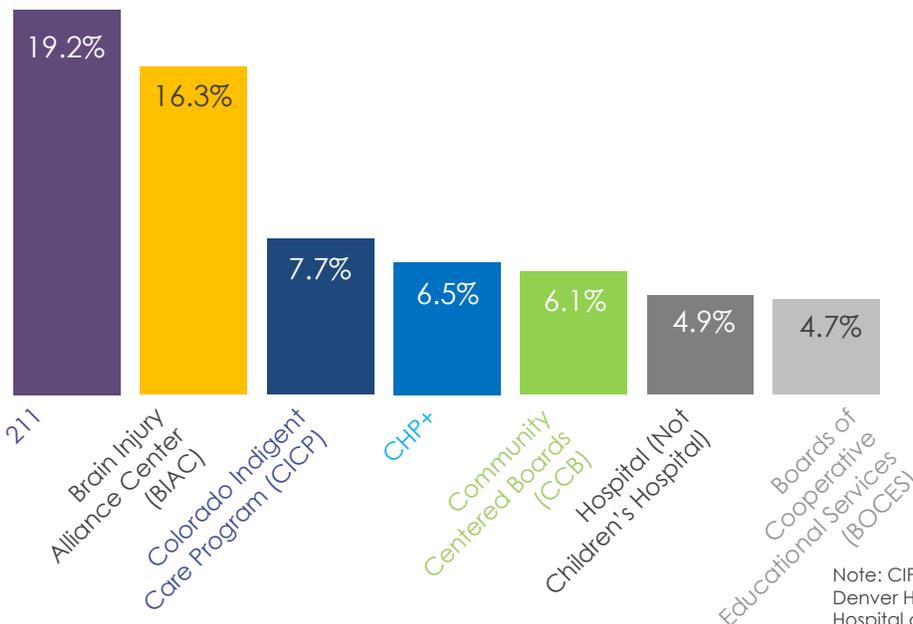
Note: Autism Spectrum Disorders includes Asperger's Syndrome.  
Chromosomal Disorders and Genetic Syndromes includes Down Syndrome.

Total number of clients served with a medical condition(s) reported\*\*: 1,083

Total number of medical conditions reported\*\*: 2,555

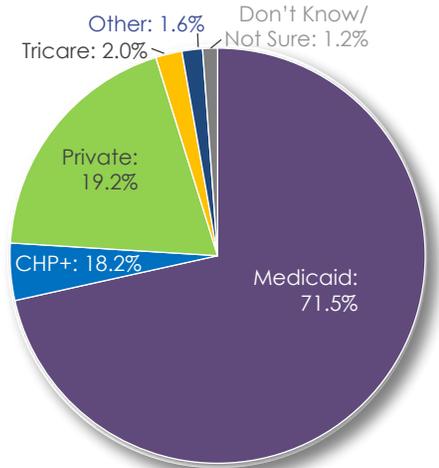
## CLIENT SERVICES

Most common referral sources to HCP\*\*\*

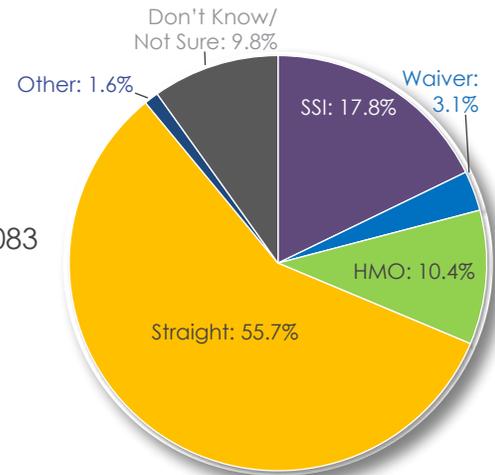


Note: CICP applies to Denver Health and Hospital only.

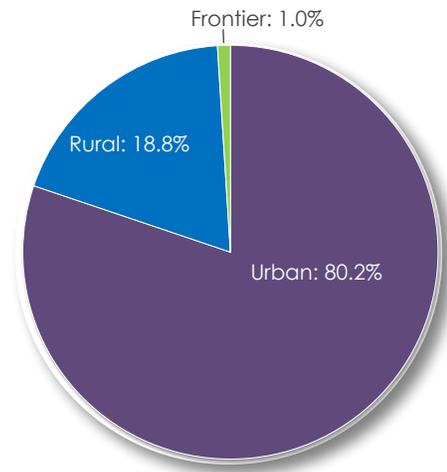
Insurance type\*



Medicaid sub-type\*



Geographical representation of clients served\*\*\*\*



\*Clients' insurance status may change at anytime; therefore, this data represents the insurance distribution of HCP clients on the date the report was populated (11/03/2015).  
\*\*More than one medical condition per client may be selected.  
\*\*\*Care coordination clients may be referred to HCP by more than one source  
\*\*\*\*Northwest Colorado Visiting Association and Northeast Colorado Health Department serve multiple counties, some frontier and some rural. In those instances, the HCP site was designated as rural.

# ABOUT HCP INFORMATION ONLY ENCOUNTERS

Providing resources for children and youth with special needs is referred to as 'Information Only.' It encompasses all information, resources, and/or referrals given to families, providers, and other community agencies, when the family does not want or need the full model of HCP Care Coordination services.

Examples of information only activities include assistance with identifying local services and providing resources for existing public health programs or community based programs, and assisting with referrals to such programs.

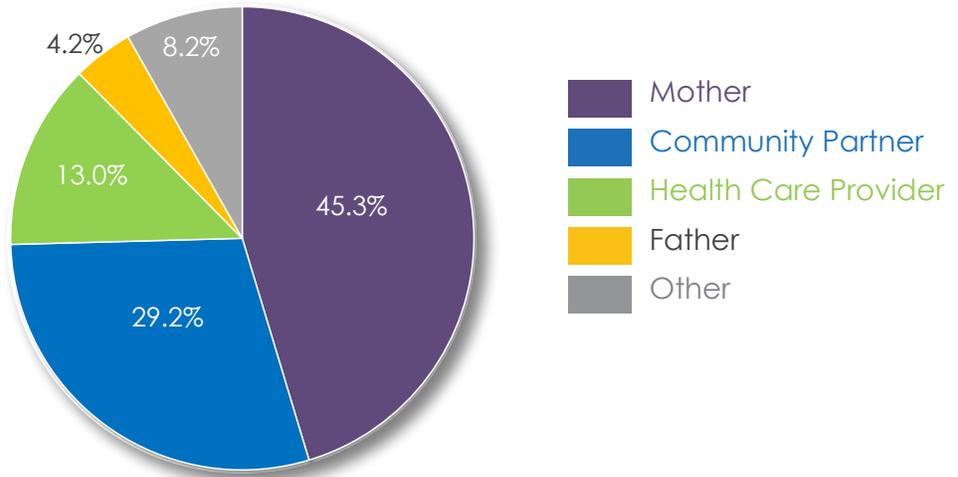


## HCP INFORMATION ONLY

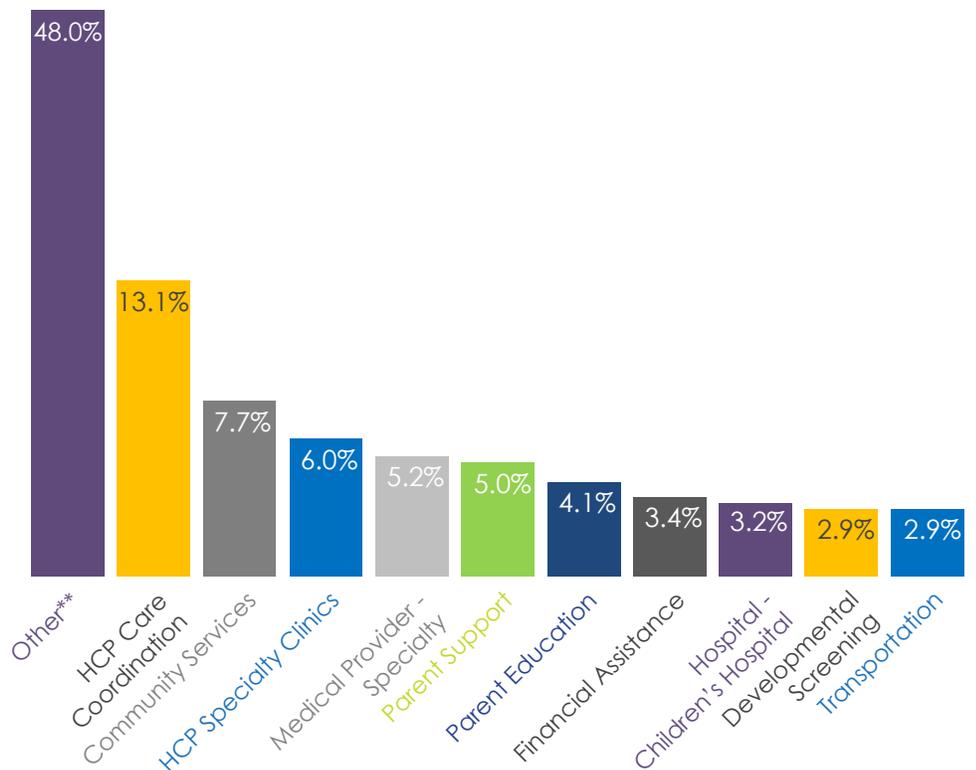
Total number of information only encounters: 2,002

Total number of hours spent providing information and resources: 953

### Who requested the information



### Type of information provided\*



Note: Information only reporting is not required by all counties. Funding level dictates the requirement; therefore this data represents agencies whose contract requires this reporting and agencies who have elected to report this information voluntarily (approximately 60% of the state overall).

\*Clients requesting information and resources may request more than one resource at a time.

\*\*Due to space constraints, the "Other" bar is not proportional to the other types of information.

# HCP SPECIALTY CLINICS

Total number of HCP specialty clinics held\*: 104.5

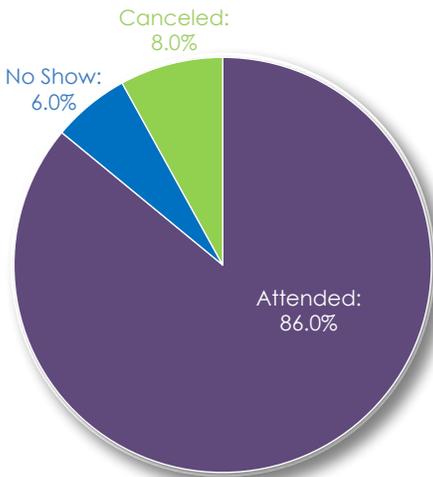
Total number of (non-unique) visits to HCP specialty clinics:

Neurology	Orthopaedics	Rehabilitation	Total
825	136	289	1,250

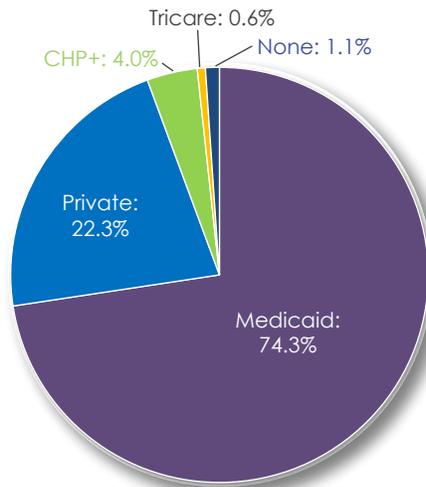
Total number of (unique) clients attending HCP specialty clinics:

Neurology	Orthopaedics	Rehabilitation	Total
585	121	235	789**

## Outcome of appointments



## Insurance type



Total number of clinics scheduled, by location and clinic type:

Location	Neurology	Orthopaedics	Rehabilitation
Grand Junction	30	-	3
Montrose	6	1.5	-
Durango	14.5	-	2
Alamosa	9	-	4.5
Pueblo	11	2	5
Sterling	6	4	2
Fort Morgan	2	1	1
Total	78.5	8.5	17.5

\*HCP's annual contract with UPI allows for up to 105 clinic days per year, based on an 8 hour work day.

\*\*The total number of unique clients (789) will not equal the sum of the unique clients attending Neurology, Orthopaedics, and Rehabilitation due to the fact that some clients receive more than one type of specialty care.

# ABOUT HCP SPECIALTY CLINICS

CDPHE contracts with University Physicians, Inc. (UPI) and local public health agency (LPHA) specialty clinic host sites to:

- Expand access to specialty care for children and youth in rural and frontier communities of Colorado. Areas include neurology, orthopaedics, and rehabilitation
- Coordinate pediatric specialty care in collaboration with local primary care providers and model a medical home team approach for the children and youth with special health care needs and their families who receive care through HCP Specialty Clinics

Any child or youth can receive care from any specialty clinic location. There are no income restrictions to receive services.

Through HCP Specialty Clinics, HCP aims to reduce barriers to families such as cost, lost work or school time and travel, and minimize the number of trips to Metropolitan areas for specialty care that a family might otherwise have to make.



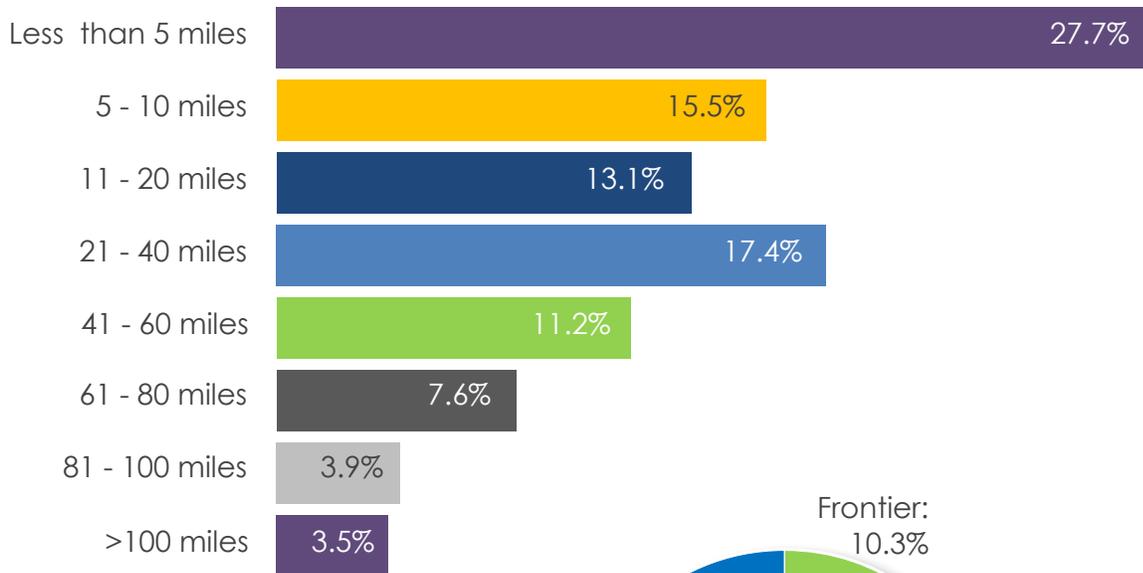
# HCP SPECIALTY CLINICS

## CLIENT SERVICES

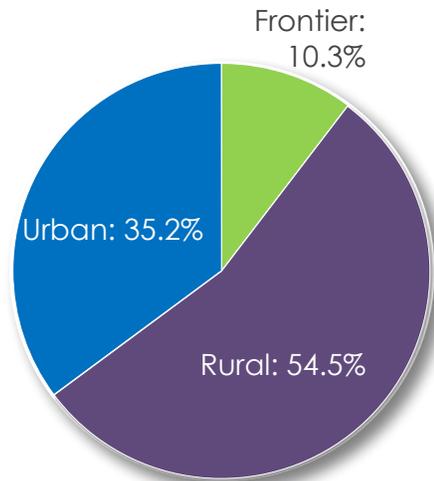
### Average distance traveled to clinic (one way)\* and number of counties served

Location	Average Distance (miles)	Range (miles)	# Counties Served
Grand Junction	28.9	1.9 - 193.1	12
Montrose	25.1	1.0 - 97.4	5
Durango	30.1	2.8 - 108.4	6
Alamosa	25.3	3.7 - 110.6	7
Pueblo	22.8	1.4 - 258.5	12
Sterling/Fort Morgan**	33.1	2.9 - 100.2	7
Lamar	17.6	5.0 - 57.3	2
Across all sites	27.9	n/a	40***

### Average distance traveled to clinic (one way)\*



### Geographical representation of clients served



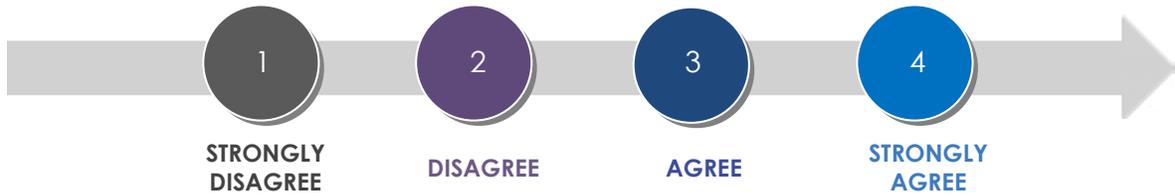
\*Distance traveled to clinic was calculated as the distance between the specialty clinic location and the attending client's zip code and is, therefore; an approximate value.

\*\*Clients attending specialty clinic at either the Fort Morgan or Sterling location are grouped together when entering data into CDS; therefore, distance traveled was calculated as the distance between the Sterling clinic location and the attending client's zip code and is, therefore; an approximate value.

\*\*\*The total number of counties served is a unique number and therefore will not equal the sum of the counties served by each individual clinic site, as some clinic sites may serve families from the same counties.

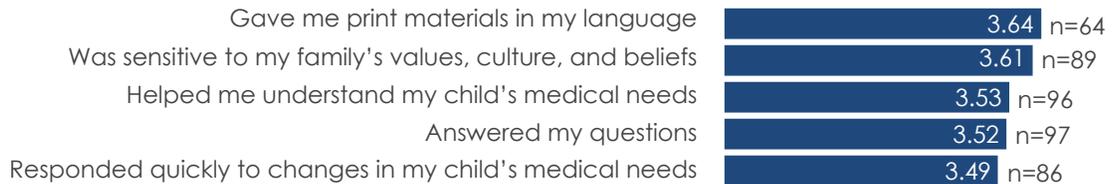
# HCP SPECIALTY CLINICS

## CLIENT SATISFACTION\*



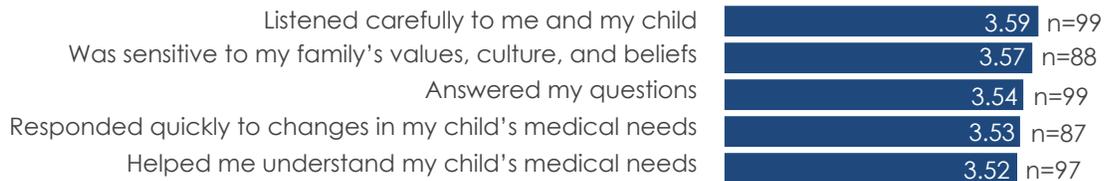
## SATISFACTION WITH HCP SPECIALTY CLINIC COORDINATOR

### The HCP Specialty Clinic Coordinator:



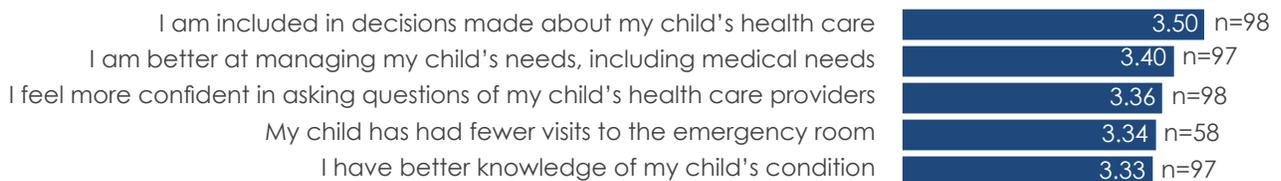
## SATISFACTION WITH HCP SPECIALIST PROVIDER

### The HCP Specialty Clinic Provider:



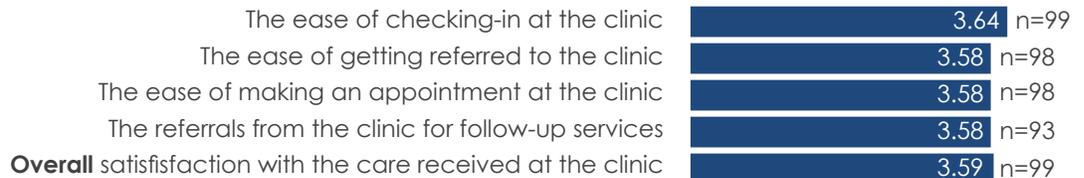
## SINCE ATTENDING HCP SPECIALTY CLINICS

### Since attending the HCP Specialty Clinic:



## OVERALL SATISFACTION WITH HCP SPECIALTY CLINICS

### How satisfied were you with:



\*Satisfaction data is based on surveys administered to specialty clinic families who have attended a specialty clinic within the previous six months at the time the survey was administered (October 2015). Data presented is in descending order and represents the top 5 survey indicators; it is not a comprehensive list of all indicators.

