

Creating a Med-Peds Complex Care Transitions Tool to Improve Quality of Hospital Care in a Vulnerable Population

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The Medicine-Pediatrics Hospitalist Service at Regions is creating an informational guide for patients living with medical complexity and their caregivers regarding the transition from pediatric to adult hospitals. These patients are particularly vulnerable to gaps in care and adverse outcomes given their medical complexity and high support needs, and there are significant differences between pediatric and adult care environments. Our goal is to improve the resources available to families to help streamline this difficult and confusing transition. Enrolled patients and caregivers participated in interviews or surveys to provide insight into their experiences in adult medicine, what patients/caregivers want to know or wish they would have known, and some of the worries and concerns they may have entering the adult care environment. The interviews revealed weaknesses in the current process, support gaps during the transition, and a lack of respect and understanding towards these patients and families as they transition to adult care. Using these insights, we are finalizing the informational guide. Once completed, we will seek revisions from the enrolled families. We will integrate easily accessible videos and links to this guide, interviews with the providers on the Complex Care Service and staff commonly involved with hospitalized patients, and tours of the hospitals. Following this, key next steps include developing a "Complex Care Team" designation for patient problem lists and individualized care plans for each patient. Together, this multimedia guide and tailored approach to patients with medical complexity will serve to help families navigate a crucial transition for their health.