

Christine M. Burns CARES Center

Children's Health Home, Pediatric Complex Care, and Care Coordination

Summer 2024 Newsletter

TABLE OF CONTENTS

- 02 Our Team
Promoting Health Home and Pediatric Complex Care
- 03 2023 Holiday Drive
2024 Stroll for Kids
- 04 How to Place a Referral
Back-To-School Drive
- 05 Children's Health Home
Success Corner
- 06 Pediatric Complex Care
Care Coordination
- 07 The Gift of Giving
- 08 Back-To-School Supplies
Drive
- 09 Wish List
Contact Us

The 2023 holiday events were a great success. The Christine M. Burns CARES Center Team would like to thank all the donors who have helped us continue to make a positive impact within our community by supporting families in need. Your donations have helped provide much-needed food, clothing, transportation, and household items to lift the families we serve. Our services extend beyond the child at the center of care, having a positive impact on the family as a whole. A healthy and supported family is vital for a healthy child.

Our Children's Health Home Team, Pediatric Complex Care Team, and Care Coordination Team work collaboratively with providers and other support services across the region. Leveraging a multi-disciplinary approach to promote better health outcomes for high-risk pediatric patients is at the heart of what we do.

We would like to thank our team members for their dedication to their patients. Their devotion to the work they do and the care and support they provide is how we are able to achieve some amazing results, one patient at a time. Not only do they care, but our Care Managers also achieved an outstanding score of 96% on the CHHUNY Comprehensive Chart Audits, one of the top audit scores throughout the region. Way to go team!

Lastly, we would like to thank all of our providers and partners who continue to work with us and help support the great work we do. The work we all do. Thank you and have an amazing summer.

Rui Ventura, Director
Care Coordination and Care Management
Golisano Children's Hospital



CARES Center: In the Community

Administration

Rui Ventura, Director
Dana Cromheecke, Quality Assurance
Katie Birge, Administrative Assistant

Children's Health Home

Elizabeth Pietrantonio, Senior Social Worker
Melissa Schaubert, Team Lead
Ashley Knittel, Team Lead
Michelle Tuohey, Referral Coordinator
Kelley Switzer, Enrollment Specialist
Stephanie Lodato, Enrollment Specialist
Cratrina Meeks, Care Manager
Kelsey Melnyk, Care Manager
Natalee Sherwood, Care Manager
Sambridhi Shrestha, Care Manager
Angela Kayhart, Care Manager
Ashley Ryan, Care Manager
Christine Loos, Care Manager
Sean Bemont, Care Manager
Isabelle Ceddia, Care Manager
Elyse Pommenville, Care Manager
Kalicia Conley, Care Manager
Jackson Bright, Care Manager

Pediatric Complex Care Program

Dr. Neil Herendeen, Medical Director
Ayla Leary, Program Manager
Amanda Paganello, NP
Heather Shultz, RN

Care Coordination

Jackie Powell, Team Lead, Green Team
Cheryl Gordon-Barr, Yellow Team
Katrina Dames, Orange Team
Melissa Horton, Blue Team



Promoting Children's Health Home and Pediatric Complex Care

It has been an honor participating in Golisano Children's Hospital community events for children and their families. This was our first year participating in the Autism Up's annual Trunk or Treat Event and we will be sure to continue to be a part of this for years to come. We also enjoyed being a part of the GCH Children's Reverse Trick Or Treat and bringing some Halloween fun for those inpatient at the hospital on Halloween. We had the privilege of tabling at the Golisano community Amerks Hockey game this spring too!

These events allow our program the opportunity to hand out fun goodies while greeting families, answering questions, and providing our program information during family focused safe events!

We look forward to partnering with other agencies in future opportunities as well as sharing our program with children and families in our area.

Kelley Switzer, Enrollment Specialist



Our team enjoying a team building event at ROC Cinema!

CARES Center: In the Community

2023 Holiday Drive:

To kickoff the holiday season, our team delivered 38 complimentary Thanksgiving dinners provided by a valued community agency. We had 23 individual donors, 4 community organizations, multiple URMC department donors adopt 42 families through our Children in Need of Cheer Program. Because of these generous donors, we had the privilege of delivering a complimentary holiday meal to 35 families in the community.

A special thank you to the generous donors who helped make the holiday season a bit brighter for our families. Your belief in our mission is the foundation upon which we build a brighter future for the children in our community. Our program raised more than \$1,250.00 in gift cards alone. This does not include the multitude of physical gifts that were gathered and hand delivered to families. These donations reached over 100 families and have ensured the families we serve were able to spend a little less time stressing and more time joying a wonderful holiday season with their loved ones.

As we approach the upcoming 2024 Holiday season, please consider making a donation to Christine M. Burns CARES Center. Your gift, no matter the size, will help us reduce the financial and emotional stress families face when maintaining a safe and healthy lifestyle.

We cannot wait to host this event again this upcoming holiday season; **Stay tuned for more information!**

Elizabeth Pietrantoni, Senior Social Worker
Golisano Children's Health Home



Annual Stroll for Strong Kids Walk & 5K Run:

This year, our program had the honor of participating in the annual Golisano Children's Hospital Stroll for Strong Kids! Our staff gathered with their friends and family to display their support for patients and families fighting illness and injury.

We were grateful to show our appreciation for each vital department, program, and employee that makes a difference in lives of children and families in our community. We look forward to participating again next year.



Golisano Children's Health Home

Referrals to Children's Health Home

Anyone can place a referral to the Children's Health Home Program.

Eligibility Criteria:

- Under age 21
- Active Medicaid
- Reside in Monroe County
- Have 2 chronic conditions, a Serious Emotional Disturbance, Complex Trauma, Sickle Cell Disease, or HIV/AIDS.
- Behavioral, medical, developmental, or social risk factors

After a referral is placed, our Referral Coordinator will contact the referral source within 48 hours to confirm submission and to request any additional documentation that may be required. Once eligible, our enrollment team will contact the family to schedule an appointment to enroll into our program.

Referrals can be submitted via eRecord, faxed to 585-742-4228, or emailed to CHHReferrals@URMC.Rochester.edu.

For General Health Home Information:

Call Us: [585] 275-4242 option 1

E-Mail: ChildrensHealthHome@URMC.Rochester.edu

Visit our Website: Golisano.urmc.edu/CaresHealthHome



Did You Know?



- ◆ The cost of school supplies increased by 23.7% within the past 2 years.
- ◆ Parents are expected to spend an average of \$890 on back-to-school supplies, including clothing and shoes.
- ◆ Monroe County 2022-23 Public School Enrollment count for K-12 was 98,388.

Sources:
Financebuzz.com
Data.nysed.gov

2024 Back-To-School Drive!

The 2024-2025 school year is right around the corner! Please consider donating to our annual Back-to-School Supply Drive.



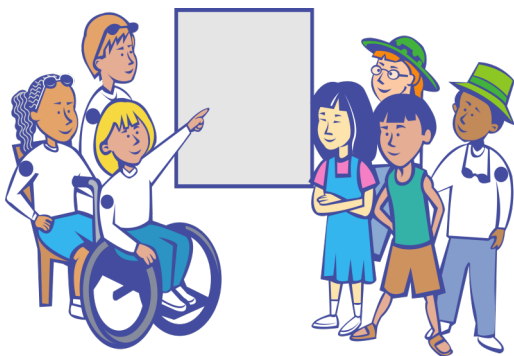
For the 2023-2024 school year, Golisano Children's Health Home Program donated school supplies to over 100 children and youth in our program. We will again be collecting school supplies items July 15th to August 23rd. Gift cards and monetary donations are also accepted!

**See Our Flyer on Page 8 for the
2024 Back-To-School Drive**

Golisano Children's Health Home– Success Corner

One of the most rewarding aspects of this job is being able to witness firsthand the amount of progress a family has made since the beginning. I have worked with a child and family who have been enrolled in the program for a number of years. The family came to us completely overwhelmed with the child's behaviors and needs and were willing to accept any level of support and assistance. Throughout his time in the program, we were able to work to get him an appropriate developmental diagnosis and access appropriate services that would best support his needs. The child was connected to an in-home therapist who continues to meet with the family to ensure emotional and behavioral supports are provided as needed. I have worked with the family and school district to complete necessary evaluations to provide the child with an IEP to promote academic success. The care manager and care team have worked with the family over several years and were able to get to the point where the family felt confident enough to have the child graduate from the health home program. The family was able to utilize skills learned while in the program to appropriately support the child and his developmental and behavioral needs. Throughout the program and connection to numerous services, the child has been able to regulate his emotions and has significantly reduced behavioral outbursts. It has been an honor to work with the family and observe the progress made for both the guardians and the child throughout the years.

Kelsey Melnyk, Care Manager



I was assigned to a new case on March 14, 2024. At the time of enrollment, a 9-year-old member was experiencing bullying at school, leading to mental and physical health concerns including anxiety and an eating disorder. At the time of program enrollment, the child had been out of school for almost one month due to safety concerns and lack of follow-through from school. The care manager facilitated communication between the school district, family, and behavioral health providers to explore alternatives moving forward. After various discussions with the care team, we reached an agreement for the child to temporarily use a school Chromebook to complete schoolwork while awaiting an official school transfer. The care manager supported the family by drafting a formal letter requesting a school transfer for the child's safety. The school district approved the request, and the child successfully transitioned to a different school within the district and began attending on April 12, 2024. The child expressed liking all the teachers and students at the new school, while the parents reported feeling supported by the school staff and expressed hope that the child's special education needs are fulfilled.

Laura Pena-Bueno, Care Manager

As Care Managers, we see many needs for our clients. It is a wonderful feeling when we can connect them to the things they need. I had a client join my caseload who needed not only a bed but also storage for his medical supplies that were taking over the apartment. While working on other goals, I was able to connect the family to a resource that provided not just a bed but bedding as well! We also were able to get shelving and bins for storage. Not only has this made things easier for them, but the medical equipment can now remain clean, organized, and off the floor.

Angela Kayhart, Care Manager

Pediatric Complex Care

Our team has seen some big changes in the past few months as we've said goodbye to valued team members and hello to new ones.

We continue to steadily add to our enrollment numbers and are expanding to accept children and patients outside of the GCH Pediatric Practice by partnering with community groups that will help us reach this goal. We are working to make access to care easier for those that are at higher risk of illness when leaving their homes (be on the lookout for more information about this in our next newsletter). We have some exciting initiatives starting this summer, including a partnership with the GCH NICU team to enroll babies born before 28 weeks and we're working to provide Tytocare Telehealth units to families in our program to make access to care even safer and improve diagnostic capabilities.

As we continue to grow, we ask for your support by identifying children with complex medical needs and placing referrals when necessary.

Placing a referral is easy to do regardless of having access to eRecord. A copy of our referral can be found on the Christine M. Burns CARES Center website; follow the links under Complex Care Program and download a copy of the referral, which can be faxed or emailed to our team. Our referral can also be found in eRecord by selecting Pediatric Complex Care as the subspecialty.

As always, we welcome you to contact us with any questions about our program or about patients you wish to refer.

Ayla Leary, Program Manager

For More Information:

Call Us: [585] 275-4242 Option 2

Visit our Website: Golisano.urmc.edu/ComplexCares

Email Us: CARESPedsCC@URMC.Rochester.edu

Care Coordination

The CARES Center Care Coordination Team supports pediatric patients seeking medical services in the Golisano Children's Hospital outpatient clinic. The team works collaboratively with providers to support patients by addressing barriers to care and reminding patients' families of medically recommended care, such as immunizations, lead screenings, well-child visits, and follow-up care post-discharge. Their combined efforts have a positive impact on patient outcomes and promote child wellness.

Recently, the team has been working closely with the Outpatient Clinic to launch a new Family Day initiative. Many of our families have more than one child, and scheduling medical appointments on multiple days can be a burden for working families, especially single moms. To address this barrier, Care Coordination and Clinical staff are coordinating same-day visits for multiple family members. As obvious as this may seem, coordinating providers, visit needs, rooms, and transportation services can be very challenging, but they are doing it with success.

One of the key responsibilities of the Care Coordination team is helping patients with transportation to medical appointments. Now imagine you are a single mom with three young kids, one of them an infant with significant medical needs. You have no car, Medicaid won't cover transportation, and RTS is not a practical option – what do you do? Our Care Coordination Team can help. Thanks to donations from our community, in the last six months, Golisano Children's Hospital provided 137 round-trip transportation services to families, at no cost. Thank you!

The Gift of Giving

The Christine M. Burns CARES Center is dedicated to providing care management services to children with chronic illness and their families. Some children have chronic health conditions, developmental delays, or mental health concerns, and their caregivers cannot always manage all of their medical and day-to-day needs. As we begin the summer months, we reflect on how incredible 2023 was for the children enrolled in our program because of individuals like you who have been a beacon of light for our families. Many of our families face financial instability and struggle to have enough food to last them through the end of the month. Over the past six months, we have invested \$1573.00 into our food pantry, \$600 to help with perishable items via grocery gift cards, and six-bed sets including bedding. Many families face transportation barriers and cannot always attend their required appointments. We have been able to purchase \$450 in monthly and daily RTS bus passes to have on hand when needed. Donations of winter gear, school uniforms, toiletries, hygiene products, and diapers ensure our children have what they need when needed. We have also been able to assist teens with pre-licensing courses, extracurricular activities to encourage social, emotional, and physical health and fitness, sports equipment, board games, Legos, tablets, Chromebooks, items and clothing for sensory needs, safe storage for medical supplies, and much more. These past six months, because of your support, we have purchased almost \$3500.00 worth of items needed by 68 families enrolled in our program. Heartfelt donations allow us to reduce the financial and emotional stress that can come when maintaining a safe and healthy lifestyle.

Thank you for being a pillar of support for Golisano Children's Hospital Christine M. Burns CARES Center. Your generosity is a gift that keeps giving, and we are deeply grateful for your commitment to making the world a better place.

Ways to Help

Physical Donations: Donations of new clothing, toys, school supplies, toiletries, diapers, winter coats/hats, and other items. Please note, all items need to be new in their original packing. We are unable to accept homemade items.

Gift Cards: You can purchase a gift card, and our team will do the shopping. Target, Walmart, Aldi, Wegmans, Tops, Amazon, and Visa gift cards are most purchased.

Monetary Donation: A monetary donation can also be made to our program to purchase gifts. This can be done straight from our website Golisano.urmc.edu/HealthHomes via our secure online form. You may also mail your donation to us at 601 Elmwood Ave Box 777 Rochester NY 14642. Checks can be made payable to Golisano Children's Hospital Health Home Program. Please call our main number at 585-275-4242 to arrange drop off/pick up.



Golisano Children's Hospital
Christine M. Burns CARES Center

BACK

to
School

SUPPLY DRIVE

What We Need:

Pencils, pens, paper, folders,
binders, back-packs, lunch boxes,
kleenex, notebooks, highlighters,
crayons, glue, calculators, erasers,
USB Flash Drives, earbuds/
headphones, scissors, reusable
water bottles, combination locks,
etc.

Donations Encouraged by:

August 25, 2024

For Donation Site & Pickup:

Call: 585-472-5262

E-Mail:

childrenshealthome@urmc.rochester.edu

Golisano.urmc.edu/CaresHealthHome

Christine M. Burns CARES Center at UR Medicine Golisano Children's Hospital

A Happy 2024

We hope you and your family have a safe and fun filled summer!

Here are a few highlights we wanted to share:

- ◆ Golisano Children's Health Home was awarded "2023 Most New Enrollments" by CHHUNY.
- ◆ Ayla Leary joins Pediatric Complex Care as Program Manager after 8 dedicated years with Children's Health Home.
- ◆ Stephanie Lodato is Children's Health Home's newest Enrollment Specialist after 3 committed years with Children's Health Home.
- ◆ Welcome Melissa Schauber and Ashley Knittel as Children's Health Home newest Team Leads!
- ◆ Welcome new Care Managers Brittany Muoio, Elyse Pommenville, Kalicia Conley, and Jackson Bright!
- ◆ Congratulations Cratrina Meeks for graduating with your Masters degree in Social Work!
- ◆ Congratulations Liz Pietrantonio on your upcoming bundle of joy!

We look forward to sharing more developments with you in the latest issue!

Health Home Wish List:

- ◆ School supplies
- ◆ Food; perishable and non-perishable
- ◆ Beds
- ◆ Winter coats and hats
- ◆ RTS bus passes; daily and monthly
- ◆ Toiletries/ hygiene products
- ◆ Household cleaning supplies
- ◆ Diapers
- ◆ Clothing
- ◆ School uniforms
- ◆ Age appropriate toys
- ◆ Sensory toys/ fidget toys
- ◆ Recreational activities; Strong Museum of Play, Seneca Park Zoo, Museum and Science Center
- ◆ Gift Cards: Visa, Goodwill, Aldi, Wegmans, Tops, Walmart

