



GOLISANO
CHILDREN'S HOSPITAL



Golisano Children's Hospital Christine M. Burns CARES Center Care Management Program

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OUR VISION:

The Golisano Children's Hospital Health Home Program aspires to shaping the future of care management by achieving excellence to impact health outcomes for all children.

OUR MISSION:

The Golisano Children's Health Home Program is dedicated to connecting families to community resources and strengthening their ability to maintain a safe and healthy lifestyle.

What is the Christine M. Burns CARES Center?

The Christine M. Burns CARES center is dedicated to providing care management services to children with chronic illnesses and their families. Our care management service model is where all of an individual's caregivers communicate with one another to address the patient's needs comprehensively. The model is designed to improve the quality and efficiency of care to chronically ill children by reducing duplication of effort across subspecialties. The children served in our program require care coordination across care systems, including hospitals, primary care offices, schools, and community agencies.

The CARES Center focuses on delivering training and technical assistance to build capacity to coordinate and access services within the community for caregivers, families, and patients to the appropriate utilization of health care services to improve cost-effectiveness and efficiency.

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. The three programs under the CARES Center are Golisano Children's Health Home Program, Pediatric Complex Care Program, and Care Coordination at the Golisano Children's Hospital Pediatric Practice.

We hope you enjoy reading this newsletter and learning more about our programs!

Our Team

Administration

Rui Ventura, Administrator
Katie Birge, Administrative Assistant
Dana Cromheecke, Quality Assurance
Michelle Tuohey, Referral Coordinator
Ayla Leary, Intake Coordinator
Kelley Switzer, Outreach Assistant



Care Managers

Elizabeth Pietrantonio, Senior Social Worker
Rayna Kent, CM Team Lead
Jessica Pietrzykowski, CM Team Lead
Ashley Knittel, Care Manager
Stephanie Lodato, Care Manager
Cratrina Meeks, Care Manager
Kelsey Melnyk, Care Manager
Laura Pena-Bueno, Care Manager
Natalee Sherwood, Care Manager
Sambridhi Shrestha, Care Manager
Amanda White, Care Manager
Laura Pena-Bueno, Care Manager
Angela Kayhart, Care Manager
Ashley Ryan, Care Manager
Christine Loos, Care Manager
Sean Bemont, Care Manager
Isabelle Ceddia, Care Manager



Care Coordination

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



Pediatric Complex Care Program

Dr. Neil Herendeen, Medical Director
Brittany Gnage, Care Coordinator
Amanda Savona, NP
Heather Shultz, RN



What is Golisano Children's Health Home?

Our Health Home Program makes it possible for Medicaid patients with chronic health problems or mental health needs to get the care and services they need. We work with children and youth ages 0-21. The goal of the program is to work together with the patient's care team to ensure medical, mental health and social needs are being met. Our care managers work with families to help the patient navigate the health care system, schedule appointments, assist with transportation and communicate between health care providers. Overall, we can help clients connect to additional services, assist with financial barriers and/or communicate with providers on barriers for medical/behavioral needs.

What to Expect: When a child or youth is enrolled into our program, our care managers work with the family to help obtain the services necessary to better meet your child or youth's needs. Some of the services we provide include: linking to community programs, scheduling appointments, assisting with housing needs, attending medical appointments with you and your child, communicating with all providers involved with your child's care, locating food resources, social services and assisting with financial needs.

Referrals

Michelle Tuohey, Referral Coordinator

Anyone can place a referral to the Children's Health Home Program. To be eligible for our program, a child needs to be under age 21, have active Medicaid, reside in Monroe County, and have either 2 chronic conditions, a Serious Emotional Disturbance, Complex Trauma, Sickle Cell Disease, or HIV/AIDS. Children must also have behavioral, medical, developmental, or social risk factors which can be addressed through care management.

After a referral is placed, our Referral Coordinator will contact you within 48 hours to confirm submission and to request any additional documentation that may be required. Once eligible, our Intake 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 more information, call (585) 275-4242 or visit our website at

<https://urmc.rochester.edu/childrens-hospital/>

Quality Assurance

Dana Cromheecke, Quality Assurance

Our team has faced a significant amount of staffing changes this past year. From Care Managers moving on, to Care Managers moving up and taking Leadership roles within our department. This year alone we have onboarded 11 new Care Managers.

To ensure that we have met compliance measures required by DOH and our lead Health Home, CHHUNY, quality checks and random phone surveys to our families are done monthly as well as other necessary audits. During our monthly phone audits, a random family of a child who meets high/medium acuity are contacted. We've had several of our families share that our Care Managers are not only meeting their needs, but are often making regular home visits versus the required once a month visit. The families that have been contacted have expressed that our Care Managers are supportive, resourceful and have really made an impact on their lives.

Throughout the many changes, our team has made diligent efforts to ensure we not only meet quality measures and maintain regulations required but also provide positive care to our families.

All Things Pediatric Complex Care

Wow, what a year it has been! Last year, we had just begun our enrollment process, and we have now successfully enrolled over a hundred and counting patients with various medical complexities. We learned a lot from the patients, families, and clinical team members in our pilot department at GCH Pediatric Practice and will take those tools as we expand our reach and strengthen our mission. We will need your continued community support; placing a referral is simple and available for those with and without access to eRecord.

If you have a child or patient who is technology dependent, needs assistance setting up appointments or transportation, or simply being available between visits with their primary care team to help answer questions and address coordination issues, placing a referral is the best choice! A copy of the referral can be found on the Christine M. Burns CARES Center website; follow the links under Complex Care Program and download a fillable copy of the referral, which can be faxed or emailed to our team. Or in eRecord referral search for Care Management.

We can't wait to provide another exciting update!

-Alyssa Powell, Program Manager

The Pediatric Complex Care team has been busy enrolling patients into our program and meeting the needs of the families we serve. Our families have appreciated the quick response, same day Telemedicine appointments with Providers, and communication with Specialty Providers. They have recognized that our assistance helps make their child's care more manageable and less stressful at home.

-Brittany Gnage, Care Coordinator



With back to school, comes the start of respiratory season. Due to the complex medical diagnoses of our patients, they are at increased risk of illness. You can help keep yourself and our patients healthy by washing your hands frequently, wearing a mask, and getting recommended vaccines. Please contact our team or your child's PCP if you have any questions regarding vaccines they are eligible for.

-Heather Shultz, RN Case Manager

Everything Care Coordination

What does Care Coordination do?

The care coordination team supports the Golisano Children’s Hospital Pediatric Practice (GCH) in identifying patients needing outreach related to barriers to care and social determinants of health. The group acts a partner with the patients, and their interdisciplinary team to coordinate care, maximize efficiency and meet the needs of everyone involved.

Our care coordination team aims to enhance seamless communication among the care team, eliminate duplication, and utilize tools to increase quality improvement and most importantly, formulate a positive patient experience. With a focus on population health management, the care coordination team outreach includes preventative well-child visits, immunizations, lead screening and chronic care management.

Who are the Care Coordinators?

Jackie Powell, Cheryl Gordon Barr, Melissa Horton and Katrina Dames

“I have been a care coordinator for one year, and I enjoy working closely with the clinic staff to help the families on my team overcome barriers to attending their medical appointments.”

-Katrina Dames



“Care Coordination is not just a job, it’s a passion. Making sure that our patients and their families are the center of what we do is most important.”

- Melissa Horton

CARE COORDINATION SHOUTOUT!

“Congratulations Jackie Powell for being recognized with the Pediatric Safety Hero Award. This is recognition for promoting a positive safety culture making a personal commitment to safety/200% accountability when assisting families to schedule lead screening and immunizations, even helping to reinsure families when needed.”



Jackie Powell, nominated by the GCH Pediatric Practice Leadership team for the Robert Joynt Kindness Award.

“I have worked as a Care Coordinator for the last seven years with the yellow team. My position is something that I have always been passionate about. In my role, I have helped patients and their families overcome barriers such as transportation, insurance, and getting appointment schedules. But the most fulfilling part of my role, is getting to know the families and earning their trust to confide personal issues with me that they may have going on at that time.” - Cheryl Gordon-Barr

Networking Shoutouts!

Kelley Switzer, Outreach Assistant



We have been so grateful to collaborate with the following community agencies over the past several months. We have enjoyed working together as a team to provide families all the tools and resources needed to be healthy and supported.

A huge thank you to:

Compeer
ROME
Mental Health Association
SPOA
Bovina Advocacy
Golisano Autism Center
Rochester Healthy Homes Group
Injury Free Coalition
Monroe County Children and Youth with Special Health Care Needs
Bryan Harrison, PhD
URMC 4900 Inpatient Team
The Child Care Council
HCBI Rochester Regional Health

We look forward to seeing these, as well as many more partnerships continue to grow.



Back to School Supplies for Families

Liz Pietrantoni, Senior Social Worker



For the 2023-2024 school year, we hosted a Back-to-School Supplies Drive, donating supplies to over 100 clients and families. A special thank you to the generous donors who helped make this school supplies drive a success!

Annual Children in Need of Cheer



Holiday Drive



Ayla Leary, Intake Coordinator

Please consider donating to our annual Children in Need of Cheer Holiday Drive. We were able to provide gifts to over 45 families last year who would otherwise be unable to celebrate the holiday season.

Our team is dedicated to helping clients by reducing the financial and emotional stress that often go along with the holiday season. By donating, toys, clothing, gift cards, and other items, you will be an integral part of spreading holiday cheer throughout our community.

Help Bring Joy to a Family in Need!

For more information, contact Liz Pietrantoni at

(585)255-0370 or

Elizabeth_Pietrantoni@URMC.Rochester.edu

UR MEDICINE GOLISANO CHILDREN'S HOSPITAL
CHRISTINE M. BURNS CARES CENTER
GOLISANO CHILDREN'S HEALTH HOME



Children in Need of Cheer Holiday Program

Help make a child's Holiday wishes come true

Accepting Donations Through 12/13

Most Requested Toys and Gifts



Toddler/Preschool

- Musical Toys
- Children Books
- Fisher Price Toys
- Play-Doh Sets
- Train Sets
- Baby Dolls
- Melissa & Doug Toys
- Puzzle
- LeapFrog Learning Toys

School Age

- Super Hero Action Figures
- Legos
- Board Games
- Chapter Books
- Arts & Craft Kits
- Squishmallows
- Sensory Toys
- Pop Fidget Toys
- Multicultural dolls (Barbie, Polly Pockets, etc)
- Matchbox/Hotwheels/Thom as the Tank Engines/Paw Patrol/Race Set
- Pokemon



Teens

- Basketball/soccer/football/sporting equipment
- Beauty Kits
- Throw Blankets
- Headphones
- Lotions
- Fragrance Sprays
- Craft/Art Kits

Misc.

- Pajama Sets (S,M,L,XL, XXL)
- Jackets – all sizes, kid's, men's and women's
- Gloves/Hats
- Socks
- Gift-Cards (Walmart/Target/Ulta, Game Stop, Wegmans)



How to participate in Golisano Children's Health Home Holiday Toy Drive:

- To coordinate a drop-off bin at your location, please email childrenshealthhome@mcc.rochester.edu or call (585) 275-4242, option 1 and ask to speak with Liz Pietrantoni

- Mail or drop off to:
Rochester Tech Park
783 Elmgrove Road,
Building 1 Suite 100,
Rochester NY 14624.

- Make a donation online & scan here



Please note that as much as we appreciate all donations, we are unable to accept any used clothing, toys, bedding, towels or other soft items such as used stuffed animals. New items with tags or original wrapping are appreciated!

Care Manager Testimonials

I love being a Care Manager and one of the best feelings as a care manager is when your client makes progress, the parent's confidence grows, and they are ready to graduate from the program. I have been working with this family for the last 8 months and when I first met mom she was overwhelmed and confused with what direction to go in because her son had so many providers. We worked together to get him all caught up with his appointments and assisted mom with having the confidence to speak up by attending appointments with her and helping her find her voice. Over the last few months with them I have seen a huge change in mom. She is calm and collected. She knows who to go to in order to advocate for her son and she has found her voice. Her son's confidence has grown too by helping him to speak up at the doctor's and at school. We were able to advocate for a 504 plan and now school is going very well for him. It is so rewarding to see the client's and mom's growth and an honor to graduate them from our program.

-Ashley Knittle, Care Manager

I have worked with three separate families to get members enrolled in a specialize charter school with unique supports and programs to support students' success. Educational attendance, grades, and behaviors were concerns with all three students, and all the families expressed dissatisfaction with the educational partnership with the current schools. Since starting at the new high school, all three members have improved their attendance at school, have become more engaged with extracurricular activities and sports at the school, and the parents report improved outlook and behaviors from their children at home. The parents also expressed satisfaction with the outreach efforts and the supports provided to their children at the school.

-Amanda White, Care Manager

I am working with a 6 year old client who has been successfully evaluated by the Rochester City School District- after a year of push back from the district, two CSE requests, contact with Jane Gabriele (legal attorney), and a new Special Education Director. We are currently waiting on her official CSE date. The family is extremely happy to start services/therapies for client at school soon as she missed out on the opportunity to do early intervention due to the pandemic. This client will graduate from our care management program as soon as we have the CSE date!

- Stephanie Lodato, Care Manager



The Care manager worked with a family who expressed their frustration with the school district. The care manager met with the family and the school team independently to understand the concerns. The CM was able to determine that language and cultural barriers played a key role in miscommunication. The CM arranged a team meeting and requested an interpreter for the family. The CM provided the family with resources and flyers about the child's diagnosis. The CM also provided the school team with resources about the family's culture and traditions. The CM met with the school team and family several times during the school year. At the end of the school year, both parties had a better understanding of each other's concerns and were able to resolve them.

-Sambridhi Shrestha, Care Manager

Please Consider Donating to our Program!

Any donation can help a family in need!

Option 1: Donations of new clothing, toys, and other items

Our team reviews families' needs and we then align the items with families.

Option 2: Gift Cards

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

Option 3: Monetary Donation

A monetary donation can also be made to our program to purchase gifts. Checks can be made payable to Golisano Children's Hospital Health Home Program, or you may make an [online donation directly to our program!](#)

Always accepting the following donations!

Gift Cards; Wegmans, Tops, Walmart, Target, Goodwill, Visa, Mastercard

Coats & Hats

Cleaning Supplies

Cleaning Equipment

Sensory Toys

Bikes / Helmets

Crafts/Coloring Books/ Crayons

Hygiene Products

Twin Size Bedding

Recreational Activities

Strong Museum of Play

Museum & Science Center

Seneca Park Zoo

CONTACT US

[Phone] (585) 275-4242

[Fax] (585)742-4228

Mailing Address: 601 Elmwood Ave, Box 777,

Rochester, NY 14642

E-Mail: childrenshealthhome@urmc.rochester.edu



To Make a Gift, Click [Here!](#)