



Founded in 1985, Idaho Parents Unlimited, Inc. (IPUL) is a statewide organization which houses the Idaho Family-to-Family Health Information Center (F2F), along with Idaho Family Voices, the Idaho Parent Training and Information Center, the Creative Access Art Center and VSA Idaho, the State Organization on Arts and Disability. The F2F project works to help sustain the health and well-being of Idaho's families, their children and youth with special health care needs. The program values family-centered care and honors the strengths, cultures, traditions and expertise in the family/professional partnership.

CSHCN in ID¹

- 53,280 children (12.7%)
- 18,693 children have inadequate insurance
- 15,396 children have conditions that consistently affect their activities
- 19,965 do not receive family-centered care

HIGHLIGHT: Pediatric Patient-Centered Medical Home Demonstration

IPUL partners with the Idaho Department of Health and Welfare, Division of Medicaid, in the Children's Healthcare Improvement Collaborative to provide support and information to families who serve as parent partners in three medical home pediatric practice sites throughout the state. Utilizing resources from Family Voices National and other states, we created a medical home workshop which includes an overview of what comprehensive, coordinated, family-centered care looks like for CSHCN, as well as Idaho-specific information.

The parent partners, care coordinators, medical home coordinators, and project staff have leaned heavily on IPUL to provide this training and resources both internally within the project and to parents of children with special health care needs. This model of parent/professional collaboration is working very well. We have offered approximately 20 training workshops over the past two years, and have trained both parents and providers within the practice clinics. Both groups report an increase in knowledge, access to services, and improved parent/professional collaboration. The partnership has now evolved and IPUL is a partner resource in the newly developed Idaho Health & Wellness Collaborative for Children (IHAWCC), which has been established as Idaho's first Pediatric Improvement Partnership. The Improvement Partnership is a collaboration of public and private partners that uses measurement-based efforts and a systems approach to improve the quality of children's health care.

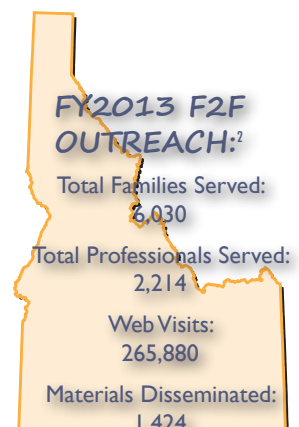
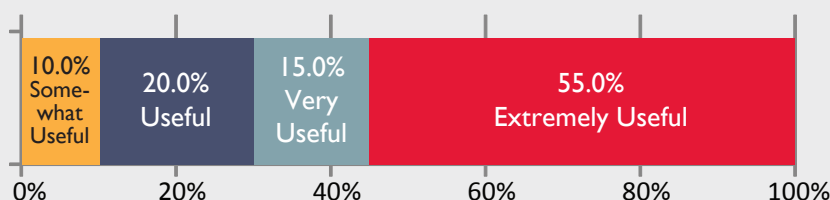
IMPACT on a Family:

"I have an 11-year-old son diagnosed with Asperger's Disorder, ADHD, and learning disabilities. I have recently been trying to get my son enrolled in children's services through Health and Welfare. Trying to navigate systems is like trying to find your way through a labyrinth. I came across the IPUL webpage and an online form, I described my frustrations, expecting that someone would contact me within the week. IPUL called me the next day with information on the appeal process for SSI. They contacted the Care Coordinator at my child's doctor's office. By the end of that day, my son had an appointment the next day. Without IPUL I still wouldn't know what to do. I was extremely impressed by how quickly they provided help. IPUL has continued to stay in contact with me, which I appreciate. The relationship IPUL has with the Care Coordinators at various medical specialty offices is crucial to helping children with special health care needs receive all the services they need."

- Heather I. (parent)

IMPACT: Family/Provider Communications

Families rate the usefulness of the support/information/resources they received from the ID F2F in helping them partner with (communicate with, talk with, work with) professionals to make decisions about their child's health care.²



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¹National Survey of Children with Special Health Care Needs. NS-CSHCN 2009/10. Data query from the Child and Adolescent Health Measurement Initiative, Data Resource Center for Child and Adolescent Health website. Retrieved 04/03/2014 from www.childhealthdata.org.
²FY2013 F2F data represents families and professionals served through one-to-one contact, training, and broader outreach from June 1, 2012 through May 31, 2013.