QUALITY HEALTH CARE IN MISSISSIPPI
The Mississippi Family 2 Family Health Information and Education Center (MS F2F) is a family-focused, family-managed resource center that empowers families of Mississippi’s children with special health care needs to be partners in the decisions made concerning the health of their children. Managed by the parents of children with special health care needs, the MS F2F Center provides information to families of CYSHCN.

The MS F2F parent consultant can help Mississippi families of CYSHCN find the best health care for their children through the following:
• One-on-one consultations
• Guidance to community-based resources and services
• Technical assistance
• Training
• A monthly listserv newsletter

The parent consultant can also assist health care professionals who work with families by sharing the information they need on the six outcome measures, cultural and linguistic competency and the Affordable Care Act.

FOR MORE INFORMATION
601.432.6929
1.866.883.4474
TTY 1.888.671.0051

www.usm.edu/disability-studies/family-2-family-overview
www.facebook.com/idsfamily2family

The Mississippi Family 2 Family Health Information and Education Center (MS F2F) is a project of The University of Southern Mississippi Institute for Disability Studies and is funded by the Maternal and Child Health Bureau of the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services, Grant # H84MC07948.

Finding the Best Health Care for CHILDREN AND YOUTH with SPECIAL HEALTH CARE NEEDS

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Families want the best for their children, including the best health care. Quality health care is important for all children and their families, but it is particularly important for children and youth with special health care needs (CYSHCN).

WHAT IS QUALITY HEALTH CARE?
Quality health care is “doing the right thing, at the right time, in the right way, for the right person—and having the best possible results,” according to the Agency for Healthcare Research and Quality. The Institute of Medicine says, “High-quality health care is safe, timely, effective, equitable and patient-centered.”

HOW CAN FAMILIES DETERMINE IF THEIR HEALTH CARE IS QUALITY HEALTH CARE?
Measuring health care quality is an important part of determining its effectiveness and making needed improvements. Families of CYSHCN from across the United States have worked together to help develop useful measures for quality health care.

These measures or outcomes have also been described by families as “promises.” These health care promises do not stand alone but are all part of an overall health care goal for CYSHCN.

THE SIX KEY MEASURES OF QUALITY HEALTH CARE

1. **FAMILY PARTICIPATION** - Families of CYSHCN should be partners at all levels in the decisions made about their children’s care and should be satisfied with the services they receive.

2. **MEDICAL HOME** - A medical home is the place in a child’s community where he or she receives ongoing, coordinated, comprehensive, family-centered care. CYSHCN should receive coordinated ongoing comprehensive care within a medical home.

3. **INSURANCE COVERAGE** - Families of CYSHCN should have adequate private or public insurance to pay for the services they need.

4. **SCREENING** - Children should be screened early and continuously for special health care needs.

5. **COMMUNITY-BASED SERVICES** - Community-based services for CYSHCN should be organized so families can easily use them.

6. **TRANSITION TO ADULTHOOD** – Youth with special health care needs should receive the services necessary to make transitions to all aspects of adult life.

Another Measure of Quality Health Care

**CULTURAL AND LINGUISTIC COMPETENCE** – Families of CYSHCN with diverse racial, ethnic, cultural and linguistic backgrounds should receive culturally and linguistically competent services that honor their personal beliefs, interpersonal styles, attitudes and behaviors.