



Pediatric Care Coordination

COMMUNITY OF PRACTICE
www.mnpedcares.com

PROJECT UPDATE

Phase 1: January 1, 2020 – June 30, 2021

ACET, Inc. began coordinating the Pediatric Care Coordination: Community of Practice in January 2020 under a grant funded by the Minnesota Department of Health. This program facilitates communication and collaboration among pediatric care coordinators across Minnesota to better serve children and youth with special health needs (CYSHN).

HIGHLIGHTS

From January 1, 2020 – June 30, 2021



Created and launched the mnpedcares.com website on 07/13/20



Facilitated 5 regional convenings between 2/23 - 3/4/21



Hosted 6 quarterly webinars



Produced 5 quarterly eNewsletters

WEBINAR

“Could not take notes fast enough, so much good information.”

- Webinar participant

“I passed on the webinar to my collaborative worker and will use it in my practice as well.”

-Webinar participant



MEMBERS

443 members joined to learn new information, and they value resources and trainings.

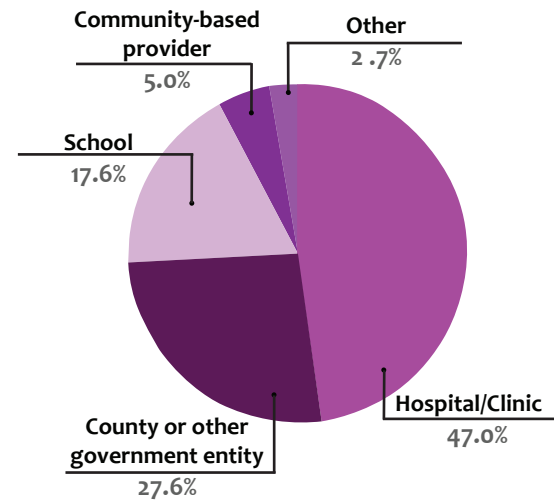
“We have formed a sub committee in our area so we can connect and stay updated with local processes and resources.”

- Community of Practice member

“I have made connections with other coordinators in specialty care which has allowed me to coordinate and navigate care for my families with CYSHN in a more personal and direct way.”

- Community of Practice member

MEMBERS BY SECTOR



WEBSITE: www.mnpedcares.com

From July 2020 - June 2021

Members joined to learn new information, and they value resources and trainings.

Largest member growth and website traffic correlated with:

- Website launch, **July 2020** (33 new members, 762 unique visitors)
- Quarter 1 eNews and webinar, **January 2021** (30 new members, 615 unique visitors)

475 Webinars, trainings, and conferences posted

-Most events posted in a single month: 75 events (February 2020)
-Average of 40 events/month

167 Organizations listed

that support CYSHN and their families.

101 Materials shared

such as toolkits, journal articles, and websites.



QUARTERLY WEBINARS

Quarterly webinars increase knowledge of care coordination promising practices, skills needed for management of care, and access to valuable resources for people who coordinate care for children and youth with special needs and their families.

- 903 unique registrations for webinars hosted by the Community of Practice, 1181 total registrations across the 6 webinars
- Average attendance was 67% of registration
- 700 non-members registered for webinars

WHAT'S NEXT

New COVID-19 Resource Hub and interactive virtual discussions



Quarterly webinars and newsletters in 2021 and 2022



Additional focus on providing resources to members



Statewide meeting in 2022



Regional meetings in 2023



Highlighting care coordinators' work via animated videos



MEET THE TEAM

Rachel Engh
(Evaluation Specialist, Cross-sector Lead)

Lisa Perkins Smith
(Operations Specialist, Strategy Lead)

Amy Gustafson
(Data Coordinator)

Isaac Erza Jennings
(Administrative Assistant)

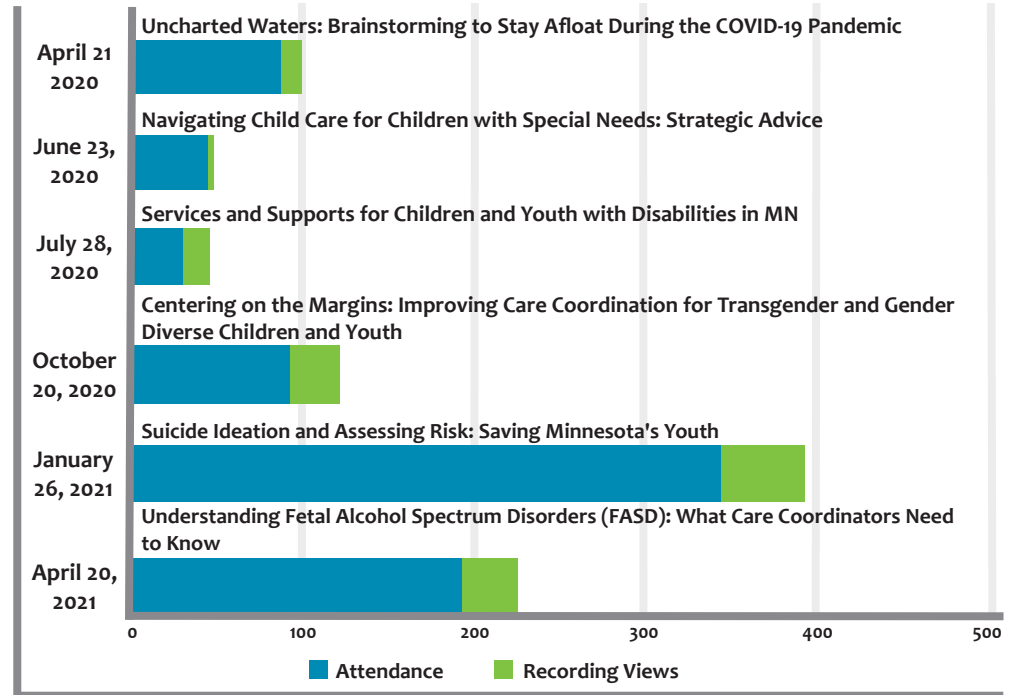
Stella SiWan Zimmerman
(President, Founder, Chief Executive Officer)

Mick Alvarez Flores
(Graphic Design Coordinator)

Jolene Roehlkepartain
(Communications Manager)

Questions? Email info@acetinc.com

All webinar survey respondents agreed the information was presented in an easily understood way, met the objectives of the webinar, and the materials covered were relevant. Almost all (99%) agreed the information presented increased their knowledge of the topic.



REGIONAL MEETINGS

During the regional meetings, hosted virtually, members learned from their peers and networked in small groups

- 77 people attended across the 5 regional meetings
- 100% met someone new

"We set up next steps for going forward. That felt good. To walk away from a meeting and be ready for further collaboration!!"

- Regional meeting participant

"I appreciated the composite of the group, as it highlighted the many resources and great work being done to support and care for CYSHN."

- Regional meeting participant

QUARTERLY eNEWS

Quarterly eNews includes upcoming and timely resources and information, editorials from members, and important updates from the Minnesota Department of Health.

The highest open rates and click rates were from the first eNewsletter (Q2 2020).

Average open rate of 34% and click rate of 10%

eNews	Successfully Delivered	Opened	Clicked
Quarter 2, 2020	170	85 (50%)	33 (19%)
Quarter 3, 2020	279	99 (35%)	30 (11%)
Quarter 4, 2020	309	88 (35%)	20 (6%)
Quarter 1, 2021	337	80 (26%)	38 (11%)
Quarter 2, 2021	385	116 (26%)	21 (5%)
Aggregate	1480	487 (34%)	142 (10%)