

The Benefit of

Integrated Leadership

LEADERSHIP TEAM

Hospital- F2F-Title V

NAVIGATION

F2F Navigators as members of the leadership and the core care team reduced family stress and the amount of times families had to repeat their needs.

FAMILY RESILIENCE

F2F designed and implemented peer-based support and learning opportunities tailored to families needs.

INCREASED CAPACITY FOR SUPPORT

F2F became a sub-recipient contractor, which increased Hospital capacity for support months beyond discharge.

SYSTEMS COORDINATION

Joint Family Leader and Hospital navigation enabled F2F to support families across multiple systems.

SUSTAINABILITY

This leadership model is currently being applied and utilized in new and emerging projects.

NEW OPPORTUNITIES

Increased awareness of how effectively the F2F & other family led orgs support complex family navigation.

Resulted in the creation of a clinic-based peer-family navigator.

NEW STATE PARTNERS

Child welfare system connected with F2F navigators & designed a process for continuing referrals of families.

Established New Lend partnership centered in family leadership.

Established referral partnership with physicians.

INCREASED AWARENESS

Increased awareness of the need for more comprehensive care coordination for CMC outside the hospital walls.

Key Improvements

- Increased capacity for complex support and the development of tools for more comprehensive navigation.
- Family peer navigators with F2F were an integral part of the hospital navigation team with access to the hospital care teams (and discharge care team) which improved the effectiveness of family support. The integrated leadership model meant that family navigators and hospital staff worked together to connect the family with the correct support.
- Extended Sustainability through new contracting and utilizing the shared plan of care across these new contracts.