

Rehab Director Forum – Compiled Response: Craniofacial Team (but really, asking about a Cleft Palate Team).

Question asked:

If your facility has a craniofacial team:

Is there a craniofacial team coordinator?

- What is their discipline?
- To what department do they report?
- Do they coordinate, for the child, clinical care from hospital based and community practitioners?
- What format does your craniofacial team follow (coordinating office appointments, open clinic on a single day when patient sees many practitioners, other).
- How frequently does your craniofacial team conference on the children in the program?

A

- Is there a craniofacial team coordinator? **Yes, we have 4 RN coordinators.**
- What is their discipline? **Nursing**
- To what department do they report? **Direct to Ambulatory with matrix to service-line leadership.**
- Do they coordinate, for the child, clinical care from hospital based and community practitioners? **YES**
- What format does your craniofacial team follow (coordinating office appointments, open clinic on a single day when patient sees many practitioners, other). **Single day when possible, coordinated when not.**
- How frequently does your craniofacial team conference on the children in the program? **PRN for each child. There is a clinical conference with all team providers each Monday where 4-5 complex patients are discussed as triaged/identified by craniofacial pediatricians, not all patients are discussed at care conference.**

B

- Is there a craniofacial team coordinator? **yes**
- What is their discipline? **front office staff**
- To what department do they report? **Plastic & Reconstructive Surgery**
- Do they coordinate, for the child, clinical care from hospital based and community practitioners? **hospital based (primarily)**
- What format does your craniofacial team follow (coordinating office appointments, open clinic on a single day when patient sees many practitioners, other). **once weekly half-day multidisciplinary clinic**
- How frequently does your craniofacial team conference on the children in the program? **weekly immediately following completion of all patients (4-7 scheduled per half day)**

C

- Is there a craniofacial team coordinator? **Yes – “Project Coordinator”, there is also a Medical Director who is an MD**
- What is their discipline? **BA in PR and promoted from Secretary Level III**
- To what department do they report? **Outpatient Nursing Director**
- Do they coordinate, for the child, clinical care from hospital based and community practitioners? **Yes, coordinate clinical care with hospital based MDs, but also community practitioners.**
- What format does your craniofacial team follow (coordinating office appointments, open clinic on a single day when patient sees many practitioners, other). **Open afternoon clinic one day a month, with up to 15 disciplines there for 8-10 pts as needed.**
- How frequently does your craniofacial team conference on the children in the program? **Once a month**

D

- Is there a craniofacial team coordinator? **Yes**
- What is their discipline? **Nurse practitioner**
- To what department do they report? **Plastic Surgery**
- Do they coordinate, for the child, clinical care from hospital based and community practitioners? **No**
- What format does your craniofacial team follow (coordinating office appointments, open clinic on a single day when patient sees many practitioners, other). **Scheduled appointments in Cleft & Craniofacial Clinic on a single day (Wednesday of each week, except 2nd Wed) when patient sees many practitioners**
- How frequently does your craniofacial team conference on the children in the program? **Weekly, at the end of each clinic**

E

- Is there a craniofacial team coordinator? **Yes**
- What is their discipline? **RN**
- To what department do they report? **Plastics**
- Do they coordinate, for the child, clinical care from hospital based and community practitioners? **yes**
- What format does your craniofacial team follow (coordinating office appointments, open clinic on a single day when patient sees many practitioners, other). **Open Clinic and individual appointments as needed.**
- How frequently does your craniofacial team conference on the children in the program? **Varies from weekly to monthly and some quarterly**

E

- Is there a craniofacial team coordinator? **yes**
- What is their discipline? **nurse**
- To what department do they report? **Plastics and Reconstructive surgery department and nursing**
- Do they coordinate, for the child, clinical care from hospital based and community practitioners? **yes**
- What format does your craniofacial team follow (coordinating office appointments, open clinic on a single day when patient sees many practitioners, other). **Weekly open clinic**
- How frequently does your craniofacial team conference on the children in the program? **weekly**

G

- Is there a craniofacial team coordinator? **Yes**
- What is their discipline? **RN**
- To what department do they report? **Team Director and Out Patient Clinic Director**
- Do they coordinate, for the child, clinical care from hospital based and community practitioners?
- What format does your craniofacial team follow (coordinating office appointments, open clinic on a single day when patient sees many practitioners, other).
- How frequently does your craniofacial team conference on the children in the program? **Twice monthly, have started telemedicine – first clinic to do so.**

H

- Is there a craniofacial team coordinator? **Not specifically. Our nurse practitioners act as the coordinators, along with the NP role.**
- What is their discipline? **NP are like coordinators**
- To what department do they report? **Plastic surgery**
- Do they coordinate, for the child, clinical care from hospital based and community practitioners? **Not specifically. Our NP's communicate via their "team report" what services are needed, authorizations are generated by financial counselors as needed. However, if the child needs something completed at our hospital, they will assist in coordinating the appointment. The onus mostly falls on the parent/caregiver.**
- What format does your craniofacial team follow (coordinating office appointments, open clinic on a single day when patient sees many practitioners, other). **Patients come to "team appointment" once a year. We meet every Thursday. There are 11 providers that potentially could see each patient. Our team sees 20-28 kids per day. Team starts at 8am and goes till approx. 1pm**
- How frequently does your craniofacial team conference on the children in the program? **We conference on every patient we see. Conference starts after every patients has been seen. Almost every provider attends conference, but some send just a written report.**

I

- Is there a craniofacial team coordinator? **Yes.**
- What is their discipline? **She is a nurse, with many years of experience working in craniofacial, dental and ENT**
- To what department do they report? **She reports to Plastic and Reconstructive Surgery**
- Do they coordinate, for the child, clinical care from hospital based and community practitioners? **Her primary role is to coordinate the function of the Craniofacial team. She also reviews new patients and identifies what specialties that patient should see on their first visit. Patient specific care is coordinated by a secretary. Most of the clinical team members are available to see the patient during their team visit, but on occasion, the child will need to see another provider. We do our best to facilitate the other visits on the same day, or with a structure that works for the family.**
- What format does your craniofacial team follow (coordinating office appointments, open clinic on a single day when patient sees many practitioners, other). **The primary team is comprised of Plastics, Genetics, Dental, Orthodontics, Neurosurgery, ENT, Speech, Audiology, Nurse Practitioner/Developmental Peds, Social Work and Psychology. Patients are scheduled for a team visit, which are available on Tuesdays of each week. The child may see all, or a portion of these providers based on their needs. If the patient needs to see other providers, we will coordinate that appointment as well.**
- How frequently does your craniofacial team conference on the children in the program? **Weekly -At the end of each clinic Tuesday, the team meets and reviews every child that was seen that day.**

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- Is there a craniofacial team coordinator? **Yes**
- What is their discipline? **Nursing**
- To what department do they report? **Department of surgical services**
- Do they coordinate, for the child, clinical care from hospital based and community practitioners? **Most of the hospital based care, some of the community care, depending on location and local PCP's preference.**
- What format does your craniofacial team follow (coordinating office appointments, open clinic on a single day when patient sees many practitioners, other). **Coordinated office and surgical appointments. Clinic meets one day per week for a full day, with patient seeing all or some of the care providers depending on individualized care plan and standard team protocol. The coordinator also compiles the reports of the professionals who see the patient into a single report, and oversees distribution of the report to community professionals. She also composes an interpretive letter of the report at approximately a 6th grade reading level for family members. She maintains the patient database. The associated craniofacial research group, coordinated by a statistician, maintains the M&M database and all research projects.**
- How frequently does your craniofacial team conference on the children in the program? **Weekly. Patients seen in the speech imaging lab on separate days are also staffed by the velopharyngeal team weekly.**
- **The answers to these questions will vary from center to center depending upon whether or not the craniofacial team is approved by the ACPA Commission for Approval of Teams (CAT).**

Those teams with CAT approval will be required to comply with more rigorous standards than a non-approved team, so there is a risk that you might be comparing apples to oranges. In addition, there are two levels of approved teams, the cleft palate team, and the craniofacial team, which does everything a cleft palate team does, but also provides services/care for children with more extensive craniofacial anomalies. SLCH is a CAT-approved craniofacial team.