

# PEDIATRIC COMPLEX CARE RESOURCE CENTERS

## What is A Pediatric Complex Care Resource Center?

The Pediatric Complex Care Resource Centers (PCCRCs) are dedicated to helping families and caregivers navigate the non-medical aspects of caring for a child with complex medical needs, ensuring they feel supported while receiving in-home care services.

We are committed to offering family centered support, with an emphasis on fostering communication, providing education, and connecting families to community resources. Our Pediatric Coaches and Family Facilitators work closely with families to deliver these valuable services.

***Our Pediatric Coaches and Family Facilitators can help!***



**Your Child's  
Wellness,  
Our Priority!**

## PEDIATRIC COACHES

*The Pediatric Coach offers dedicated support and guidance to caregiver teams, helping them collaborate effectively in caring for the child by:*

Problem-solving and conflict resolution as teams work together to meet the child's needs.

Bridging the gap between family, social, and medical goals to ensure holistic care.

Empowering individual family members to confidently advocate for their child's needs.

Cross system coordination and resource sharing.



(717) 658-6609



[www.theadvocacyalliance.org](http://www.theadvocacyalliance.org)



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## FAMILY FACILITATORS

*The Family Facilitator helps children with medical complexities from hospitals or facilities get back into the community and help to prevent institutional care by:*

Meet with children, families, and providers in their homes and communities to assess needs and assist with the transition planning process.

Serve as a transitional coordinator until the child finds permanent placement in a family or community setting.

Connect with families, health organizations, hospital social workers, and discharge planners to discuss in-home care services and family-based alternatives to institutional care.

Collaborate with Health Care Systems, Managed Care Organizations (MCOs), and Department of Human Services (DHS) offices to accept referrals for children needing permanent family or community-based care.



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## FAMILY ADVISORY WORKGROUPS

*The Pediatric Coach will also lead the Family Advisory Workgroups, designed to support families caring for children with complex medical needs. These workgroups offer families the chance to share valuable insights and feedback on the services they use including those provided by the PCCRC and other organizations. The Pediatric Coach will organize and host these meetings on a monthly or quarterly basis, offering options for virtual, in-person, or hybrid participation.*

Please contact us if you are interested in joining your regions advisory workgroup. Your opinion matters!



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