



Health Navigation Program at Children's Wisconsin Creating a new model of coordinated care

Only 10% of a child's health is determined by access to quality clinical care. **The remaining 90%** is due to factors beyond their control, like genetics, family environment and underlying social, economic and physical conditions. To note:



- Our cutting-edge Neonatal Intensive Care Unit saves the lives of critically ill babies every day — **but Wisconsin's infant mortality rate is still above the national average.**
- We save hundreds of young lives each year in our Level I pediatric trauma center — **but homicide remains the second leading cause of death in kids ages 15-18.**
- We provide world-class urgent care for kids — **but we still care for bones broken by bullies and abusers.**

All children deserve a fair opportunity to be healthy. At Children's Wisconsin, we are putting kids first by transforming our model to care for all aspects of a child's health, bringing us closer to achieving our vision of Wisconsin's kids being the healthiest in the nation.

Our approach

Children's Wisconsin designed the **Health Navigation Program** to meet kids and families where they are and empower them to realize their fullest potential. We are integrating this innovative, evidence-based and high-touch care model into our four Metro Milwaukee primary care clinics — places and professionals that families already know and trust.

What does this mean for families?

The Health Navigation Program complements traditional primary care with a **care coordination** team to help kids and families overcome the most complex health needs and obstacles to wellness. We have created a single point of access to navigate specialty health care needs; facilitate connections to community-based basic needs resources like housing, food and transportation; and even activate immediate interventions, like helping a family acquire a refrigerator to properly store medication.

Starting in Milwaukee

In January 2024, we launched the Health Navigation Program in our four Metro Milwaukee primary care clinics, where we see some of the highest numbers of at-risk families in the state. Annually, our metro clinics serve **26,540 kids**. While most of our services are non-reimbursable, **we never turn a child or family away from care**. Philanthropy plays a crucial role in ensuring this program is available to those who need it most.

AMONG THOSE WE SERVE:

- **Nearly 83%** of families served have Medicaid/Medicaid HMO insurance
- **Over 80%** are children of color
- **25%** of kids have been diagnosed with a mental or behavioral health condition
- **30%** of kids see more than two specialists
- **20%** of families report housing instability
- **20%** of kids are food insecure

Path for the future

We are confident the Health Navigation Program will improve outcomes for kids and families, and we plan to scale this work across all Children's Wisconsin teams and specialty clinics throughout the state. We will demonstrate the **effectiveness** and **sustainability** of this care model in partnership with the Children's Research Institute at Children's Wisconsin, sharing what we learn with our colleagues as we strive to become the national leader in health navigation. We anticipate creating a model that can be **scaled in communities nationwide**.

How you can help

Children's Wisconsin can play a leadership role in elevating the wellness of kids and families, but we need strong community partners to accelerate this critical work and help us demonstrate the effectiveness of this model of care. Philanthropic support is already fueling this innovation and will continue to accelerate the implementation and scaling of the Health Navigation Program — increasing access to services and providing customized care in the most efficient ways for our most vulnerable kids and families. Together, we can help change the trajectory of kids' lives. **Together, we can help them thrive.**



If you'd like to make a gift to support the Health Navigation Program at Children's Wisconsin, please contact Kara Muchow, Senior Director of Development, at (920) 205-8717 or kmuchow@childrenswi.org.

Your support means kids and families can have brighter futures. Thank you!