



ADVANCING INTEGRATED HEALTHCARE

Welcome

Healthy Tomorrows

Performance Improvement – Current State, Lessons Learned & Recommendations

HEALTHY TOMORROWS 09-27-2021

Agenda

Topic <i>Presenter(s)</i>	Duration
Welcome, Review of Agenda & report out from TA meeting <i>Blythe Berger and Kristin Lehoullier, RIDOH</i>	10 minutes
Hasbro/Meeting Street Challenges/Progress	20 minutes
PCHC/BVCAP Challenges/Progress	20 minutes
Next Meeting Deliverables <i>Susanne Campbell & Team Discussion</i>	10 minutes

Hasbro and Meeting Street

PDSA: Improving communication/relationship processes and work flows between Hasbro Pediatric Primary Care and Meeting Street family visiting program

Background/Goal of Project: (briefly describe the problem you are having or area that needs improvement, note background information and target population)

Hasbro and Meeting Street are working together to improve communication between the organizations, the referral process and patient care

Aim: (overall goal you wish to achieve) (Specific, Measurable, Attainable, Relevant, Time-bound)

The goal of this PDSA is to improve residents' and nurses' knowledge about family visiting. Two to three information sessions, for residents, attendings and staff, would be appropriate to disseminate information about the family visiting programs, how to make a referral and the reasons for a referral, and where to find the information within the EMR.

Baseline Data:

Hasbro is considering asking 3 questions, pre and post inservices:

- 1) How aware are you of family visiting services?
- 2) Do you know where to look for information on family visitors that may be involved with your families?
- 3) Have you referred anyone to family visiting?

Other baseline data will include current number of referrals to family visiting programs.

Outline your strategy:

Conduct baseline and follow-up surveys, provide information sessions, include family visitor brochure into newborn/welcome to clinic packets

Every goal will require multiple smaller tests of change

Describe your first (or next) test of change:

	Person responsible	When to be done	Notes
Conduct surveys			completed
Provide inservices			completed
Place family visiting information into welcome packets			completed

Hasbro and Meeting Street

PDSA: Improving communication/relationship processes and work flows between Hasbro Pediatric Primary Care and Meeting Street family visiting program

Plan:

List the tasks needed to set up this test of change	Person responsible	When to be done	Notes
Devise survey	Pat, Kat and Carol	Thursday – 7/22	completed
Send out survey	Kat	By end of July	completed
Contact Shuba, Gail and Jen Friedman to see when can conduct education sessions	Pat		
Come up with presentation date and format – 20 minutes total (Iesha/Chris and Kat, Carol and Pat)	Pat and Iesha/Chris		completed
Presentation – may have to record presentation for staff/residents to do independently		Ideally in August	completed
Carol will clarify the department at the DOH that Hasbro is currently calling			completed
Obtain promotional materials from Sara to add into welcome packets		By end of July	completed
Clarify with Sara which number to call at DOH for people to refer to family visiting	Suzanne	completed	Either number is fine

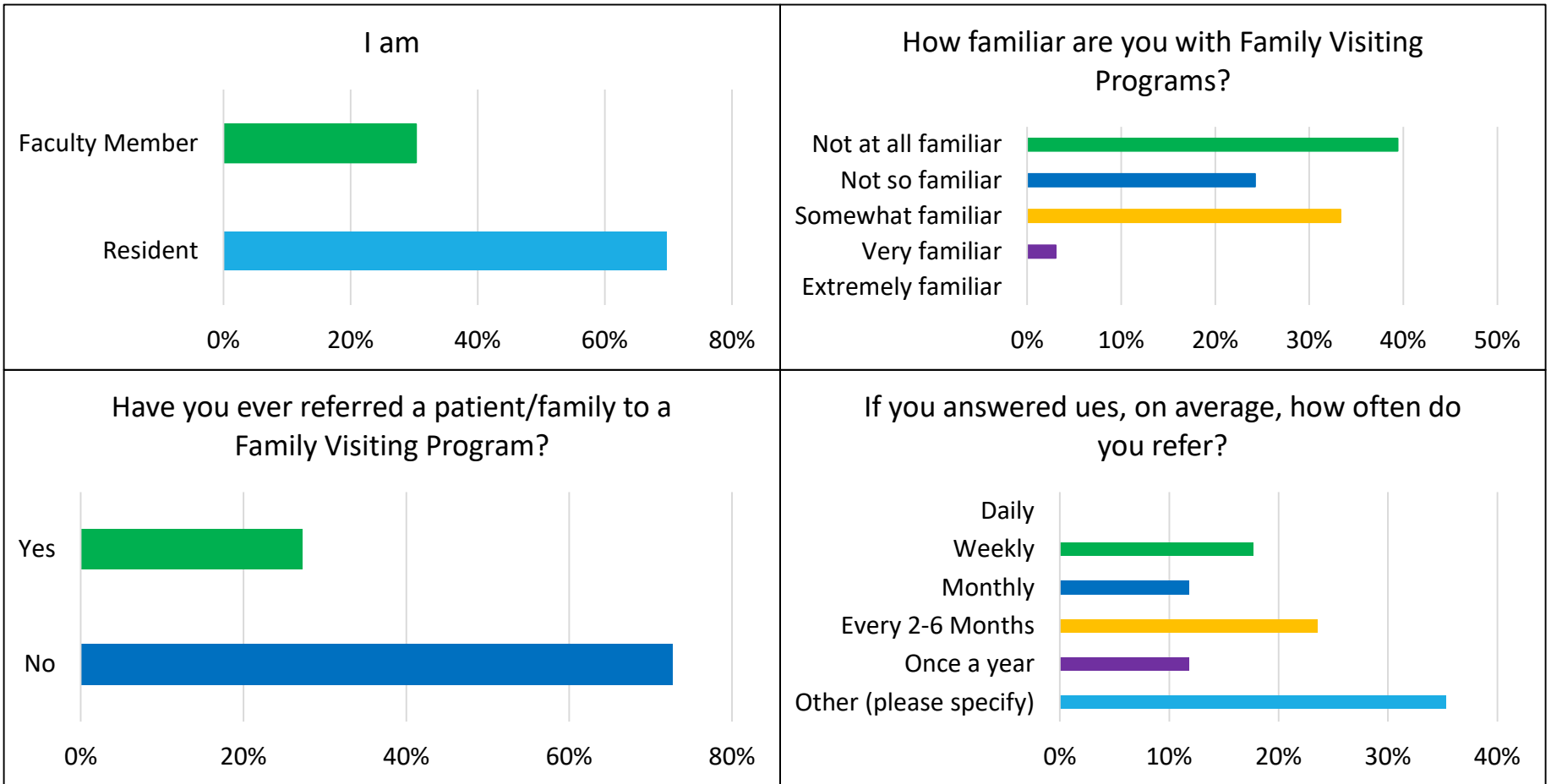
Predict what will happen when the test is carried out

Increased knowledge of the family visiting programs, where to find that information and how to make referrals

Measures to determine if prediction succeeds

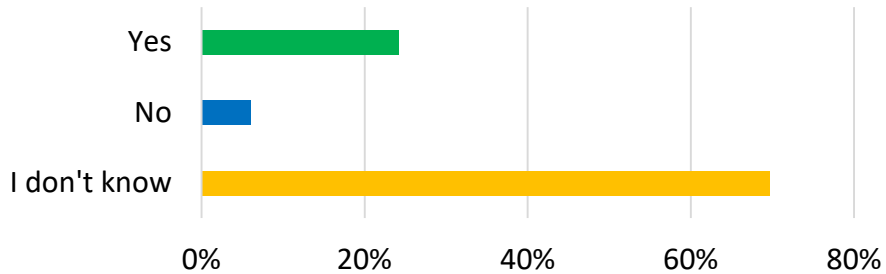
Survey data, number of referrals to DOH (as this is the current pathway) – need to keep it simple, as have so many providers and the providers change every year. Currently calling 222-4609 and 222-5960.

Results of Hasbro's Survey

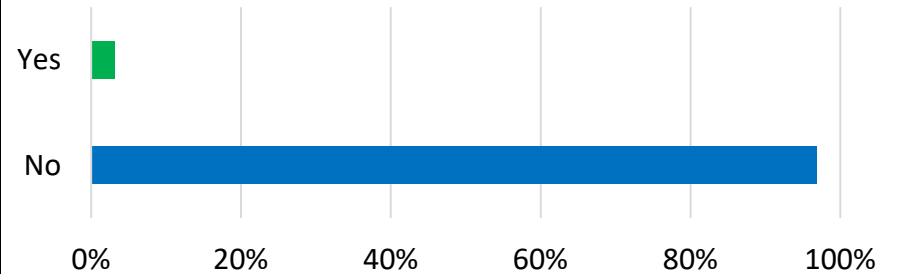


Results of Hasbro's Survey

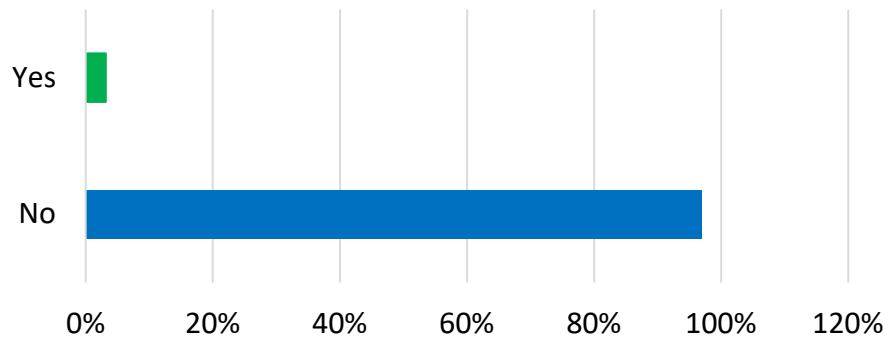
Are any of your patients involved in a Family Visiting Program? (Currently or in the past)



Do you receive communication from the Family Visiting Program?



Have you ever had a Family Visitor attend a visit with a patient/family?



Hasbro and Meeting Street Challenges/Progress

Challenge	Progress
KidsNet information is not always accurate or present	Not sure how to address this. Could we discuss at Monday's meeting?
We are not sure of the knowledge level of the providers regarding family visiting	We conducted a brief survey of all providers and received informative results (see following slides)
Come up with a date for 1 st meeting between Meeting Street and Hasbro and assess meeting for usefulness to participants and two-way active communication	September 27th
How should we disseminate information to patients about family visiting programs	We have obtained Love that Baby flyers and plan to put them in welcome

Questions for Hasbro and Meeting Street



PCHC and BVCAP

PDSA: Improving communication between BVCAP and PCHC

Background/Goal of Project: (briefly describe the problem you are having or area that needs improvement, note background information and target population)

This PDSA is part of the Healthy Tomorrows project, with the goals of improving the referral process for family visiting, identifying families who will benefit from family visiting and improving the communication process between family visiting agencies and primary care practices.

Aim: (overall goal you wish to achieve) (Specific, Measurable, Attainable, Relevant, Time-bound)

The aim of this PDSA is setting up a scheduled collaboration process (case-conference style), at least quarterly, within the next three months (by end of October 2021). Our goal is to implement standard processes for referrals and making sure that referrals have been received. This conference would address barriers to care and sharing information.

Baseline Data:

There are currently no patient case reviews in place.

Outline your strategy:

Every goal will require multiple smaller tests of change

Describe your first (or next) test of change:

Schedule quarterly case conferences

Person responsible

Karla Arango

When to be done

First conference set for Sept. 13

Where to be done

Zoom – completed

PCHC and BVCAP

PDSA: Improving communication between BVCAP and PCHC

Plan:

List the tasks needed to set up this test of change	Person responsible	When to be done	completed
Introduce Karla to intake coordinate coordinator at BVCAP (Susan Ribeiro). karango@providencechc.org	Shana to make email introduction	By July 31	yes
Set date for case conference: Sept. 13 at 9:00:	Shana to send out zoom invite	By July 31	yes
<ul style="list-style-type: none"> • Karla • Amy • Shannon • Susan • Shana 			
BVCAP to learn about Unite Us/Unite RI. Community based organizations can update status of referrals through the organization. Will be implemented by end of October at PCHC. Could be a referral mechanism for the family visiting programs. DOH is already considering adding home visiting into Unite Us.	Amy to forward information on Unite RI info sessions.	completed	Shana is registered for the Sept. 23 session
PCHC will send out routine list to PCPs to indicate which of their patients are involved in FV. List to be sent out 2 weeks before meeting.	Karla	August 30	Karla has been out for 2 weeks. Will do this on her return.
Shannon/Shana will touch base with their family visiting staff ahead of time to determine if there are any concerns		August 31	yes

PCHC and BVCAP

PDSA: Improving communication between BVCAP and PCHC

Plan: (continued)

	Person responsible	When to be done	completed
List the tasks needed to set up this test of change Providers had been making referrals, which will continue. Also plan to shift the responsibility to case management for better coordination.		Throughout next several months	ongoing
Consider ad hoc meetings for something urgent – Karla (PCHC) and Susan (BVCAP)	Shana will send out email with Susan’s contact info (phone/email)	July 31	yes

Predict what will happen when the test is carried out

We predict that case conferences will improve communication between primary care and family visiting and improve care offered to families.

Measures to determine success:

- Are meetings occurring?
- Are participants finding the information useful?
- Is there two-way communication and active participation on both sides?

PCHC and BVCAP Challenges/Progress

Site	Challenge	Progress
PCHC	How to indicate FV involvement in EMR: The plan is to put an indicator in the EMR in the info tab under care program to indicate FV involvement.	Amy Perry is working with IT to create a new workflow in Intergy (EHR) to indicate the FV involvement.
PCHC and BVCAP	Test care conference protocol	We have had one meeting. Still testing out best framework for the meeting
PCHC and BVCAP	Did you find the information useful?	The information was useful and the meeting served as a good opportunity for relationship building.
PCHC and BVCAP	Was there two-communication and active participation on both sides?	yes

Questions for PCHC and BVCAP



Care Plan Approach – Both Teams

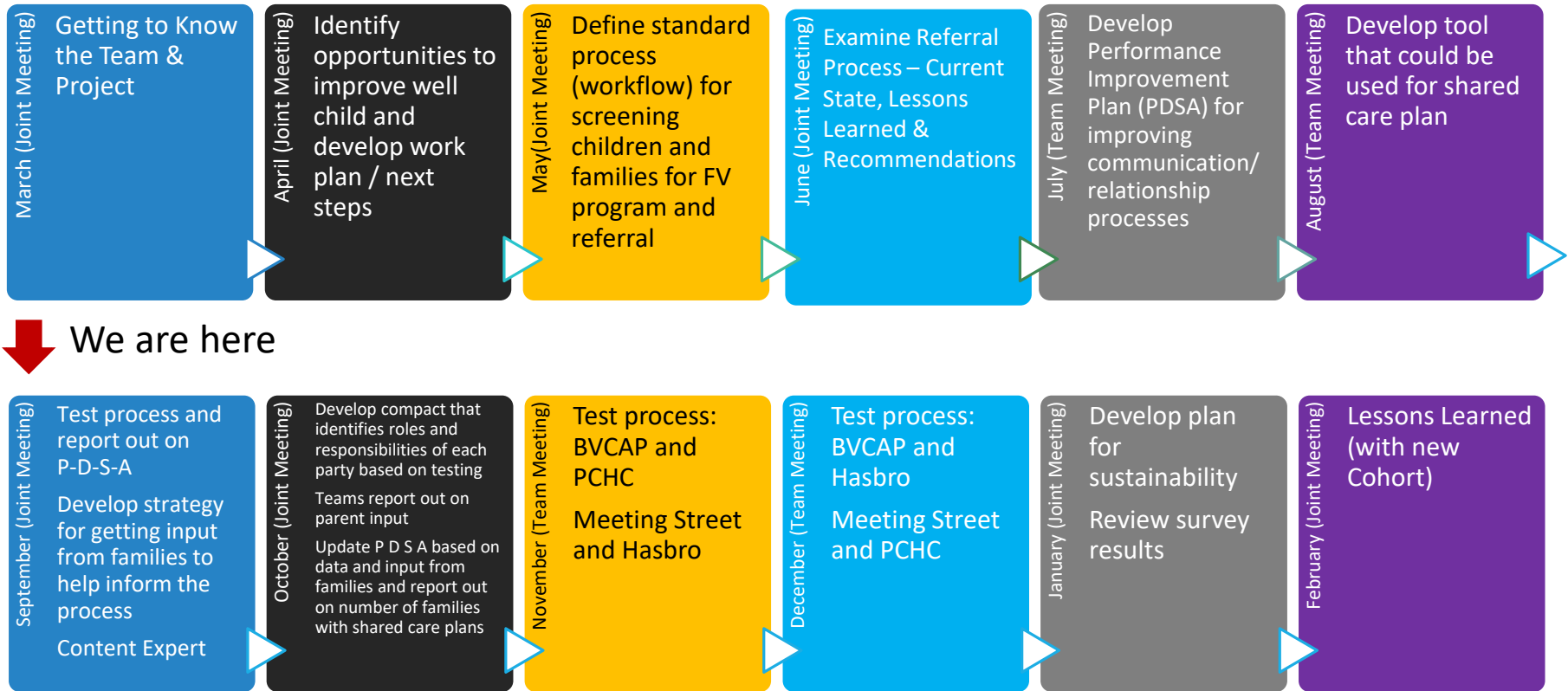
What will be discussed at the case conferences?

- Where will that information be stored?
- How many people will be discussed at each conference?
- What are the needs of the family? how will they be addressed?
- Does one organization need anything from the other?
- What should the frequency of these meetings be?

Success Stories by Sara Remington



Process Overview



↓ We are here

Next Steps

Next **Joint meetings** October 25th

Continue to **Meet in Teams** (Practice/FV program)

- Test process and report out on P-D-S-A
- Develop strategy for getting input from families to help inform the process
- Standardization discussion
- Family consultant – advise practices on getting family help

Stay Safe and Healthy

Resources

[Healthy Tomorrows Virtual Resource Binder](#)