

### Family Engagement Quality Improvement Project

*A project of the National Center for Medical Home Implementation, a cooperative agreement between the American Academy of Pediatrics and the Maternal and Child Health Bureau of the Health Resources and Services Administration*

#### Project Aim:

By January 2017, 10 pediatric primary care practice teams will work individually and collaboratively to test, implement, disseminate, and plan to sustain strategies to improve family engagement in clinical practice through enhanced shared decision-making and connection of families to appropriate supports and services. Participating pediatric primary care practices will make improvements so that:

Measure Name/Type	Measure Definition	Source of Measure	Measure Calculation	Measure Exclusion	Data Source/Associated Collection tool	Measure Benchmark	Measure Target/Goal	Data Collection Plan	Associated Questions
Elicit patient/family concerns	Percent of patients for whom patient/family concerns were <b>elicited</b> at the most recent health supervision visit.	Bright Futures	<b>Target Population:</b> All patients 0 – 18 years of age who received a health supervision visits <b>Numerator:</b> Total number of patients/families whose individual and family concerns are elicited during a visit <b>Denominator:</b> Total number of medical records in a record set	Patients over 18 years of age; patients seen for acute care visits	Medical record review/Record review tool	N/A	80%	<b>Volume:</b> 10 records <b>Frequency:</b> Monthly <b>Transmission:</b> QIDA	Is there documentation in the medical record indicating that patient/family concerns were elicited at the most recent health supervision visit?

Address patient/family concerns	Percent of patients for whom <b>a plan was created to address patient/family concerns</b> at the most recent health supervision visit.	1. Bright Futures 2. Florida CHIPRA Project, Round 2	<b>Target Population:</b> All patients 0 – 18 years of age who received a health supervision visit <b>Numerator:</b> Total number of patients/families for whom a plan was created to address patient/family concerns <b>Denominator:</b> Total number of medical records for those patients for whom families/caregivers had identified concerns.	Patients over 18 years of age; medical records without identified family/caregiver concerns	Medical record review/Record review tool	N/A	80%	<b>Volume:</b> 10 records <b>Frequency:</b> Monthly <b>Transmission:</b> QIDA	Is there documentation in the medical record indicating a plan was created to address patient/family concerns at the most recent health supervision visit?
Identify and discuss family strengths	Percent of patients for whom <b>family strengths were identified and discussed</b> at the most recent health supervision visit.	Bright Futures	<b>Target Population:</b> All patients 0-18 years of age who received a health supervision visit <b>Numerator:</b> Total number of patients whose family strengths	Patients over 18 years of age; patients who were seen for an acute care visit	Medical record review/Record review tool	N/A	80%	<b>Volume:</b> 10 records <b>Frequency:</b> Monthly <b>Transmission:</b> QIDA	Is there documentation in the medical record indicating that family strengths were identified and discussed during the

			were identified and discussed during a visit. <b>Denominator:</b> Total number of medical records in a medical record set.						most recent health supervision visit?
Medical summary (post-visit summary) or care plan created	Percent of patients who have a medical summary (post-visit summary) or a comprehensive care plan <b>created or updated/maintained</b> at a visit.	Florida CHIPRA Project, Round 2	<b>Target Population:</b> All patients 0 – 18 years of age who received a supervision visit <b>Numerator:</b> Total number of patients who have a medical summary or comprehensive care plan created or updated/maintained at this visit <b>Denominator:</b> Total number of medical records in a medical record set	Patients over 18 years of age	Medical record review/Record review tool	N/A	80%	<b>Volume:</b> 10 medical records <b>Frequency</b> : Monthly <b>Transmission:</b> QIDA	Is there documentation in the medical record indicating that a medical summary or comprehensive care plan that was created or updated/maintained during a visit?
Medical summary or care plan reviewed	Percent of patients who have a current copy of their medical summary (post-visit summary)	Florida CHIPRA Project, Round 2	<b>Target Population:</b> All patients 0 – 18 years of age who received a	Exclude charts with a “No” answer to medical	Medical record review/Record review tool	N/A	80%	<b>Volume:</b> 10 records <b>Frequency</b> : Monthly	Is there documentation in the medical record indicating that

and offered to patient	<p>or comprehensive care plan <b>reviewed through an active form of family engagement</b>, such as, but not limited to:</p> <ul style="list-style-type: none"> <li>• Teach-back methodology</li> <li>• Motivational interviewing</li> <li>• Ask-me-3</li> </ul> <p><b>and offered to patients/families</b> at the visit.</p>		<p>health supervision visit  <b>Numerator:</b> Total number of patients who have a current copy of their medical summary or comprehensive care plan reviewed and offered to them at this visit  <b>Denominator:</b> Total number of medical records in a record set with a medical summary or comprehensive care plan created</p>	summary created measure.				<b>Transmission:</b> QIDA	a medical summary or a comprehensive care plan was reviewed and offered to the patient and family during an office visit?
Communication of age-appropriate screening results with patients/families	Percent of patients whose family received a follow-up discussion of age-appropriate screening results on the same day as the screening.	Adapted from the Don't Just Wait and See: Improving Developmental Screening and Follow-	<p><b>Target Population:</b> All patients 0-18 years of age who received a health supervision visit  <b>Numerator:</b> Number of patients with documentation in chart of family</p>	Patients over 0-18 years of age; patients seen for acute care visits	Medical record review/Record review tool	N/A	80%	<b>Volume:</b> 10 records <b>Frequency:</b> Monthly <b>Transmission:</b> QIDA	Is there documentation that age-appropriate screening results were discussed with the family on the same day as the visit in

		up QI Project	receiving a discussion of age-appropriate screening results on the same day as the screening visit. <b>Denominator:</b> Total number of medical records in a record set.						the medical record?
Families feel that they can be honest with the child's providers/clinicians about the choices they make for their child	Percent of families who indicated that they felt they can be honest with their child's doctors and nurses about the choices they make for their child	Adapted from CG CAHPS Cultural Competence Question set, with guidance from a plain language communication consultant	<b>Target Population:</b> Families of all patients 0-18 years of age who received a health supervision visit <b>Numerator:</b> Number of families reporting "Yes" to survey question. <b>Denominator:</b> Total number of surveys received	Families of patients over 18 years of age; families of patients who were seen for an acute care visit	Post-visit family survey /post visit family survey data entry tool	N/A	80%	<b>Volume:</b> 10 surveys <b>Frequency:</b> :Monthly <b>Transmission:</b> : QIDA	Did you feel like you could be honest with your child's doctors and nurses about the choices you make for your child? 1. Yes 2. No
Provider/Clinician explained things about the child's health in a way that was easy for	Percent of families who indicated that the people providing medical care to their child explained things about their child's health in a way that	Adapted from CG CAHPS Children's PCMH Question Set, with guidance	<b>Target Population:</b> Families of all patients 0-18 years of age who received health supervision visit	Families of patients over 18 years of age; families of patients who were seen for an	Post-visit family survey /post visit family survey data entry tool	N/A	80%	<b>Volume:</b> 10 surveys <b>Frequency:</b> :Monthly <b>Transmission:</b> : QIDA	During today's visit, did the people providing medical care to your child explain things about your

the family to understand	was easy to understand.	from a plain language communication consultant	<b>Numerator:</b> Number of families reporting “Yes” to survey question. <b>Denominator:</b> Total number of surveys received	acute care visit					child’s health in a way that was easy to understand? 1. Yes 2. No
Provider/clinician listens to what the family has to say	Percent of families who indicated that doctors and nurses listened to what they had to say.	Adapted from CG CAHPs PCMH Children’s question set, altered with guidance from a plain language communication consultant	<b>Target Population:</b> Families of all patients 0-18 years of age who received health supervision visit <b>Numerator:</b> Number of families reporting “Yes” to survey question. <b>Denominator:</b> Total number of surveys received	Families of patients over 18 years of age; families of patients who were seen for an acute care visit	Post-visit family survey /post visit family survey data entry tool	N/A	80%	<b>Volume:</b> 10 surveys <b>Frequency:</b> Monthly <b>Transmission:</b> QIDA	Did our doctors and nurses listen to what you and your family had to say? 1. Yes 2. No
Provider/clinician gave thoughtful responses to family questions and concerns	Percent of families who indicated that doctors and nurses gave thoughtful responses to their questions and concerns.	Adapted from CG CAHPs PCMH Children’s question set, altered with guidance from a plain language	<b>Target Population:</b> Families of all patients 0-18 years of age who received health supervision visit <b>Numerator:</b> Number of families reporting	Families of patients over 18 years of age; families of patients who were seen for an acute care visit	Post-visit family survey /post visit family survey data entry tool	N/A	80%	<b>Volume:</b> 10 surveys <b>Frequency:</b> Monthly <b>Transmission:</b> QIDA	Did our doctors and nurses give thoughtful responses to your questions and concerns? 1. Yes 2. No

		communication consultant	<p>“Yes” to survey question.</p> <p><b>Denominator:</b> Total number of surveys received</p>						
Receptionists and clinic staff treated the family with dignity and respect	Percent of families who indicated that receptionists and other clinic staff treated them with dignity and respect.	Adapted from CG CAHPS Children’s PCMH Question Set, with guidance from a plain language communication consultant	<p><b>Target Population:</b> Families of all patients 0-18 years of age who received health supervision visit</p> <p><b>Numerator:</b> Number of families reporting “Yes” to survey question.</p> <p><b>Denominator:</b> Total number of surveys received</p>	Families of patients over 18 years of age; families of patients who were seen for an acute care visit	Post-visit family survey /post visit family survey data entry tool	N/A	80%	<p><b>Volume:</b> 10 surveys</p> <p><b>Frequency:</b> Monthly</p> <p><b>Transmission:</b> QIDA</p>	<p>Did our receptionists and other clinic staff treat you and your family with respect?</p> <ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
Provider/clinician involved family in decisions about child’s health	Percent of families who indicated doctors and nurses involved them in decisions about their child’s health.	Adapted from the Communication Climate Assessment Toolkit, with guidance from a plain language communication consultant	<p><b>Target Population:</b> Families of all patients 0-18 years of age who received health supervision visit</p> <p><b>Numerator:</b> Number of families reporting</p>	Families of patients over 18 years of age; families of patients who were seen for an acute care visit	Post-visit family survey /post visit family survey data entry tool	N/A	80%	<p><b>Volume:</b> 10 surveys</p> <p><b>Frequency:</b> Monthly</p> <p><b>Transmission:</b> QIDA</p>	<p>Did our doctors and nurses involve you and your family in decisions about your child's health?</p> <ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>

		ion consultant	<p>“Yes” to survey question.</p> <p><b>Denominator:</b> Total number of surveys received</p>						
<p>Communication with patients and families <b>(Balancing Measure)</b></p>	<p>Percent of practices that indicated participation in the Family Engagement Quality Improvement Project made communication with patients and families easier.</p>	<p>Florida CHIPRA Project Round 2</p>	<p>At the end of each Action Period, each practice team will complete a survey on a scale of 1-5 (1= much more difficult, 5= much easier). This will measure % of practices who answered 4-5.</p>		<p>Monthly Progress Reports</p>	<p>N/A</p>	<p>80%</p>	<p><b>Volume:</b> 1 report <b>Frequency:</b> Monthly <b>Transmission:</b> QIDA/Survey Monkey</p>	<p>Think about the changes your team has implemented as part of the “Family Engagement Quality Improvement Project.” Because of this project, the amount of time it takes staff and physicians to communicate with patients and families has taken:</p> <ol style="list-style-type: none"> <li>1. Much more time</li> <li>2. More time</li> <li>3. Remained the same</li> <li>4. Less time</li> </ol>

									5. Much less time
Health care team experience <b>(Balancing Measure)</b>	Percent of practices that indicated participation in the Family Engagement Quality Improvement Project made the experience of providing care for patients easier for the health care team.		At the end of each Action Period, each practice team will complete a survey on a scale of 1-5 (1= much more difficult, 5= much easier). This will measure % of practices who answered 4-5.	N/A	Monthly Progress reports	N/A	80%	<b>Volume:</b> 1 report <b>Frequency:</b> Monthly <b>Transmission:</b> QIDA/Survey Monkey	Think about the changes your team has implemented as part of the "Family Engagement Quality Improvement Project." Because of this project, the care team's confidence about engaging families in shared decision-making has become: <ol style="list-style-type: none"> <li>1. Much less confident</li> <li>2. Less confident</li> <li>3. Remained the same</li> </ol>

