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:

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| Elicit patient/family concerns | Percent of patients for whom patient/family concerns were elicited at the most recent health supervision visit. | Bright Futures | **Target**
**Population:**
All patients 0 – 18 years of age who received a health supervision visits

**Numerator:**
Total number of patients/families whose individual and family concerns are elicited during a visit

**Denominator:**
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% | Volume: 10 records
Frequency: Monthly
Transmission: 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 a plan was created to address patient/family concerns at the most recent health supervision visit. | 1. Bright Futures 2. Florida CHIPRA Project, Round 2 | **Target Population:** All patients 0 – 18 years of age who received a health supervision visit  
**Numerator:** Total number of patients/families for whom a plan was created to address patient/family concerns  
**Denominator:** 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% | **Volume:** 10 records  
**Frequency:** Monthly  
**Transmission:** 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 family strengths were identified and discussed at the most recent health supervision visit. | Bright Futures | **Target Population:** All patients 0-18 years of age who received a health supervision visit  
**Numerator:** 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% | **Volume:** 10 records  
**Frequency:** Monthly  
**Transmission:** 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. **Denominator:** Total number of medical records in a medical record set.

### Medical summary (post-visit summary) or care plan created

- **Target Population:** All patients 0 – 18 years of age who received a supervision visit
- **Numerator:** Total number of patients who have a medical summary or comprehensive care plan created or updated/maintained at this visit
- **Denominator:** Total number of medical records in a medical record set

### Medical summary or care plan reviewed

- **Target Population:** All patients 0 – 18 years of age who received a supervision visit
- **Excluded charts:** Charts with a “No” answer to medical

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<th>Category</th>
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<th>Florida CHIPRA Project, Round 2</th>
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<tr>
<td>Medical summary (post-visit summary) or care plan created</td>
<td>Percent of patients who have a medical summary (post-visit summary) or a comprehensive care plan created or updated/maintained at a visit.</td>
<td>Florida CHIPRA Project, Round 2</td>
<td>Target</td>
<td>Population: All patients 0 – 18 years of age who received a supervision visit</td>
<td>Numerator: Total number of patients who have a medical summary or comprehensive care plan created or updated/maintained at this visit</td>
<td>Denominator: Total number of medical records in a medical record set</td>
<td>N/A</td>
<td>80%</td>
<td>Volume: 10 medical records</td>
<td>Frequency: Monthly</td>
<td>Transmission: QIDA</td>
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| 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 | Target | Population: All patients 0 – 18 years of age who received a supervision visit | Numerator: Excluded charts with a “No” answer to medical | Denominator: Medical record review/Record review tool | N/A | 80% | Volume: 10 records | Frequency: Monthly | Transmission: | Is there documentation in the medical record indicating that... |
and offered to patient or comprehensive care plan reviewed through an active form of family engagement, such as, but not limited to:

- Teach-back methodology
- Motivational interviewing
- Ask-me-3

and offered to patients/families at the 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-up | Target Population: All patients 0-18 years of age who received a health supervision visit Numerator: Number of patients with documentation in chart of family Population: All patients 0-18 years of age; patients seen for acute care visits Medical record review/Record review tool N/A 80% Volume: 10 records Frequency: Monthly Transmission: QIDA Is there documentation that age-appropriate screening results were discussed with the family on the same day as the visit in

| Numerator: 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 Denominator: Total number of medical records in a record set with a medical summary or comprehensive care plan created summary measure. |
| 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 | **Target Population:** Families of all patients 0-18 years of age who received a health supervision visit. **Numerator:** Number of families reporting “Yes” to survey question. **Denominator:** 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% | Volume: 10 surveys Frequency: Monthly Transmission: 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 | **Target Population:** 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% | Volume: 10 surveys Frequency: Monthly Transmission: QIDA | During today’s visit, did the people providing medical care to your child explain things about your |
### Provider/clinician listen 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 |
| **Target Population:** Families of all patients 0-18 years of age who received health supervision visit. **Numerator:** Number of families reporting “Yes” to survey question. **Denominator:** 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% | Volume: 10 surveys Frequency: Monthly Transmission: QIDA |

child’s health in a way that was easy to understand?

1. Yes
2. No

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### 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. |
| **Target Population:** Families of all patients 0-18 years of age who received health supervision visit. **Numerator:** Number of families reporting “Yes” to survey question. **Denominator:** 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% | Volume: 10 surveys Frequency: Monthly Transmission: QIDA |

Did our doctors and nurses give thoughtful responses to your questions and concerns?

1. Yes
2. No
| Receptionist and clinic staff treated the family with dignity and respect | Percent of families who indicated that receptions 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 | **Target Population:** Families of all patients 0-18 years of age who received health supervision visit  
**Numerator:** Number of families reporting “Yes” to survey question.  
**Denominator:** 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% | **Volume:** 10 surveys  
**Frequency:** Monthly  
**Transmission:** QIDA | Did our receptionists and other clinic staff treat you and your family with respect?  
1. Yes  
2. No |
| 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 | **Target Population:** Families of all patients 0-18 years of age who received health supervision visit  
**Numerator:** Number of families reporting “Yes” to survey question.  
**Denominator:** 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% | **Volume:** 10 surveys  
**Frequency:** Monthly  
**Transmission:** QIDA | Did our doctors and nurses involve you and your family in decisions about your child's health?  
1. Yes  
2. No |
| Communication with patients and families (Balancing Measure) | Percent of practices that indicated participation in the Family Engagement Quality Improvement Project made communication with patients and families easier. | Florida CHIPRA Project Round 2 | 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. | Monthly Progress Reports | N/A | 80% | Volume: 1 report Frequency: Monthly Transmission: 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 amount of time it takes staff and physicians to communicate with patients and families has taken: 1. Much more time 2. More time 3. Remained the same 4. Less time |
| Health care team experience (Balancing Measure) | 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% | Volume: 1 report  Frequency: Monthly Transmission: QIDA/Survey Monkey | 5. Much less time  
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: 1. Much less confident 2. Less confident 3. Remained the same
4. More confident
5. Much more confident