

**STAYING
FOCUSED:**

The **Enduring Commitment** of
MCH to **Families** and **Outcomes**

Rolling Up Our Sleeves: How to Plan and Implement Quality Improvement Activities Focused on Family Engagement

Moderator

Kate Taft, MPH, Associate Director of Child and Adolescent Health, Association of Maternal and Child Health Programs

Faculty

Alex Kuznetsov, RD, Manager, Children with Special Needs Initiatives

Müge Chavdar, MPH, Program Manager, National Center for Medical Home Implementation

February 10-13
Arlington, VA

**AMCHP
2018**



Disclosures

- We have no relevant financial relationships with the manufacturers(s) of any commercial products(s) and/or provider of commercial services discussed in this activity.
- We do not intend to discuss an unapproved/investigative use of a commercial product/device in our presentation.



Learning Objectives

By the end of this webinar, participants will...

- Discuss the role of maternal and child health programs and stakeholders in planning, implementing, and evaluating quality improvement projects focused on family engagement.
- Describe a strategy maternal and child health programs and stakeholders can utilize to enhance family engagement.
- Identify tools and resources that maternal and child health programs and stakeholders can utilize to support quality improvement efforts focused on family engagement.



Agenda

- Introduction
- Overview of Family Engagement Quality Improvement (FEQIP) Project
- FEQIP Implementation Guide Tutorial Overview
- “How-To” Implementation Strategies
- Participant Questions



STAYING
FOCUSED:

The **Enduring Commitment** of
MCH to **Families** and **Outcomes**

Getting to Know the Participants

February 10-13
Arlington, VA

AMCHP
2018



Participant Professions

| Professions | Percentage of Participants by Profession | Number of Participants by Profession |
|--|--|--------------------------------------|
| Family Member or Advocate | 35% | 11 |
| Title V / CYSHCN Program Staff | 28% | 9 |
| Health Care Provider/Professional | 9% | 3 |
| Community-based/Local Organization Staff | 9% | 3 |
| Education Provider/Professional | 3% | 1 |
| Other | 16% | 5 |
| Total | 100% | 32 |



Participants by HRSA Regions

There is representation among participants from all 10 HRSA Regions as well as the U.S. Territories. Below are regions with the largest number of participants.

| Top 3 HRSA Regions Represented | Number of Participants by Region |
|--------------------------------|----------------------------------|
| 4 | 7 |
| 7 | 5 |
| 5 | 4 |

- **Region 4:** KY, TN, NC, SC, GA, FL, AL, MS
- **Region 7:** NE, KS, IA, MO
- **Region 5:** MN, WI, IL, IN, MI, OH



Participant Definitions of Family Engagement

“An intentional partnership to understand and value family beliefs and encourage involvement to improve services to meet the needs of the family.”

“Family engagement is working with the families from the start, whether it's developing a new program or enhancing existing (ones). This helps to ensure that that whatever is being designed/created will be more successful at meeting their needs.”



Family Engagement Continuum

Where does your organization fall on the family engagement continuum?



Adapted from: Craig D, Courtney M, Waitakere Partnerships Research Team. *Key Learnings and the Ways Forward: The Potential of Partnership*. Auckland, New Zealand: Waitakere City Council; August 2004.



Family Engagement

- A family-centered and strengths-based approach to making decisions, setting goals, and achieving desired outcomes for children and families.
- An innovative approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.

Source: Adapted from the Institute for Patient- and Family-Centered Care, see <http://ipfcc.org/about/pfcc.html>



STAYING
FOCUSED:

The **Enduring Commitment** of
MCH to **Families** and **Outcomes**

Overview of Family Engagement Quality Improvement Project

February 10-13
Arlington, VA

AMCHP
2018



Why is Family Engagement Relevant to Systems of Care?

- National Outcome Measure
- National Performance Measures
- National Survey of Children's Health (based on parent responses)



National Center for Medical Home Implementation (NCMHI)

Works to ensure that all children and youth have a medical home

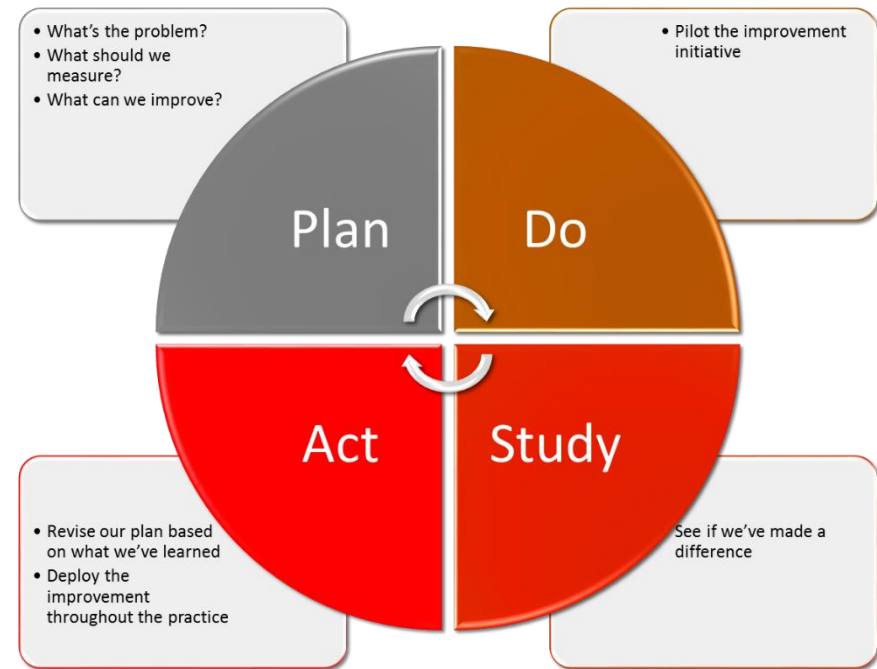
Collaborates with federal, state, and other agencies/ stakeholders

Adapts and responds to new and emerging issues in health care, public policy, and technology



Project Methodology

- Utilized the Institute for Healthcare Improvement Learning Collaborative and Web&ACTION Models
- Each team tested small changes within their practice
- Multidisciplinary core improvement team with parent/caregiver partner



Source: Institute for Health Care Improvement,
http://www.ihc.org/education/WebTraining/Webinars/Web_Action/Pages/default.aspx



Project Aim

Over a 6 month Action Period, 10 pediatric primary care practice teams worked individually and collaboratively to test, implement, disseminate, and plan to sustain strategies that lead to improved family engagement in clinical practice through...

- enhanced **shared decision-making** and
- **connection of families** to appropriate supports and services.



Interventions

- 2 in-person learning sessions
- Change package
- Monthly webinars
- Quality improvement coaching calls
- Peer support initiative
- Parent/Caregiver partner calls
- Monthly mailers



Project Measures

- 6 Medical Record Review Measures
- 6 Family Survey Measures
- Focus on:
 - Shared decision-making
 - Care planning
 - Family strengths
 - Communication
 - Trust, dignity, and respect



Data Collection and Evaluation

- Pre/post implementation survey
- Family Surveys
- Medical Record Reviews
- Monthly Progress Reports
- Qualitative Telephone Interviews



Parent/Caregiver Partners

- Members of the core improvement team
- Supported by:
 - job description
 - monthly webinars
 - quality improvement coaching calls
 - facilitated discussions with a family leader (expert group member)
 - parent/caregiver panel discussion



Results and Lessons Learned

- 77.8% increase in family engagement knowledge among participating teams
- Improvements in some medical record review measures
- Post visit family survey measures did not yield valid results
- Practices are beyond the “What” and “Why,” want to focus on **“How”**
- Clear roles and responsibilities of parents/caregiver partners are crucial to success
- Small changes are key to success



Opportunities for Improvement

- Understanding quality improvement
- Scale-up and spread
- “Survey burnout”
- Parent/caregiver partners
- Care planning
- Family strengths
- Documentation
- Lack of time



Strategies for Implementation

- Identify entities ready to make a change
- Team leader/champion needed
- Multidisciplinary teams
- Support small test of changes
- Measure progress
- Provide support and education
- Foster opportunities for peer-based learning
- Integrate sustainability and spread



STAYING
FOCUSED:

The Enduring Commitment of
MCH to Families and Outcomes

Family Engagement Quality Improvement Project Implementation Guide

February 10-13
Arlington, VA

AMCHP
2018



Implementation Strategies

- Identifying needs, partners, and resources
- Project planning
- Supporting measurable improvements



Identifying Needs, Partners, and Resources

- Data and demographics
- Partners and stakeholders
- Similar initiatives (current or past)
- Resources



Tools and Resources

- [Child Data Resource Center](#)
- [Title V Information System](#)
- [Promising Practices](#)
- [State Pages](#)
- [Medicaid/Children's Health Insurance Program Profiles](#)
- [State Delivery System and Payment Reform Map \(NASHP\)](#)
- [Family-to-Family Health Information Centers](#)
- [State AAP Chapters](#)



Project Planning

- Assign roles to expert work group members
- What strategies can be used to engage each expert work group member in planning the project?



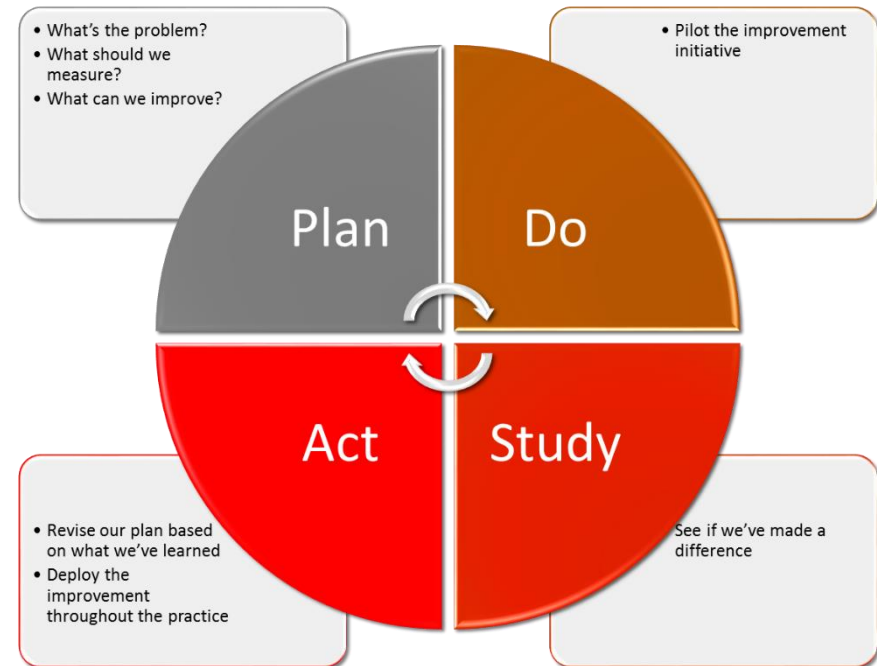
Resources

- [Form a Medical Home Improvement Team](#)
- [The Primary Care Team Guide](#)
- [Forming the Team](#)
- [Resources from FEQIP Implementation Guide Project Planning Section](#)
 - [FEQIP Institutional Review Board Narrative](#)
 - [FEQIP Maintenance of Certification Part 4 Narrative](#)
 - [Parent/Caregiver Partner Position Description](#)



Supporting Measurable Improvements

- Small task or intervention “tested”
- Temporary basis
- Small scale
- Impact is assessed
- Task altered and tested again



Supporting Measurable Improvements

- How can the expert work group support practice teams in implementing PDSA cycles?
- Examples:
 - Education and capacity building
 - Tools and resources



Tools and Resources

- [FEQIP Implementation Guide:](#)
 - [Change Package](#)
 - Sample PDSA Cycles
 - Monthly webinar topics, slides
 - [Learning session agendas](#)
- Connection to expert faculty
- Connection to practices that have successfully tested changes



Questions



Additional Resources from the NCMHI

- [Shared Plan of Care Fact Sheet](#)
- [Family Engagement Webinar Series](#)
- [Resources for Practices](#)
- [Resources for Families](#)
- [Online Resource Guide](#)



Resources from AMCHP

- **Survey:** *Sustaining and Diversifying Family Engagement in Title V and CYSHCN Programs*
 - [Executive Summary](#)
 - Accompanying briefs detail results on specific survey topics
 - [Creating a Culture of Family Engagement](#)
 - [Levels of Family Engagement](#)
 - [Roles of Family Staff or Consultants](#)
 - [Family Members Employed as Staff](#)
 - [Sustaining and Diversifying Family Engagement](#)
 - [Evaluating Family Engagement](#)



Resources from AMCHP

- Case Studies
 - Provide practical, replicable strategies for engaging families and diverse populations based on examples from five states.
 - [Engaging Diverse Populations](#)
 - [Family Engagement](#)
- [Additional AMCHP Publications](#)





**NATIONAL CENTER FOR
MEDICAL HOME IMPLEMENTATION**

www.medicalhomeinfo.org

Müge Chavdar, MPH

mchavdar@aap.org

Jamie Doucet, MPH

jdoucet@aap.org

