

# Key Driver Best Beginnings 2020



## Outcomes

### Global Aim

We will build a sustainable patient-centered quality improvement infrastructure for best beginnings within our practice where children at risk for developmental, autism and/or social/emotional concerns, as well as mothers with post-partum depression, are identified through recommended screening and are appropriately referred for services.

### Specific Aims

Between January and September 2020 we will increase the rate at which recommended Well Visit screening and referrals for conditions impacting children ages 1 month to 3 years are reliably screened and, if at risk, are referred for the following services:

- 90% of Well Visits ages 1 month to 3 years appropriately complete selected early screening\*
- 90% of children or mothers identified as at risk have a follow-up plan documented
- The percentage of children or mothers at risk who complete follow up plan

### Screens (select one)

- Development: 9, 18, and 30 (or 24) months
- Autism: 18 and 24 months
- Post-Partum Depression: 1, 2, 4 and 6 months
- Social Emotional: Practice Identified Age

### Appropriately complete:

- Screen scored accurately in appropriate language
- Development and Social Emotional: Correct age screen deployed
- Autism and Maternal Depression: Follow up questions administered when indicated

## Key Drivers

### Engage QI Team and Practice

The QI Team and practice is active and engaged in improving practice processes and patient outcomes.

### Manage Population

Practice patients due for best beginnings screens are tracked to ensure screening and referral completion if identified as at risk

### Build Community Capacity

Develop and use community resources effectively

### Reliable Screening and Referral

Standardize practice-wide process for sustainability of early screening, maternal depression screening, and referral process

### Parent/Guardian Engagement

Communicate effectively and provide self-management support

## Change Concepts + Interventions

### QI Core Team

- Form minimum 3 person team and meet routinely (MD, Nurse, Admin)
- Meet with QI Coach on-site or virtually
- Communicate to practice importance and goals of the Best Beginnings Collaborative
- Collect, enter, and review baseline and monthly data with team and practice
- Use data to inform QI tools such as aim statement, process maps, PDSAs, and Key Driver diagram
- Involve Parents/Families in workflow design (Parent Advisories)
- Complete monthly QI assignments
- Participate in monthly webinars
- Ensure knowledge of evidence-based medicine among all practice staff and clinicians

- Ensure visits coded properly
- Use tools to remind or recall patients who have not been screened

- Connect with Help Me Grow care coordinators in your community
- Identify and enhance practice connection with other community resources
- Link families to community resources

- Select and customize evidence-based protocols for screening and referral completion; update as needed
- Determine staff workflow to support protocols, including standing orders
- Use QIDA data to drive process improvement ideas
- Select data to track post collaborative progress

- Select culturally appropriate materials for parents/guardians
- Gauge caregiver's self-assessment of comfort in supporting child's development
- Determine staff workflow to support parent/guarding under standing of development
- Document and monitor patient's progress toward family goals

## Key Driver 1 Engage QI Team and Practice: the QI team and practice is engaged in improving practice process and patient outcomes.

### Change Concept

Form a 3-person interdisciplinary team and meet routinely

Meet with QI Coach on-site or virtually

Communicate to practice the importance and goal of the Best Beginnings Collaborative

Collect, enter, and review baseline data and monthly intervention date with the team and practice

Use data to inform QI Tools such as Aim Statement, Process Maps, PDSAs and Key Driver

Involve parents/families in workflow design

Complete monthly QI assignments

Participate in monthly Best Beginnings webinars

Ensure knowledge of evidence-based medicine

### Tools and Resources

Selecting a QI Core Team 2- #Selecting a QI Core Team.docx  
AAP Team-Based Care in the Primary Care Office <https://www.aap.org/en-us/professional-resources/practice-transformation/Implementation-Guide/Pages/Team-Based-Cared.aspx>

See practice expectations

- Announce collaborative at practice meetings
- Share with practice Family perspectives from your practice or Susan Pannell from ACHIA or Screening Matters: A Family Perspective <https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Screening/Pages/The-Importance-of-Screening.aspx>
- Post QI work on staff and patient Bulletin Boards
- Post on Social Media (website, Facebook, tweet, Instagram)  
CDC Developmental Milestones Widget for practice websites <https://www.cdc.gov/ncbddd/childdevelopment/multimedia.html>  
STAR AAP Help us Focus on What matters most poster
- How to run meetings Lacreia

- Sign up for QIDA <https://qidata.aap.org/bestbeginnings2020>
- February 5, 2020 Webinar

QI Tools folder on ACHIA QI TeamSpace <https://www.achia.org/qi-teamspace>

Patient/Family Centered Medical Home AAP Toolkit <https://medicalhomes.aap.org/Pages/Providing-Family-Centered-Care.aspx>  
STAR AAP Parent Survey on Screening <https://screeningtime.org/star-center/#/resources#top>

FAMILY ADVISORY  
NICHQ Creating and Patient and Family Advisory Council Toolkit <https://www.nichq.org/resource/creating-patient-and-family-advisory-council-toolkit-pediatric-practices>

Promoting Children's Social and Emotional Well-Being <https://eclkc.ohs.acf.hhs.gov/mental-health/article/promoting-childrens-social-emotional-well-being>

See Timeline. Content assigned monthly.

Prior to first Webinar, test Zoom access <https://support.zoom.us/hc/en-us/articles/201362283-Testing-Computer-or-Device-Audio>

Review AAP Guidelines on ACHIA.org  
Providers and Core Team Complete STAR Screening Time (3.25 CME and Part 2 MOC) <https://screeningtime.org/star-center/>

**Key Driver 2 Manage Population** Practice patients due for best beginnings screens are tracked to ensure screening and referral completion if identified as at risk.

**Change Concept**

Ensure visits are coded properly

Use the tools to remind or recall patients who have not been screened

**Tools and Resources**

ACHIA QI TeamSpace- Practice tools and Resources/Coding

ACHIA QI TeamSpace-Practice Tools and Resources/Reminder Recall

- Utilize payer reports

**Key Driver 3 Build Community Capacity** Develop and Use Community Resources Effectively

Connect with Help Me Grow care coordinators in your community

Identify and enhance practice connection with other community resources

ACHIA QI TeamSpace – Community Partners/HMG  
Help Me Grow Alabama <https://helpmegrowalabama.org/>  
Establish workflow for referrals to HMG and reports back to clinic

STAR Referral Directory (Excel) <https://screeningtime.org/star-center/#/resources#top>  
STAR Referral Directory (Word) <https://screeningtime.org/star-center/#/resources#top>  
General

Alabama Early Intervention System <http://www.rehab.alabama.gov/individuals-and-families/early-intervention>  
Alabama Medicaid: Alabama Coordinated Health Networks [https://medicaid.alabama.gov/content/5.0\\_Managed\\_Care/default.aspx](https://medicaid.alabama.gov/content/5.0_Managed_Care/default.aspx)  
[https://medicaid.alabama.gov/documents/2.0\\_Newsroom/2.7\\_Special\\_Initiatives/2.7.6\\_ACHN/2.7.6\\_ACHN\\_Regional\\_Map\\_Contacts.pdf](https://medicaid.alabama.gov/documents/2.0_Newsroom/2.7_Special_Initiatives/2.7.6_ACHN/2.7.6_ACHN_Regional_Map_Contacts.pdf)

Family Voices <https://familyvoicesal.org/>

Parents as Teachers <https://parentsasteachers.org/> find a program in Alabama <http://ebiz.patnc.org/EBusiness/ProgramLocations.aspx>

Department of Early Childhood Education <https://children.alabama.gov/>

Children’s Trust Fund Program Directory <https://ctf.alabama.gov/wp-content/uploads/2018/08/2015-Curriculum-Directory.pdf> <https://children.alabama.gov/firstteacher/tent/uploads/>

2-1-1-Connects Alabama <http://www.211connectsalabama.org/>

Children’s Rehabilitation Service <http://www.rehab.alabama.gov/individuals-and-families/childrens-rehabilitation-service>

**Development**

Harvard Center for Developing Child <https://developingchild.harvard.edu/>

Born Ready. Org <https://bornready.org/>

**Autism**

Autism Society of Alabama <https://www.autism-alabama.org/>

Alabama Regional Autism Network <http://www.autism.alabama.gov/Regional-Autism-Network.html>

CDC Autism Case Training (ACT) – CE available <https://www.cdc.gov/ncbddd/actearly/act.html>

CDC Learn the Signs Act Early <https://www.cdc.gov/ncbddd/actearly/index.html>

**Social Emotional**

CDC Parenting Tips <https://www.cdc.gov/ncbddd/childdevelopment/positiveparenting/index.html>

First Five Alabama: Early Childhood Mental Health <https://www.first5alabama.org/>

Psychiatric Intake Response Center (PIRC) <https://www.childrensal.org/pirc>

Child Mind Institute –guidance for families <https://childmind.org/audience/for-families/>

ACES Connection <https://www.acesconnection.com/>

National Pediatric Practice Community on Adverse Childhood Experiences <https://nppcaces.org/>

Harvard Center for Developing Child [https://developingchild.harvard.edu/Sesame\\_Street](https://developingchild.harvard.edu/Sesame_Street) (need link)

**Post-Partum**

Alabama Chapter Post-Partum Support International <https://psichapters.com/al/>

Department of Mental Health <https://mh.alabama.gov/wp-content/uploads/2019/01/ADMH-Early-Childhood-Programs-Information-Sheet.pdf>

Link families to community resources

See above

**Change Concept**

**Tools and Resources**

<p>Select screen to add or to improve</p>	<p>STAR Screening Tool Finder <a href="https://screeningtime.org/star-center/#/screening-tools#top">https://screeningtime.org/star-center/#/screening-tools#top</a></p>
<p>Ensure Accurate Scoring</p>	<p>ACHIA QI TeamSpace – Practice Tools and Resources/Development                  ASQ3                  ASQ Age Adjustment Chart                  ASQ Score Adjustment Chart                  ASQ3 Scoring Help                  ASQ Calculator App <a href="https://apps.apple.com/us/app/asq-age-adjusted-score-calculator/id1035472490">https://apps.apple.com/us/app/asq-age-adjusted-score-calculator/id1035472490</a>                  ASQ online Calculator <a href="https://agesandstages.com/free-resources/asq-calculator/">https://agesandstages.com/free-resources/asq-calculator/</a>                  ACHIA QI TeamSpace – Practice Tools and Resources/Autism                  MCHAT                  MCHAT Screener with follow                  ACHIA QI TeamSpace – Practice Tools and Resources/Social-Emotional                  ASQSE                  ASQ SE Score Tips                  ASQ3 and ASQSE- Combo Age Administration Chart                  ASQSE Top Questions Answered</p>
<p>Standardize referral completion process practice-wide</p>	<p>Map the Workflow Worksheet ACHIA QI TeamSpace- QI Tools                  Excel Referral Tracking tool ACHIA QI TeamSpace- Practice Tools and Resources/Referral Policy and Tool Examples                  Scripting – 36 hour follow up ACHIA QI TeamSpace- Practice Tools and Resources/Referral Policy and Tool Examples                  AAP Care Coordination Resources <a href="https://www.aap.org/en-us/professional-resources/practice-transformation/managing-patients/Pages/Care-Coordination.aspx">https://www.aap.org/en-us/professional-resources/practice-transformation/managing-patients/Pages/Care-Coordination.aspx</a>                  AAP Example Release/Referral Form <a href="https://pediatrics.aappublications.org/content/pediatrics/132/4/e1073/F2.large.jpg">https://pediatrics.aappublications.org/content/pediatrics/132/4/e1073/F2.large.jpg</a>                  STAR Referral Directory (Excel) <a href="https://screeningtime.org/star-center/#/resources#top">https://screeningtime.org/star-center/#/resources#top</a>                  STAR Referral Directory (Word) <a href="https://screeningtime.org/star-center/#/resources#top">https://screeningtime.org/star-center/#/resources#top</a>                  OPIP Beyond Developmental Screening: Children at Risk <a href="http://www.pccpi.org/resources/webinars/beyond-developmental-screening-children-identified-risk">http://www.pccpi.org/resources/webinars/beyond-developmental-screening-children-identified-risk</a></p>
<p>Determine staff workflow to support protocols, including standing orders</p>	<p>ACHIA QI TeamSpace- QI Tools and Practice tools and Resources/Implementing Screen Tips</p>
<p>Incorporate Screening, Scoring and Referrals into Electronic Health Record</p>	<ul style="list-style-type: none"> <li>• ASQ Enterprise with Help Me Grow ACHIA QI TeamSpace- Community Partners/HMG</li> <li>• STAR Electronic Health Capacity in Peds: Report for Pediatric Practices Case Study <a href="https://screeningtime.org/star-center/assets/documents/EHICAP%20Case%20Study%20Report.pdf">https://screeningtime.org/star-center/assets/documents/EHICAP%20Case%20Study%20Report.pdf</a></li> <li>• STAR electronic Health Information Resource Road Map for Integrating Dev Measures into EHR <a href="https://screeningtime.org/star-center/assets/documents/EHICAP%20Road%20Map.pdf">https://screeningtime.org/star-center/assets/documents/EHICAP%20Road%20Map.pdf</a></li> </ul>
<p>Use QIDA data to drive process improvement ideas</p>	<p>Review monthly                  Collaborative level- during webinar                  Practice level- core team meetings and practice meetings</p>
<p>Select data to track post collaborative progress</p>	<p>QIDA available for 3 years                  IHI QI Essentials Toolkit –ACHIA QI TeamSpace- QI Tools                  Review ACHIA QI Team Space – Selected articles</p>

## Key Driver 5 Parent/Guardian Engagement *Communicate effectively and provide self-management support*

### Change Concept

Select culturally appropriate materials for parents/guardians

### Tools and Resources

CDC Learn the Signs, Act Early (free) <https://www.cdc.gov/ncbddd/actearly/freematerials.html>  
CDC Milestone Tracker App <https://www.cdc.gov/ncbddd/actearly/milestones-app.html>  
CDC Social Media Posts, Tweets, Videos <https://www.cdc.gov/ncbddd/actearly/multimedia/buttons.html>  
Pathways.org Baby Games Calendar <https://pathways.org/baby-milestones-calendar/>  
Vroom App <https://developingchild.harvard.edu/resources/vroom/>  
Born Ready <https://bornready.org/>  
Text4Baby App and free texts <https://www.text4baby.org/>  
Depression – Postpartum Support International <https://www.postpartum.net/>

Enhance Communication Skills

STAR SIMULATIONS FOR THE FOLLOWING:  
Maternal Depression, Child Development, Social Determinants of Health  
<https://screeningtime.org/star-center/#/simulations#top>  
GENERAL COMMUNICATION TIPS  
Patient-Clinician Communication: Basic Principles and Expectations  
<https://www.accp.com/docs/positions/misc/IOMPatientClinicianDiscussionPaper.pdf>  
STAR Identifying Family Strengths- Practical Examples  
<https://medicalhomes.aap.org/Pages/Providing-Family-Centered-Care.aspx>  
Always Use TeachBack! Training tools and Resources <http://www.teachbacktraining.org/>  
Elicit Youth and Parental Strengths and Needs  
[https://brightfutures.aap.org/Bright%20Futures%20Documents/BF\\_ElicitParentalStrength\\_Tipsheet.pdf](https://brightfutures.aap.org/Bright%20Futures%20Documents/BF_ElicitParentalStrength_Tipsheet.pdf)  
Teachback (AHRQ) <https://www.ahrq.gov/patient-safety/reports/engage/interventions/teachback.html>  
Shared Decision making Approach AHRQ  
<https://www.ahrq.gov/health-literacy/curriculum-tools/shareddecisionmaking/tools/tool-2/index.html>

Gauge caregiver's self-assessment of comfort in supporting child's development

STAR Maternal Depression Screening Conversation Tip Sheet  
[https://screeningtime.org/star-center/assets/documents/AAPF\\_Printable\\_Tip\\_Sheet\\_Convo\\_1\\_MD.pdf](https://screeningtime.org/star-center/assets/documents/AAPF_Printable_Tip_Sheet_Convo_1_MD.pdf)  
STAR Developmental Screen Conversation Tip Sheet  
[https://screeningtime.org/star-center/assets/documents/AAPF\\_Printable\\_Tip\\_Sheet\\_Convo\\_2\\_DM.pdf](https://screeningtime.org/star-center/assets/documents/AAPF_Printable_Tip_Sheet_Convo_2_DM.pdf)  
STAR Social Determinants of Health Screening Conversation Tip Sheet

Determine staff workflow to support parent/guardian understanding of development

ACHIA QI TeamSpace – QI Tools  
PDSA/Process map

Document and monitor patient's progress toward family goals

Track with EMR/chart or work with vendor to develop a template