



## Overview Guide for Coordinated Care Organizations (CCOs)

# Supporting Shared Decision-Making with Families on Follow-up to Developmental Screening

*Developed by the Oregon Pediatric Improvement Partnership (OPIP) with support from the Oregon Health Authority Transformation Center*

**Webinar (January 30, 2019):**

<https://www.oregon.gov/oha/HPA/dsi-tc/Pages/Dev-Screen-Tech-Assist.aspx>

**Purpose:** This overview guide provides a summary of specific strategies coordinated care organizations (CCOs) can lead to support the specific parent-centered approaches that have been identified as valuable in primary care-based efforts focused on follow-up to developmental screening. This guide is a compendium of materials developed in partnership with the Oregon Health Authority Transformation Center, which can be accessed here: <https://www.oregon.gov/oha/HPA/dsi-tc/Pages/Dev-Screen-Tech-Assist.aspx>.

Through OPIP’s community-based efforts in this area, three main ways have been identified in which CCOs can help provide supports that ensure a parent-centered approach to follow-up to developmental screening.

- **Part 1:** Recruit and engage parents of young children in improvement efforts .....Page 1
- **Part 2:** Provide supports to customize and print the shared decision-making tool developed by OPIP.....Page 2
- **Part 3:** Parent-to-parent supports.....Page 3

### Part 1: Recruit and engage parents of young children in improvement efforts

Every OPIP project includes the recruitment of paid parent partners to participate in quality improvement activities. This is critical, as any effort to improve care should involve those who are ultimately responsible for following up on what is discussed during an interaction with a provider. The parent/provider interaction sits at the very center of care delivery in primary care. Parent partners have consistently provided impactful and novel insights that have fundamentally changed our approach for the better.

CCOs can support practice-based or community-level efforts by providing resources and supports to allow for parent engagement and input. CCOs can provide this support by:

- 1) Assisting in recruiting parent advisors to community-level improvement efforts
- 2) Providing a space and location for parent input meetings
- 3) Coordinating and conducting outreach with organizations that advocate for and support families to learn about families’ experiences with follow-up to developmental screening and care coordination. These organizations work with families often and can share what they hear from parents in terms of common barriers experienced and can often be a great first place to go when seeking input from people that work with parents in the region.
- 4) Coordinating and conducting outreach with community-based organizations to recruit parents
- 5) Providing financial resources and compensation to parent volunteers

## Part 2: Provide supports to customize and print the shared decision-making tool

A compendium of shared decision-making tools OPIP has

created in partnership with pilot sites is available here:

<https://www.oregon.gov/oha/HPA/dsi-tc/Resources/Compendium%20of%20Shared%20Decision%20Making%20Education%20Sheet.pdf>

A key area to focus on is ensuring shared decision-making with the family on next steps. To support this, OPIP developed a one-page tool to support primary care clinicians and parents to make a shared decision on the referrals needed, and to provide succinct information about the services for which the child is being referred.

Key features of the tool include:

- An explanation of developmental screening, why screening is conducted, and potential follow-up steps
- A variety of options that can be discussed between provider and parent, and boxes to check for the steps agreed upon
- A brief description and contact information for each entity
- Expectations around timelines, allowing parents to know when they should hear something, and if they don't, who to call about it
- Clarification around why consent and releases of information are necessary
- Clear contact information for the practice itself, in case the parent would like to circle back about anything

CCOs can support the use of this tool by:

- Creating a version that is specific to your community and the primary care practices using this tool. This can include modifying the existing template or working with subject matter experts to modify templates.
- Translating the tools into other languages. The current tools are available in English and Spanish.
- Conducting focus groups with families who speak additional languages about the words and framing that should be used to be culturally sensitive and appropriate.
- Printing color versions of the shared decision-making tool for practices to use.
- Providing ongoing updates and revisions to the tool.

**Follow-Up to Screening: How We Can Support Your Child**

**Why did we have you complete a questionnaire about your child's development?**  
Our goal is to help young brains and bodies develop and grow to their fullest potential. These support services can help prepare your child for kindergarten and beyond.  
National recommendations call for specific tools to be used to assess a child's development, such as the one you completed. This tool helps identify kids who may be at-risk for delays. It is important to identify these delays early, as there are services that can address them.

**Based on the results, we recommend referring your child to the services checked below:**

**Early Intervention (EI)**  
EI helps babies and toddlers with their development. In our area, Northwest Regional Education Service District (NWRESD) runs the regional program. Washington County Service Center administers the evaluations and services.  
EI focuses on helping young children learn skills. EI services enhance language, social and physical development through play-based interventions and parent coaching. There is no charge (it is free) for families for EI services.  
**What to expect if your child was referred to EI:**  
- NWRESD will call you to set up an appointment for their team to assess your child!  
- If you miss their call, you should call back to schedule a time for the evaluation. They have a limited time to set up the appointment; their phone number is 503-614-1446.  
- The results from their assessment will be used to determine whether or not EI can provide services for your child.  
**Contact Information:**  
NWRESD Intake Coordinator  
503-614-1446 | [www.nwresd.k12.or.us/](http://www.nwresd.k12.or.us/)

**CaCoon**  
CaCoon is a public health nursing program serving families. A public health nurse will work with your family to support your child's health and development. A nurse will meet with you in your home, or wherever works best for you and your child.  
There is no charge (it is free) to families for CaCoon services!  
**Contact Information:**  
503-948-4872  
<https://www.washington.or.gov/oha/public-health/nrc/mh/midwifery>

**Services within Virginia Garcia**  
Behavioral Health specialists who can help your family with:  
- Health and family coaching  
- Child development support  
- Social and emotional support  
**Contact:** Irma Rosales (English & Spanish): 503-258-0919, Any Mid (English): 503-352-8369  
**Community Health Outreach Worker:** Specialist who can help your family navigating community resources **Contact:** Jessica Zamudio: 503-352-8369  
**Parenting with Initiative:** Facilitating conversations with children 503-559-8813, [VirginiaGarcia.org](http://VirginiaGarcia.org)

**Early Connections**  
Single point of entry for Washington County early childhood and community services. For free!  
Early Connections can help you:  
- Get services through the Oregon Health Plan  
- Access Prenatal Care  
- In Home Parenting Support  
- Preschool, behavioral, children, preschool, and parenting classes  
**Contact Information:**  
503-614-1446, ext. 100  
Portland, OR 97233  
503-258-0919  
<http://www.wash.org/programs/early-childhood>

**Help Me Grow**  
Help Me Grow is an integrated network that connects families with young children to resources in the community to enhance their child's development. For free!  
**Contact Information:**  
Help Me Grow Oregon  
Suzanne Rosewater, Center  
at Providence Child Center  
503-846-4193 | [helpme@providenceus.org](mailto:helpme@providenceus.org)

**Early Head Start/ Head Start**  
Programs providing free learning and developmental services to eligible children ages birth to 5 from low-income families. Early head start and head start empowers children with disabilities.  
[www.ohsa.net](http://www.ohsa.net) or [www.ohsa.net/apply](http://www.ohsa.net/apply)  
<http://www.wash.org/programs/early-childhood-development>

**Services Outside Virginia Garcia**  
Your child's health care provider referred you to the following:  
- Speech Language Pathologist: Specializes in speech, voice and swallowing disorders  
- Audiologist: Specializes in hearing and balance concerns  
- Occupational Therapist: Specializes in performance activities necessary for daily life  
- Physical Therapist: Specializes in range of movement and physical coordination  
- Developmental Behavioral Pediatrician: Specializes in child development areas including learning delays, feeding problems, behavior concerns, delayed development in speech, motor, or cognitive skills

**Any Questions?**  
At Virginia Garcia Memorial Health Center, we are here to support you and your child. If you have any questions about the process or have not heard from your referral in two weeks, please call your child's medical team. We are here to support you.

© OPIP. Designed and Distributed by the Oregon Pediatric Improvement Partnership. Version 1.0 (2018)

### Part 3: Parent-to-parent supports

A consistent opportunity and need identified in OPIP improvement efforts is the availability of parents in the community who have accessed developmental screening follow-up resources to be a support to other parents whose children have been identified at-risk. Many parents note how overwhelming and scary the process can feel and the value of hearing from another parent who has been through the experience.

#### **CCOs can support parent-to-parent supports by:**

- Funding parent-to-parent support positions that specifically focus on children identified with developmental delays.
- Working with local parent advocacy and support organizations to identify how children identified on developmental screening tools are a part of those organizations' work. If there are gaps, identify opportunities to address gaps in programs or parent supports.
- Identifying whether there are parent-to-parent supports for parents of different races, ethnicities and backgrounds.
- Considering methods by which parents can be connected to each other through online groups, listservs, or other points of connection.