# State CQI Project Webinar: Housekeeping

- Call from a telephone to listen to audio for presentation

- All callers currently on mute in listen-only mode

- Slides and handouts provided by email and can also be downloaded from webinar

- If watching as a group, please type into chat box names of listeners

- Webinar will be recorded and posted after Oct. 12

Oregon Health Authority

# MIECHV State CQI Project: Timely Connection to Developmental Services

Drewallyn (Drew) Riley

Continuous Quality Improvement Coordinator

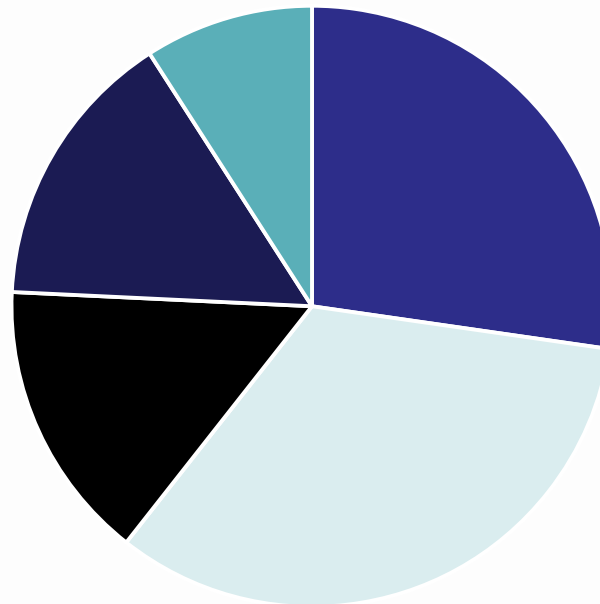Oregon Health Authority

Public Health Division

Maternal & Child Health

# **Agenda**

- Purpose of today's webinar

- Background

- CQI projects to date

- Overview of FY17 State CQI Project

- Next steps

- Q&A

Oregon Health Authority

# Background

- Previously up to MIECHV-funded states to determine CQI

- New guidance to conduct state-wide CQI project for FY17

- Supports sharing, collaboration and peer-to-peer learning

Oregon Health Authority

# CQI projects to date

## CQI Projects by Topic



- client enrollment and retention
- screening and forms completion
- referral coordination
- parent socializations
- other

# CQI projects to date - achievements

- Increased comfort with quality improvement

- Increased client enrollment and caseload

- Streamlined data forms and processes

- Improved screening and forms completion

- Increased referral coordination and completion

- Using CQI project to fulfill other requirements

- Better coordination across service providers

Maternal & Child Health

Oregon Health Authority

# FY17 State CQI Project - selection

- Focus on integration of HV within comprehensive early childhood system
  - Identification of common metrics → developmental screenings and referrals (MIECHV measure #18)

- Early ID and treatment is critical

- Oregon has increased screening, but unclear on whether children are accessing needed services in a timely manner

Maternal & Child Health

# FY17 State CQI Project: Measure #18

- Percent of children enrolled in home visiting with positive screens for developmental delays who <u>receive services in a timely manner</u>
  a. received individual development support from HV
  b. received EI evaluation within 45 days
  c. received community services within 30 days

Oregon Health Authority

# Looking at our data: What we know and don't know

| What we know | What we don't know |
|---|---|
| Number of children screened using ASQ | Number of children who screened at risk and were referred to other community services |
| LIA and state-wide percentage of on-time ASQ screenings (state-wide is 77.4% for FY16) | Number of children referred to community services who receive services in 30 days |
| Number of children scoring in "monitoring" and "at-risk" zones | Number of children referred to EI who receive services in 45 days |
| Number of children referred for EI | |

Maternal & Child Health

Oregon Health Authority

# Oregon MIECHV developmental screenings and scores from January – June, 2016

| Month | No referral necessary | Grey zone (individualized support from home visitor) | Referral for services needed (% of total) | Total |
|---|---|---|---|---|
| January | 48 | 12 | 12 (17%) | 72 |
| February | 56 | 11 | 10 (13%) | 77 |
| March | 61 | 12 | 8 (10%) | 81 |
| April | 41 | 13 | 10 (16%) | 64 |
| May | 63 | 13 | 7 (8%) | 83 |
| June | 43 | 14 | 5 (8%) | 62 |
| **TOTAL** | **312 (71%)** | **75 (17%)** | **52 (12%)** | **439** |

Maternal & Child Health

Oregon Health Authority

# FY17 State CQI Project:
# What are we trying to accomplish?

- *By September 30, 2018, increase by 10 percent from baseline the percent of children enrolled in MIECHV home visiting programs with positive screens for developmental delays (using the ASQ) who receive services in a timely manner*

Maternal & Child Health

# State CQI Project: Sub-objectives

- By March 31, 2017, increase from 75% to 85% the state average ASQ on-time screening completion rates

- By June 30, 2017, for 90% of children referred to EI services, home visitors/LIAs will follow-up and know the outcome

- By June 30, 2017, for 80% of children referred to other community referrals, home visitors/LIAs will follow-up and know the outcome

Maternal & Child Health

Oregon Health Authority

# Monthly Reporting Measures

1. Number and percent of children who receive on-time screening for developmental risk

2. Number and percent of children with a positive screen for developmental risk

3. Number and percent of children who scored in the 'monitoring' zone of the ASQ

Oregon Health Authority

# Monthly Reporting Measures, cont.

4. Number of children referred to EI

– Percent of children referred for EI who were evaluated within 45 days

– Percent of children referred for EI who were evaluated and deemed "eligible" for EI

5. Number and percent of children who were referred to community services and received services within 30 days
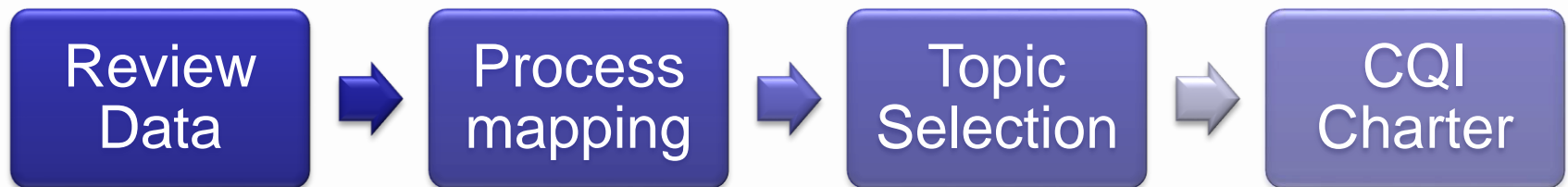
Oregon
**Health**
Authority

# Forms for capturing the data

--ASQ-3
--ASQ Screening form
--ASQ referral tracking and follow-up form

Oregon
Health
Authority

# ASQ Referrals Tracking and Follow-up form

| Type of Service | INITIAL REFERRAL<br>Date Referred to Service | FOLLOW-UP<br>Date of EI Evaluation | If EI Evaluation NOT completed within 45 days of initial referral -- REASON: | Enrolled in EI? |
|---|---|---|---|---|
| 1) Early Intervention Services | /  / 20 | /  / 20 | ☐ Parent refused the EI referral or did not take action<br>☐ Child is waiting for EI evaluation<br>☐ Other: _____ | ☐ Yes<br>☐ No |
| 1a) Early Intervention Services | /  / 20 | /  / 20 | ☐ Parent refused the EI referral or did not take action<br>☐ Child is waiting for EI Evaluation<br>☐ Other: _____ | ☐ Yes<br>☐ No |

| Type of Service | INITIAL REFERRAL<br>Date Referred to Service | FOLLOW-UP<br>Date Service Started/Received | If Service NOT received within 30 days of initial referral REASON: |
|---|---|---|---|
| 2) Another Community Service:<br>Type: _____ | /  / 20 | /  / 20 | ☐ Parent refused the referral or did not take action<br>☐ Child is waiting for service<br>☐ Parent was unable to access service due to barriers (such as transportation, cost, time, child care, etc.)<br>☐ Other: _____ |
| 2a) Another Community Service:<br>Type: _____ | /  / 20 | /  / 20 | ☐ Parent refused the referral or did not take action<br>☐ Child is waiting for service<br>☐ Parent was unable to access service due to barriers (such as transportation, cost, time, child care, etc.)<br>☐ Other: _____ |
| 3) Individualized developmental support from a home visitor | N/A | /  / 20 | N/A |
| 3a) Individualized developmental support from a home visitor | N/A | /  / 20 | N/A |

Maternal & Child Health

Oregon Health Authority

# State CQI Project: individual program CQI PDSAs

- Process for individual program CQI selection and start-up

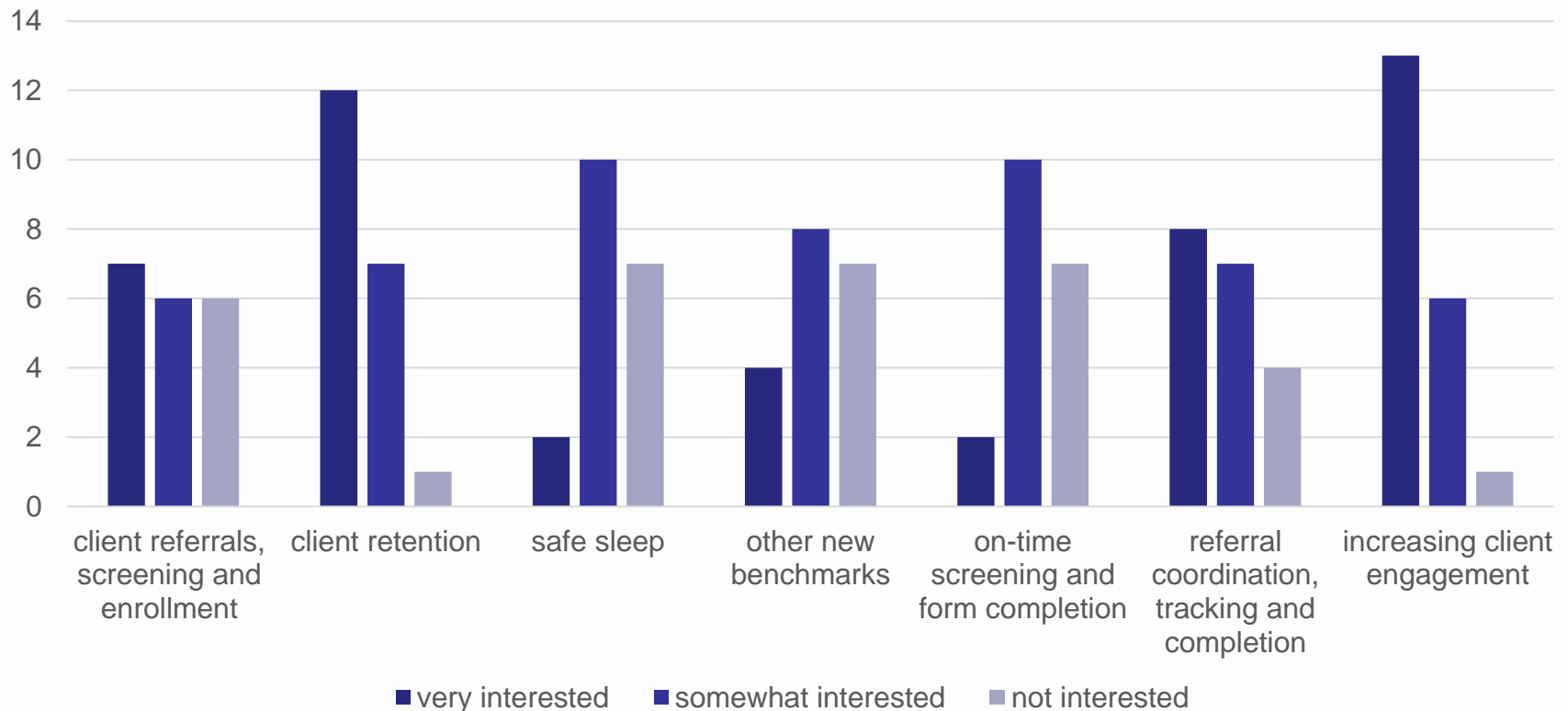Review Data → Process mapping → Topic Selection → CQI Charter

# Driver diagram: developmental referrals



Adapted from Mackrain et al. 2015. HV CoIIN: Implementing Quality Improvement to Achieve Breakthrough Change in Developmental Promotion, Early Detection and Intervention.

# Learning Collaboratives: survey responses

### LIA responses on level of interest [n=20]



Legend: very interested, somewhat interested, not interested

Categories: client referrals, screening and enrollment; client retention; safe sleep; other new benchmarks; on-time screening and form completion; referral coordination, tracking and completion; increasing client engagement

Maternal & Child Health

# Learning Collaboratives: next steps

- Learning Collaborative themes for FY17:
  - ➤ client retention
  - ➤ increasing client/family engagement
- Timing: quarterly
- First meetings to begin in Jan/Feb 2017
- Attendance is optional

Maternal & Child Health

Oregon Health Authority

# State CQI Project Timeline

October – December, 2016

- Hold CQI Kick-off meetings
  - LIAs to bring data and create process map and CQI project charter
  - LIAs to begin capturing data on developmental referrals using revised forms

January 2017

- First quarterly CQI Webinar

February 2017

- First Learning Collaboratives meetings

Maternal & Child Health

# What Comes Next

- State kick-off meetings (Oct. 19 – Dec. 7)
  - Compile ASQ data: July – Sept, 2016
  - CQI and PDSA focus
- Website for sharing CQI materials and projects
- Quarterly State CQI project webinars
- Learning Collaboratives
- Ongoing TA

Maternal & Child Health

Oregon Health Authority

**QUESTIONS ?**