Addressing Social Health and Early Childhood Wellness (ASHEW) Roadmap

**Action Period 1**

**Rationale and Infrastructure**
- Obtain physician and administrative buy-in
- Establish a champion to address child and family adversity and protective/resilience factors
- Articulate the rationale for addressing early childhood wellness
- Establish family advisors as partners
- Identify leaders who will support and enable focus on trauma and resilience informed care (TRIC)
- Establish regular ASHEW team meetings
- Establish ongoing communication to foster staff engagement

**Family-Centered Approaches**
- Assess practice environment from the family perspective
- Assess practice’s communication approaches
- Utilize communication approaches, including Common Factors approach

**Practice in an Evolving Landscape**
- Reach-out to families with complex needs
- Assess patient population and other influencers
- Understand the scope, relationship, and function of screening tools for perinatal depression, social-emotional development, and SDOH
- Select screening tools

**Office Systems for Transformation**
- Add needed tools for trauma-informed practices
- Assess capabilities of registry, EMR, and recall and reminder systems
- Utilize a registry strategy

**Screening Tools**
- Understand patient population and other influencers
- Understand the scope, relationship, and function of screening tools for perinatal depression, social-emotional development, and SDOH
- Select screening tools

**Rationale and Infrastructure**
- Integrate trauma informed and culturally-sensitive practices into staff on-boarding processes
- Share information about risk between trauma/health and health with families
- Ensure office environment promotes emotional wellness for the child and family

**Family-Centered Approaches**
- Engage in family-centered discussion at the start of each visit
- Routinely elicit risks and protective factors
- Utilize communication approaches using HELLPPP
- Use assessment conversation as opportunity to engage, support, and partner on next steps with families
- Foster longitudinal relationship that is characterized by trust

**Practice in an Evolving Landscape**
- Reach out to families with complex needs
- Review and assess behavioral health integration
- Utilize effective coding and billing processes
- Understand what and how to utilize appropriate telehealth services

**Referral Networks/Systems**
- Tailor support and resources to families’ needs
- Prioritize referral networks
- Build relationships with key community partners to access community resources

**QI Methods for Transformation**
- Systematic data collection, analysis, and report writing
- Utilize flow mapping to understand and improve the system
- Utilize IODA testing of change

**OFFICE SYSTEMS FOR TRANSFORMATION**
- Establish clear TRIC roles and responsibilities (to bolster TRIC)
- Develop and agree to standards, protocols, and pathways
- Enhance primary care interventions and follow-up
- Refine standards for documentation, considering safety and stigma and patient/family confidentiality
- Standardize decision support to ensure validated questions are utilized
- Utilize registry, recall/remind/reminders, and EMR alerts to track referrals and follow-up
- Risk stratify population to target level of support

**Enhance Practice Environment**
- Ensure office environment is welcoming to families of all backgrounds
- Assess and tailor communication for families of different backgrounds
- Educate and train staff on structural racism and its impact on health care access
- Recognize and address self-care needs of staff
- Establish policies and supports for a healthy office environment

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**Referral Networks/Systems**
- Continue to outreach and network with partners
- Facilitate referral and follow-up communications including closing the referral loop
- Establish process for referrals and prioritize warm hand-offs
- Improve obtaining consent and information exchange processes
- Standardize bi-directional communication between referral partners
- Implement a care coordination role to support families

**Screening Tools**
- Review screening tools selected and assess effectiveness

**QI METHODS FOR TRANSFORMATION**
- Utilize QIDA data to drive change
- Announce QIDA run charts to track tests to outcomes

**Sustainability**
- Ensure an enduring TRIC infrastructure is in place
- Establish a family advisor as part of practice transformation
- Document TRIC roles and responsibilities in job descriptions
- Ensure TRIC standards, protocols, and pathways are part of new staff training
- Document processes and instructions for referral tracking, recall/remind/reminders, and EMR alerts
- Review screening tools selected and assess effectiveness
- Continuously assess practice environment to ensure care is delivered to achieve race and ethnic equity