

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 QI 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 our practice's mental health competencies and readiness
- Utilize effective billing processes
- Improve practice capability to utilize telehealth services

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

Office Systems for Transformation

- Add needed roles for trauma-informed practice
- Assess capabilities of registry, EMR, and recall and reminder systems
- Utilize a registry strategy

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Rationale and Infrastructure

- Integrate trauma-informed and culturally-sensitive practices into staff on-boarding processes
- Share information about link between trauma/stress 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

Prepare Practice Environment

- Identify an expert to foster race and ethnic equity
- Initiate practice dialogue to achieve race and ethnic equity
- Seek to deeply understand our patients and families
- Understand the impact of childhood trauma
- Define a healthy office environment

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, review
- Utilize flow mapping to understand and improve the system
- Utilize PDSA tests of change

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

QI Methods for Transformation

- Utilize QIDA data to drive change
- Annotate QIDA run charts to track tests to outcomes

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/update policies and supports for a healthy office environment

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 when and how to utilize appropriate telehealth services

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- Continue to outreach and network with partners
- Review and improve referral and follow-up communications including closing the referral loop
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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/reminder systems and EMR alerts to track referrals and follow-up
- Risk stratify population to target level of support

QI Methods for Transformation

- Establish internal reporting and feedback post-project
- Annotate 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/reminder systems 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



ASHEW
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