# Action Period



# 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
- 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

### 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



## Prepare Practice Environment

- Identify an expert to foster race and ethnic equity
- Initiate practice dialogue to achieve race and ethnic
- 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

 Integrate trauma-informed and culturallysensitive practices into staff on-boarding

Rationale and

Infrastructure

- 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

the start of each visit

characterized by trust

HELLPPP

Referral Networks/Systems

Continue to outreach and network

communications including closing

Establish process for referrals and

information exchange processes

communication between referral

Implement a care coordination role

prioritize warm hand-offs

Standardize bi-directional

· Improve obtaining consent and

Facilitate referral and follow-up

with partners

the referral loop

Engage in family-centered discussion at

Routinely elicit risks and protective factors

Utilize communication approaches using

opportunity to engage, support, and

partner on next steps with families

· Foster longitudinal relationship that is

Use assessment conversation as

Addressing Social Health and Early Childhood Wellness

(ASHEW) Roadmap

# **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

· Reach out to families with

behavioral health integration

Utilize effective coding and

Understand when and how to

utilize appropriate telehealth

complex needs

Review and assess

billing processes

services

Practice in

an Evolving

Landscape

# Family-Centered Approaches



**Enhance Practice** 

Environment

Ensure office environment is welcoming to

· Assess and tailor communication for families of

Educate and train staff on structural racism and

Recognize and address self-care needs of staff

Establish/update policies and supports for a

families of all backgrounds

healthy office environment

its impact on health care access

different backgrounds

- · 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

Action

Period

- · Utilize effective coding and billing processes
- · Understand when and how to utilize appropriate telehealth services



# **Period**

Action

# Screening Tools

 Review screening tools selected and assess effectiveness



## Office Systems for Transformation

# Referral Networks/Systems

- Continue to outreach and network with partners
- Review and improve referral and follow-up communications including closing the referral loop
- Review and improve process for referrals and prioritize warm hand-offs Improve obtaining consent and information
- exchange processes
- Standardize bi-directional communication between referral partners



- 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

# American Academy of Pediatrics

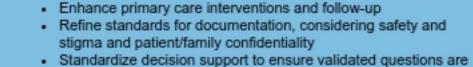




# QI Methods for Transformation

to support families

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



- - Utilize registry, recall/reminder systems and EMR alerts to track referrals and follow-up

Establish clear TRIC roles and responsibilities (to bolster TRIC)

Develop and agree to standards, protocols, and pathways

Risk stratify population to target level of support



# Transformation

- Establish internal reporting and feedback post-project
- Annotate QIDA run charts to track tests to outcomes



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