CCWM Healthy Families

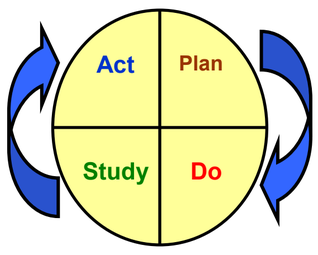
Home Visiting Program Model: Healthy Families America (HFA)
Counties Served: Muskegon County, Michigan
Population Served: Expectant & new parents

CQI Team Members:

Pam Cohn – Team Sponsor
Monica Marchell – Team Leader
Barb Clymer - Facilitator
Amy Beld - Scribe
Jennifer Brennan – Data Manager

Quality Improvement Story Board

Increase Number of Completed Home Visits



Plan

Identify an Opportunity and Plan for Improvement

1. Getting Started

Catholic Charities West Michigan (CCWM) Healthy Families America (HFA) Program has been in operation since 1999 and accredited since 2003. In January 2013, the CCWM HFA Program was awarded a Quality Improvement Collaborative (QIC) grant. Ten sites in the state were chosen to participate in order to identify ways to improve the quality of their program services. The ten sites met in February 2013 and identified one goal all sites would address to improve their program model fidelity.

Problem Statement
Families are not receiving the number of home visits that they should.

2. Assemble the Team

The Program Director, Program Supervisor and 3 Family Support Workers decided to participate in the QIC project to discuss quality improvement and make changes/improvements as needed for the HFA Program.

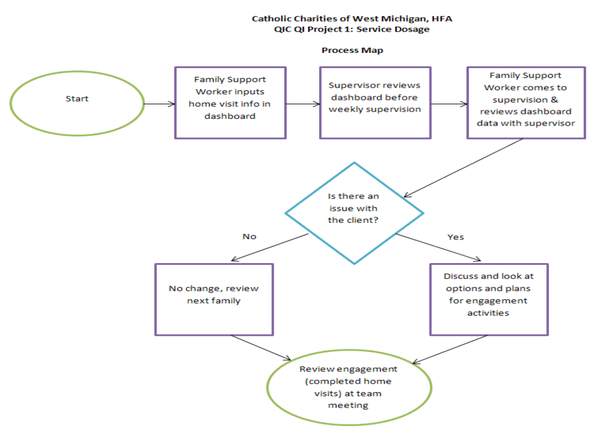
Aim Statement:

By May 14, 2013, the QIC will increase by at least 5% the number of families receiving the number of home visits they should.

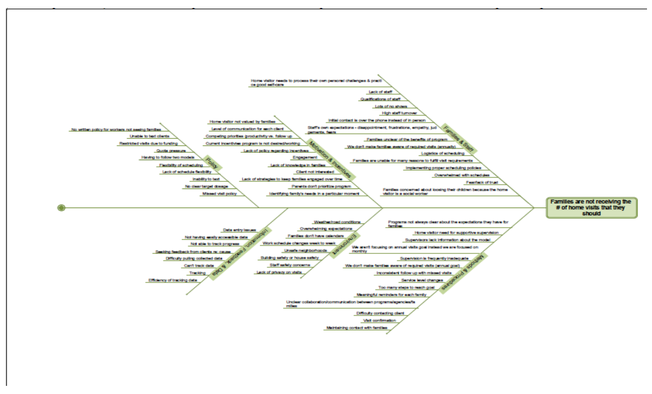
3. Examine the Current Approach

CCWM HFA uses PIMS and Dashboard (tracks data monthly regarding home visits per family per worker) to document number of completed home visits. Also CCWM follows HFA guidelines on level system and expected number of home visits for participants in the program, along with HFA model fidelity of 75% home visit completion rate.

Process Map

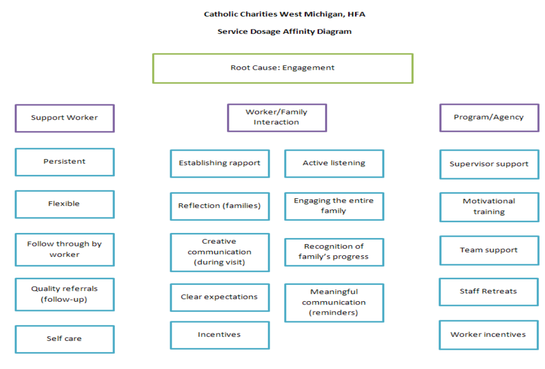


Fishbone Diagram



4. Identify Potential Solutions

Affinity Diagram



- Weekly review of Dashboard with staff
- Train/review staff on HFA guidelines for number of home visits to complete for each client level
- Improve engagement with participants focusing on techniques established

5. Develop an Improvement Theory

Improvement Theory
If engagement strategies/techniques are implemented, **then** the number of completed home visits will increase.

Do

Test the Theory for Improvement

6. Test the Theory

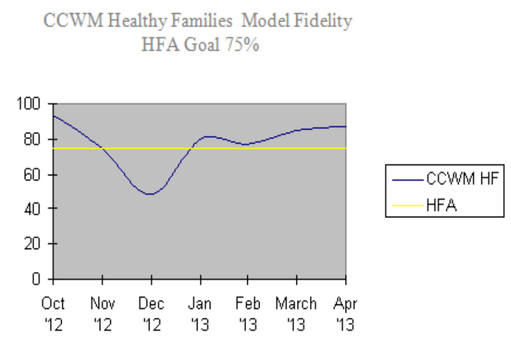
CCWM HFA implemented the following to test the improvement theory:

- Program supervisor reviewed the Dashboard and HFA standards with each staff.
- Affinity Diagram reviewed regularly.
- Reviewed procedures with staff regarding required number of home visits.
- Revised process was tested from March 1 – April 30, 2013.
- Staff focused on engagement - follow through on what was discussed on home visits and also focused more on individual ways to engage with families in the program.

Study

Use Data to Study Results of the Test

7.Study the Results



The CCWM HFA team reviewed the improvement of completed home visit data as a result of focusing on engagement strategies. The results showed an increased rate since the goal was established in February. The completion rate for February was 77%; March 85%; and April 87%.

Act

Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory

Based on the results of the test, the CCWM HFA Program has implemented and standardized new engagement activities to utilize with families which assist in improving home visitation completion rates.

9. Establish Future Plans

CCWM will continue to monitor the progress made on improving home visitation completion rates with families in the HFA Program.