MHVI FY19 Access to Care

Aim Statement:

By September 1, 2019, the MHVI Connecting Home Visiting to the Health Care System Collaborative will increase the % of mothers and children who received recommended prenatal visits, postnatal visits, and well child visits in the past month from xx% to xx%.

Primary Drivers	Secondary Drivers	Specific Ideas to Test
PD1: Home visiting program has effective policies & procedures for tracking & monitoring prenatal, postpartum, & well-child care	1. Home visiting program has policies and procedures to support early and often prenatal care 2. Home visiting program has policies and procedures to support postpartum care as an ongoing process, versus a single, isolated visit 3. Home visiting program has policies and procedures to support ongoing well-child, preventive healthcare	• Develop a protocol for postpartum care planning and reproductive life planning w/ clients • Develop and revisit postpartum care plans with mother and support revisions after birth • Develop and revisit reproductive life plan (including desire for & timing of any future pregnancies) with the mother • Educate clients about the purpose of and what they can expect from prenatal, postpartum, and/or well-child visits • Support clients in navigating barriers to accessing prenatal, postpartum, & well-child visits, and they advocate for clients when needed • Develop protocol to support families in accessing prenatal, postpartum, & well-child care • Support families in planning for and accessing prenatal, postpartum, and/or well-child preventative care • Support mothers in scheduling and completing prenatal & postpartum visits and/or families in scheduling & completing well-child visits • Support timely prenatal, postpartum, and/or well child visits by providing customized calendars w/ the schedule & description of visits • Use a reminder system for clients with upcoming prenatal, postpartum, and well-child visits • Use a data collection process and system for capturing and tracking prenatal, postpartum, and well-child visits • Support clients with accessing and maintaining continuous health insurance coverage
PD2: Home visitors have knowledge & support to connect clients to health care	1. Home visitors understand prenatal, postpartum, and well-child visit recommendations & schedules. 2. Home visitors know how to keep track of clients' well-child visits. 3. Home visitors know how to keep track of clients' prenatal and postpartum visits. 4. Home visitors understand how to develop and support client with postpartum care plan and reproductive life plan	• Provide training to home visitors on prenatal, postpartum, and well-child care • Home visitors understand AAP Guidelines for well-child care • Home visitors understand how to track prenatal, postpartum, and well-child visits • Provide training to home visitors on postpartum care and reproductive life plans • Home visitors are knowledgeable about OB and pediatric care providers in their community • Provide training to home visitors on navigating the local healthcare system and barriers to accessing care • Home visitors are knowledgeable about the signs and symptoms of trouble during postpartum period • Educate home visitors on Medicaid coverage post pregnancy including coverage of birth control options (LARCs) • Develop a protocol for prenatal, postpartum, and well-child care education that is consistently delivered by all home visitors, begins in the prenatal period, and includes ACOG & AAP recommendations
PD3: Home visitors establish connections with prenatal/postpartum & pediatric care providers	1. Home visitors establish & maintain strong relationships between home visiting and prenatal and postpartum care providers 2. Home visitors establish & maintain strong relationship between home visiting and pediatric care providers 3. Home visitors and providers establish clear communication pathways and closed loop referral systems	• Distribute home visiting brochures/promotional materials to local prenatal and postpartum & pediatric care providers practices • Facilitate one-on-one introductory meetings with local health care providers • Assign home visitors to specific provider offices to strengthen relationships and streamline exchange of information • Use an inventory of local providers that can be made available to both caregivers and home visiting staff • Hold 1-night home visiting event to educate providers on home visit practice • Have a reference list for home visitor to use referring child to appropriate provider • Create a document summarizing available local providers for home visitor to use when seeking care • Develop a tracking sheet to track referrals to specific providers • Maintain a referral tracking system to assure 'closed loop' (i.e. that caregiver makes appointment and that child receives care) • Support clients in connecting with pediatric care providers prior to birth • Promote connections to community resources, outreach, and education to support the value of the well-child visit • Identify & address barriers healthcare providers face when collaborating with home visiting programs • Adapt procedures to the needs and preferences of specific providers
PD4: Home visiting program has agreements in place to share health information to support care coordination	1. Home visiting program has policies and procedures in place for effective care coordination with healthcare providers 2. Home visiting program maintains agreements to share health information with healthcare providers at the agency and individual level	• Establish clear policies for exchanging referral information with healthcare providers that allow for closed loop referral processes • Establish policies and procedures for sharing health information about clients with healthcare providers • Create and implement Care Coordination Form (or similar) to gain client permission to access information from healthcare providers • Orient home visitors to care coordination expectations and processes • Educate clients about the importance of being able to share information between healthcare providers and home visiting program • Gain access to Michigan Care Improvement Registry and use the registry to understand client needs