

## MIHP Outcomes Survey – Frequently Asked Questions (FAQs)

Healthy Moms, Healthy Babies MIHP Pilot

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### **General**

**Q. Who should be completing the MIHP Outcomes Survey?**

**A.** All enrolled maternal and infant beneficiaries designated as “high risk” based on the Maternal Risk Identifier (MRI) or Infant Risk Identifier (IRI) at Healthy Moms, Healthy Babies MIHP Pilot participating agencies should complete the MIHP Outcomes Survey at their discharge visit. For each of these beneficiaries, the Home Visitor should complete their own section of the survey as well.

**Q. When should I administer the MIHP Outcomes Survey?**

**A.** The survey should be administered during the newly-instituted discharge visits. For cases where the family is being discharged as a maternal beneficiary and transitioning to an infant beneficiary enrollment, the survey should be administered at the point of material beneficiary discharge and, if applicable, again at the point of infant beneficiary discharge. If a postpartum professional visit is conducted in lieu of a discharge visit, the survey should be administered at

that time. In rare circumstances where the MIHP Outcomes Survey cannot be administered during the discharge visit, it must be completed at a visit within 15 days of the discharge visit.

**Q. Am I required to administer the MIHP Outcomes Survey for all eligible families?**

A. Home Visitors at participating agencies are expected to invite all eligible families to complete the MIHP Outcomes Survey during their discharge visit. Participation in the survey is voluntary for both families and Home Visitors.

**Q. If an eligible family is ready for their discharge visit but received no other visits after the Risk Identifier, should the MIHP Outcomes Survey be administered?**

A. Yes; there is no minimum number of visits required before a family can be discharged and have the MIHP Outcomes Survey administered.

**Q. Am I required to complete my section of the MIHP Outcomes Survey for all eligible families?**

A. Home Visitors at participating agencies are expected to complete their section of the survey for all eligible families, as it provides important information on services provided to the family during the course of service. However, Home Visitors can opt out of the survey.

**Q. Can I read survey questions to families and help them answer if they ask for assistance?**

A. In cases where the family is unable to read the consent form or survey, please leave a copy of the family survey, consent form, and pre-paid envelope for them to complete after the visit. We ask that you refrain from walking the family through the survey personally as it may inhibit their candor when asked about their MIHP experience.

However, if the family specifically asks you to help them respond to the survey, please first explain the sensitive nature of some of the survey items. If the family still requests assistance, you may help them, but we ask that you still try to provide the family as much privacy as possible, particularly for questions related to their home visiting experience. Additionally, if you leave the survey with the family, the family should be made aware that the survey contains sensitive information that they may not feel comfortable sharing with their children or other family members.

**Q. How will my or the family's responses be used? Will they be shared with my MIHP Program Coordinator or other MIHP staff?**

A. Submitted survey responses will be used help us better understand how MIHP can best support enrolled families. All responses will be confidential. No names will be collected, and only the Youth Policy Lab team will have access to individual responses. Home Visitor responses will only be reported when grouped together, or aggregated, to ensure that responses are not identifiable.

**Q. Is my agency part of the Healthy Moms Healthy Babies MIHP Pilot?**

A. To find out if your agency is participating, please reach out to your MIHP Program Coordinator.

- Q. Can I use the online MIHP Outcomes Survey if my agency is not participating in the Healthy Moms, Healthy Babies MIHP Pilot?**
- A. At this time, use of the online MIHP Outcomes Survey is limited to participating agencies.
- Q. Is it possible to “test drive” the MIHP Outcomes Survey so that I can know what to expect?**
- A. Yes; the online version of the MIHP Outcomes Survey has an option for agency staff who would like to “test drive” the questions. At the beginning of the survey, select the link that says, “Click here if you are a MIHP agency staff member interested in "test driving" the survey.” This will take you to a “test drive” version of the survey where you can preview all of the questions without having your responses recorded. This version of the survey can be used as many times as you like. There are also reference copies of the consent forms and survey instruments provided on the MIHP website under [“MIHP Initiatives”](#).
- Q. How will the survey be administered to non-English-speaking families?**
- A. The online version of the survey provides three language options: English, Spanish, and Arabic. Families can select their preferred language option in the drop-down list in the upper right-hand corner of the online survey screen. For paper versions of the survey, additional copies in Spanish and Arabic will be provided to agencies serving populations with those language needs as requested.
- Q. What types of questions are included in the MIHP Outcomes Survey?**
- A. Families are asked about their demographic background, their social determinants of health (ie, housing, food, mental health, relationships), the referrals or resource connections they received, and their satisfaction with the services received during the course of care. Home Visitors are asked about their own demographic background, the referrals and resource connections they made for the family, their perception of the relationship, and the services provided when transitioning families out of the program.
- Copies of the survey instruments with all included questions can be accessed on the MIHP website under [“MIHP Initiatives”](#).
- Q. What should I do if a family declines to participate?**
- A. Families are free to decline taking the survey at any point before or during administration, but Home Visitors are still expected to complete their section of the survey for those families as soon as possible after the discharge visit is complete. If the family declines, you can move on to the rest of the discharge visit.
- Q. What should I do if I lose contact with a family and can’t schedule a discharge visit?**
- A. For families who did not receive a discharge visit (i.e., you lost contact with the family or they declined MIHP services prior to the end of MIHP services or a discharge visit), participating MIHP agencies will be responsible for inviting families to complete the online survey via text message

once the agency considers them discharged OR **120 days** after they were last successfully contacted, whichever comes first. The text message script and separate survey link is provided in the “Survey Administration Guidance” document on the MIHP website.

**Q. Do Home Visitors need to complete surveys for families who didn’t receive a discharge visit?**

A. Yes. For families who did not receive a discharge visit, Home Visitors will be responsible for completing the Home Visitor section of the MIHP Outcomes Survey for their assigned families at the time the survey link is sent to the family (i.e., 120 days after the last successful contact OR once the agency considers them discharged). For families who had interactions with more than one Home Visitor, the most recently assigned Home Visitor should complete the survey.

**Q. Since families without a discharge visit will be completing the survey on their own time, will they be compensated?**

A. Yes. Families who did not receive a discharge visit will be provided with a \$10 gift card to compensate them for their time and encourage them to complete the MIHP Outcomes Survey. The University of Michigan will administer all gift card payments through the online survey. For every survey completed by these families, their MIHP agency will also be provided with \$10. These agency payments will be provided in a lump sum once every 6 months, and agencies may determine how to best use these funds.

**Online Survey Administration**

**Q. Where can I find the online MIHP Outcomes Survey?**

A. A link to the online version of the survey can be found on the MIHP website under “[MIHP Initiatives](#)”. This link can also be shared with families for online survey administration on separate devices during in-person or telehealth discharge visits. We recommend bookmarking the survey link for ease of access.

**Q. What should I do if I’m unable to connect to the internet during an in-person discharge visit?**

A. In cases where online survey administration is not possible due to internet connectivity or issues with web-enabled devices, the family can use the paper survey instead during the discharge visit. In cases where discharge visit locations may have poor internet connectivity or you are unsure, we recommend bringing paper survey materials just in case. After the visit and once the Home Visitor has regained internet access, the Home Visitor should complete their section of the survey for that family via the online survey.

**Q. Why is it preferred for the online survey to be administered on the same device at in-person discharge visits?**

A. When you and the family complete the survey on the same device, the responses can be linked. This allows for comparing responses from family-Home Visitor pairs and better understanding how perceptions of services may differ.

- Q. If I'm taking the survey on the same device as the family, who should go first?**
- A. Home Visitors will pull up the survey on their device initially, but then hand the device to the family to begin the survey.
- Q. What should I do while the family is completing their section of the survey during a same device administration?**
- A. To ensure that the family is provided with the time and space needed to feel comfortable answering questions candidly, Home Visitors are encouraged to keep busy while the family completes their section. Some suggested activities include doing paperwork, leaving the room briefly, or checking your files.
- Q. How will the family get access to the online survey for telehealth discharge visits?**
- A. Home Visitors will send the family the link to the online survey that is posted to the MIHP website via text and/or email. With the link, the family will be able access and complete the online survey on their own device. We recommend bookmarking the survey link for ease of access.
- Q. What should I do if we can't stay on the line during our telehealth discharge visit and complete the survey at the same time?**
- A. If it is not possible for the Home Visitor and the family to complete the online survey while remaining connected during the discharge visit, the Home Visitor should send the family a link to the survey via email and/or text to complete it at the end of the visit. Home Visitors can wait to complete their section of the survey until immediately after the visit.
- Q. What if the family does not have a web-enabled device to access and complete the survey during a telehealth discharge visit?**
- A. In cases of telehealth discharge visits where the family cannot access the online survey via web-enabled device, Home Visitors are encouraged to drop-off a paper copy of the consent form, survey, and a pre-paid envelope for the family to complete, though it is not required. The Home Visitor should still complete their section of the survey for that family once they are able after the visit.
- Q. How do I know if the online survey has been submitted?**
- A. If you have completed the full survey, you will reach a page thanking you for your participation and informing you that your responses have been recorded. In cases where the family and Home Visitor are using the same device to record their responses, the family will see a similar screen and then be asked to hand-off the device to the Home Visitor to complete the Home Visitor consent form and section of the survey.
- Q. When I access the online survey, it shows me the page that I left off from the last time I logged in. How can I start the survey over?**

- A. The online survey will stay open until a survey is submitted or an hour has passed since it was last edited, whichever comes first. In cases where you are seeing the same page that you had left off from previously and you want to start fresh, you can submit the previous survey by clicking through each page until you reach the end of the survey. If there were any unanswered questions in the previous survey, you can feel free to leave those blank.
- Q. Some of the questions in the survey make me answer them before moving on. I thought all responses were voluntary, so why is it requiring my answer?**
- A. A small number of questions require responses so that we can make sure we know which study group a respondent belongs to. These required questions include if the respondent is a family or Home Visitor, if the respondent consents to participate in the survey, which agency the family is being served by, and if administration is occurring on the same or separate device.

### Paper Survey Administration

- Q. Do families taking the paper version of the survey need to sign and return the consent form?**
- A. No; the paper copy of the consent form is provided for the family's reference only. It should NOT be signed nor mailed back to the Youth Policy Lab with the returned survey.
- Q. Why did my agency receive only a small number of paper copies of survey materials?**
- A. Paper copies of the survey materials are designed to only be used in cases where online administration is not possible, which is assumed to be a small number of cases. The numbers of copies of materials sent in the first round were based on projections that factored in rates of "high risk" family enrollments and county internet access levels, but additional copies can be provided as needed.
- Q. My agency ran out of copies of the survey, consent form, and/or the pre-paid envelopes. How can we get additional copies?**
- A. Contact the Youth Policy Lab ([youthpolicylab@umich.edu](mailto:youthpolicylab@umich.edu)), and we will arrange for more copies to be sent to your agency.
- Q. If the family asks me to mail their survey for them, can I do so?**
- A. Yes; if the family asks you to put the signed and sealed envelope with their completed survey in the mail, you are allowed to do so. In cases where they would prefer to mail the survey, they are also allowed to do so, but you should encourage them to complete the survey and sign and seal the envelope during the appointment in case they have any questions.
- Q. If the family is completing a paper survey, should I also complete a paper version of the Home Visitor survey?**
- A. No; in cases where internet access or other obstacles require paper survey administration for the family, Home Visitors will wait to complete their section of the survey online immediately after the visit once they have regained access. Because Home Visitors will not be completing the

paper version of the survey, no paper copies of the Home Visitor section of the survey will be provided.