

Home Visitor Guidance for MIHP Outcomes Survey Administration - Video Transcript

Healthy Moms, Healthy Babies MIHP Pilot

[Slide 1, 0:00 → 0:42]

Welcome!

This video provides guidance for Home Visitors on how to administer the MIHP Outcomes Survey during the Healthy Moms, Healthy Babies MIHP Pilot.

For each eligible beneficiary enrolled at participating agencies, Home Visitors will be responsible for administering the family section of the Survey to beneficiaries and completing the Home Visitor section of the survey themselves at the discharge visit.

The MIHP Outcomes Survey includes questions on family social determinants of health, referrals or resource connections made during the course of care, and the relationship between families and their Home Visitors.

[Slide 2, 0:43 → 1:52]

There are three options for administering the MIHP Outcomes Survey at the discharge visit.

Option 1 is the online survey administered on the same device. In this option, both the Home Visitor and the family take turns completing their sections of the survey on the same web-enabled device. This option is available for in-person discharge visits only and is the preferred method of administration.

Option 2 is the online survey administered on separate devices. In this option, the Home Visitor and the family complete their sections of the survey simultaneously on their own separate web-enabled devices. This can occur at in-person visits where same device administration is not possible or during telehealth visits.

Option 3 is the paper survey. When online survey administration is not possible for families at in-person discharge visits, the family fills out a paper copy of the survey instead while the Home Visitor completes their section of the online survey when next able to do so.

[Slide 3, 1:53 → 3:00]

For in-person discharge visits, you and the family can both complete the online survey on the same web-enabled device. Again, *this is the preferred administration option for in-person discharge visits.*

The steps for Home Visitors to follow for Option 1 are shown here.

Step 1: Access the survey on your device via the MIHP Outcomes Survey link provided on the MIHP website.

Step 2: Hand the device to the family to complete their consent form and answer questions in their section of the survey confidentially. During this time, we want to make sure families feel comfortable answering the questions fully and honestly, *so please give sufficient time and space for them to complete the survey privately.*

Step 3: Accept the device back when the family is finished with their section of the survey, then complete the Home Visitor consent form and section on the device.

Step 4: Submit the survey.

[Slide 4, 3:01 → 3:51]

For discharge visits where same device administration is not possible, including telehealth visits, you can also administer the online survey on separate devices.

The steps for Home Visitors to follow for Option 2 are shown here.

Step 1: Provide the family with the MIHP Outcomes Survey link, available on the MIHP website, via email or text.

Step 2: Allow the family to complete their consent form and section of the survey on their device. Again, please give the family sufficient time and space to complete the survey privately.

Step 3: At the same time, complete the Home Visitor consent form and section on your device.

Step 4: Submit the surveys.

[Slide 5, 3:52 → 5:23]

For in-person discharge visits where you are unable to administer the survey on a web-enabled device, a paper version of the survey can be administered instead. The Youth Policy Lab has provided paper versions of the consent form and survey, as well as pre-paid, pre-addressed envelopes, to your agency so that the surveys can be mailed directly to the Youth Policy Lab after administration.

The steps for Home Visitors to follow for Option 3 are shown here.

Step 1: Provide the family with a paper copy of the consent form, survey, and a pre-paid, pre-addressed envelope.

Step 2: Allow the family to complete the survey confidentially. Again, please give the family sufficient time and space to complete the survey privately.

Step 3: Have the family insert the survey into the envelope and write “PRIVATE” across the seal to ensure privacy. *The family should not sign or include the consent form in the envelope as it is provided for their reference only.*

Step 4: Place the envelope in the mail. Either you or the family can do this, depending on their preference.

Step 5: Complete and submit the Home Visitor section of the online survey at the same time or immediately after the visit if necessary.

[Slide 6, 5:24 → 6:44]

For eligible beneficiaries who did not receive a discharge visit, participating agencies and Home Visitors will be asked to help ensure that their experiences are captured in the MIHP Outcomes Survey as well. The table here provides the criteria for identifying these beneficiaries and outlines staff responsibility for administering the MIHP Outcomes Survey in these cases.

For Beneficiaries who...

- Were identified as “high risk” on the IRI or MRI AND
- Were enrolled after the pilot round start date AND
- Have not yet received a discharge visit AND
- Have not been successfully reached in the past 120 days

MIHP agencies will be responsible for inviting families to complete the online MIHP Outcomes Survey via text message.

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.

More guidance on survey administration for beneficiaries without a discharge visit—including the text message script and information on beneficiary compensation—is provided on the MIHP website.

[Slide 7, 6:45 → 7:18]

To help with administering and completing the MIHP Outcomes Survey, the MIHP website provides additional resources for Home Visitors under the “MIHP Initiatives” button.

These resources include:

- 1) A link to the online version of the Survey
- 2) Reference copies of the Survey instruments
- 3) A Home Visitor guide providing step-by-step instructions for the different survey administration options
- 4) A list of Frequently Asked Questions (FAQs) addressing the MIHP Outcomes Survey goals, content, and administration.

[Slide 8, 7:19 → 7:40]

Thank you for your time and attention during this video on Home Visitor Guidance for MIHP Outcomes Survey administration during the Healthy Moms, Healthy Babies MIHP Pilot. If you have further questions about the Survey or the pilot, please reach out to your MIHP Program Coordinator.