2020 Advancing Family-Centered Care Coordination using a Shared Plan of Care Learning Community QI Project

AIM	Drivers	Tests of Change Ideas
By December 31, 2020, 85% of families will agree/strongly agree that the SPoC helps ensure more of their child's needs are met	Clinicians and care team members understand value of SPoC	• Review best practice literature on development and use such as "Achieving a Shared Plan of Care with Children and Youth with Special Health Care Needs" • Use of strategies for communicating with other staff members defining and explain a SPoC and how it may be used (such as developing a "What is a Shared Plan of Care" flyer) • Use of SPoC with different groups within selected population (different diagnoses or condition severity, different levels of education, different economic resources)
	Families and youth understand value of SPoC	• Use of strategies for communicating with families defining and explaining a SPoC and how it may be used (such as developing a "What is a Shared Plan of Care" flyer) • Dedicated staff member to explain and develop SPoC • Explain "personal goals" section of SPoC using accessible language ("What matters to you?"/"What's important to you?") • In collaboration with your Regional Center, conduct a Care Mapping workshop
	SPoC improves the quality of communication	• Use strategies to empower families to communicate with other health systems, agencies about the SPoC (test scripted language or develop a SPoC cover page) • Use SPoC with care team members, hospitalists, emergency department clinicians and other clinical care providers to communicate about family/child • If working with youth between 12-21 years of age, implement transition strategies for planning the transition from pediatric to adult care
	Building a network of community supports for families, children and youth	• Develop action steps for family members to reach their short and long term goals • Identify the stressors that may impact family success • Identify and connect families to organizations/support that families may need • Aggregate and analyze data of families who have documented goals in their SPoC to support building partnerships • Share the SPoC (or relevant portions of it) to ensure community supports may be aware of a family's identified goals, strengths, and needs AND who can help the family reach their goals (i.e. school professionals, child care providers, early intervention)

	Clinic has established processes for SPoC development, implementation and updating	• Frequency of regular team meetings (Q2 wk. vs Q mo. vs other) • Team meetings are scheduled at convenient times/locations for families • Frequency of SPoC updates (Q3 mo. vs Q6 mo. vs other) • Roles for care team members in SPoC process (test different members leading different parts of process)
	SPoC accessible to all partners	• Family-friendly format • Share hard copy SPoC with families (and patient portal if available) • Make SPoC available within EMR
	Family Representatives/Partners are valued project team members	• Family partners have an identified and accessible 'buddy' or mentor • Families are included in decisions about SPoC design/revisions/project activities • Meeting materials are available in formats that families can access, at an appropriate language and literacy level, and in a timely manner • Family members are invited and participate in the Family Representative Calls and April in-person event. • Families are compensated for their time, expertise, and costs of participation such as childcare or travel expenses.
	Participate in learning community opportunities on Shared Plan of Care work	• Initiate discussions with other project teams (available in Life QI) • Share resources and best practices (available in Life QI) • Document your Plan-Do-Study-Act (PDSA) cycles in Life QI or available form

Measures

1. Percent of families agreeing/strongly agreeing the SPoC helps ensure more of their child's needs are met (Outcome)
    - Family quarterly survey (goal 85%)
2. Percent of team meetings that include a family member (Process)
    - Care Team quarterly survey (goal 75%)
3. Percent of families agreeing/strongly agreeing that the SPoC helps them tell other service providers (schools, childcare providers, others) about their child's needs. (Process)
    - Family quarterly survey (goal 60%)
4. Percent of teams neutral/disagreeing/strongly disagreeing use of SPoC helps their team communicate more efficiently (Balancing)
    - Care team quarterly survey (goal 20%)