

2021 Advancing Family-Centered Care Coordination using a Shared Plan of Care Learning Community QI Project

AIM	Drivers	Tests of Change Ideas
<p>By December 31, 2021, 75% of teams agree/strongly agree that the SPoC work helps to improve communication with community partners.</p>	<p>Clinicians, care team members and community partners understand value of SPoC</p>	<ul style="list-style-type: none"> Review best practice literature on development and use such as Lucile Packard Foundation’s White Paper: “Achieving a Shared Plan of Care with Children and Youth with Special Health Care Needs” Use of strategies for communicating with other staff members and community partners defining and explain a SPoC and how it may be used (such as developing a “What is a Shared Plan of Care,” see sample flyer from the state of OR) Discuss with other staff members & community partners patients who will benefit from a SPoC
	<p>Families and youth understand value of SPoC</p>	<ul style="list-style-type: none"> 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,” see sample flyer from the state of OR) Dedicated staff member to explain and develop SPoC Explain “goals” section of SPoC using accessible language (“What matters to you?”/“What’s important to you?”) In collaboration with your Regional Center, conduct a workshop for families (such as one from the C.A.R.E. Medical Home Series for Families)
	<p>SPoC improves team communication with family</p>	<ul style="list-style-type: none"> Use strategies to empower families to communicate with the clinic team, about their child’s needs and 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
	<p>SPoC helps to improve building a network of community supports for your clinic that support families, children and youth</p>	<ul style="list-style-type: none"> Identify the stressors/barriers that may impact family getting the things they need Initiate discussions with community partners to increase knowledge of and coordination of available resources, services for families Identify and connect families to organizations/support that families may need (Regional Centers, other community services such as WIC, Birth to 3)
	<p>Clinic creates processes for SPoC development and implementation</p>	<ul style="list-style-type: none"> Hold regular team meetings Review and update the SPoC (Q3 mo. vs Q6 mo. vs other) Define roles for care team members in SPoC process (test different members leading different parts of process)

2021 Advancing Family-Centered Care Coordination using a Shared Plan of Care Learning Community QI Project

	SPoC accessible to family	<ul style="list-style-type: none"> • Develop a family-friendly format • Share hard copy SPoC with families (and patient portal if available) • Make SPoC available within EMR • Encourage family to share their child’s SPoC with other health care systems and/or community agencies to ensure community supports may be aware of the child’s and family’s needs, strengths and goals
	Participate in learning community opportunities on Shared Plan of Care work	<ul style="list-style-type: none"> • Initiate discussions with other project teams • Share resources and best practices • Document & submit Plan-Do-Study-Act (PDSA) cycles on available form (1x/qt) • Project lead and other staff members, if interested, participate in individual team calls, learning community calls and all-team project meeting

Measures

1. Percent of teams agreeing/strongly agreeing the SPoC work helps our team better communicate with community partners (WIC, Birth to 3, Home Visiting, School, Behavioral Health, others). (Outcome)
 - Care team quarterly survey (goal 75%)
2. Percent of teams agreeing/strongly agreeing the SPoC work helps our team to better communicate with families (Process)
 - Care team quarterly survey (goal 75%)
3. Percent of teams agreeing/strongly agreeing that the SPoC work helps to increase awareness of available resources, services for families from community partners. (Process)
 - Care team quarterly survey (goal 60%)
4. Percent of teams neutral/disagreeing/strongly disagreeing that the SPoC work competes with COVID-19 responsibilities. (Balancing)
 - Care team quarterly survey (goal 20%)