

## 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"> <li>Review best practice literature on development and use such as Lucile Packard Foundation’s White Paper: <a href="#">“Achieving a Shared Plan of Care with Children and Youth with Special Health Care Needs”</a></li> <li>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 <a href="#">flyer</a> from the state of OR)</li> <li>Discuss with other staff members &amp; community partners patients who will benefit from a SPoC</li> </ul>
	<p>Families and youth understand value of SPoC</p>	<ul style="list-style-type: none"> <li>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 <a href="#">flyer</a> from the state of OR)</li> <li>Dedicated staff member to explain and develop SPoC</li> <li>Explain “goals” section of SPoC using accessible language (“What matters to you?”/“What’s important to you?”)</li> <li>In collaboration with your Regional Center, conduct a workshop for families (such as one from the <a href="#">C.A.R.E. Medical Home Series for Families</a>)</li> </ul>
	<p>SPoC improves team communication with family</p>	<ul style="list-style-type: none"> <li>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)</li> <li>Use SPoC with care team members, hospitalists, emergency department clinicians and other clinical care providers to communicate about family/child</li> </ul>
	<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"> <li>Identify the stressors/barriers that may impact family getting the things they need</li> <li>Initiate discussions with community partners to increase knowledge of and coordination of available resources, services for families</li> <li>Identify and connect families to organizations/support that families may need (Regional Centers, other community services such as WIC, Birth to 3)</li> </ul>
	<p>Clinic creates processes for SPoC development and implementation</p>	<ul style="list-style-type: none"> <li>Hold regular team meetings</li> <li>Review and update the SPoC (Q3 mo. vs Q6 mo. vs other)</li> <li>Define roles for care team members in SPoC process (test different members leading different parts of process)</li> </ul>

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	SPoC accessible to family	<ul style="list-style-type: none"> <li>• Develop a family-friendly format</li> <li>• Share hard copy SPoC with families (and patient portal if available)</li> <li>• Make SPoC available within EMR</li> <li>• 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</li> </ul>
	Participate in learning community opportunities on Shared Plan of Care work	<ul style="list-style-type: none"> <li>• Initiate discussions with other project teams</li> <li>• Share resources and best practices</li> <li>• Document &amp; submit Plan-Do-Study-Act (PDSA) cycles on available form (1x/qt)</li> <li>• Project lead and other staff members, if interested, participate in individual team calls, learning community calls and all-team project meeting</li> </ul>

### 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 agreeing/strongly agreeing that the SPoC work competes with COVID-19 responsibilities. (Balancing)
  - Care team quarterly survey (goal 20%)