

## 2019 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, 2019, 85% of families will agree/strongly agree that the SPoC helps ensure more of their child's needs are met</p>	<p>Clinicians and care team members understand value of SPoC</p>	<ul style="list-style-type: none"> <li>• Different versions of shared plans of care (previous vs plans containing 3 essential elements)</li> <li>• Use of SPoC with different groups within selected population (different levels of education, different economic resources, different condition severity)</li> <li>• Review best practice literature on development and use such as <a href="#">“Achieving a Shared Plan of Care with Children and Youth with Special Health Care Needs.”</a>.</li> <li>• Partner with FV, RCs, P2P to provide support and resources for families</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 when enrolling in pilot, developing SPoC (such as <a href="#">letters of introduction</a> or recruitment, scripts for in-person conversations, <a href="#">cover pages on SPoC</a> to explain how families might choose to use document)</li> <li>• Explain “personal goals” section of SPoC using accessible language (“What matters to you?”/“What’s important to you?” versus “What are your goals?”)</li> <li>• Dedicated staff member to explain and develop SPoC</li> <li>• Promote WI Family Voices’ <a href="#">Coordinating your Child’s Health Care</a> training among enrolled families</li> </ul>
	<p>SPoC improves the quality of communication</p>	<ul style="list-style-type: none"> <li>• Use strategies to empower families to communicate with other health systems, agencies about the SPoC (test scripted language)</li> <li>• Share SPoC with emergency department clinicians and care team members, hospitalists, other clinical care providers</li> <li>• Share SPoC with school professionals, child care providers, early intervention</li> <li>• Develop and pilot a consent form to share the SPoC</li> </ul>
	<p>Clinic has established processes for SPoC development, implementation and updating</p>	<ul style="list-style-type: none"> <li>• Frequency of regular team meetings (Q2 wk. vs Q mo. vs other)</li> <li>• Team meetings are scheduled at convenient times/locations for families</li> <li>• Frequency of SPoC updates (Q3 mo. vs Q6 mo. vs other)</li> <li>• Roles for care team members in SPoC process (test different members leading different parts of process)</li> <li>• Families are engaged to provide feedback about SPoC clinic activities</li> </ul>

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	SPOC accessible to all partners	<ul style="list-style-type: none"> <li>• Make SPOC available within EMR (“letters” section vs. other areas)</li> <li>• Make SPOC available within EMR as fillable document (vs. scanned form)</li> <li>• Share hard copy SPOC with families (+ patient portal access as well)</li> <li>• Family-friendly format</li> </ul>
	Family Representatives/Partner are valued project team members	<ul style="list-style-type: none"> <li>• Family partners have an identified and accessible ‘buddy’ or mentor</li> <li>• Meeting materials are available in formats that families can access, at an appropriate language and literacy level, and in a timely manner</li> <li>• Families are included decisions about SPOC design/revisions</li> <li>• Family members are invited and participate in the Family Representative calls and April 23 in-person event.</li> <li>• Families are compensated for their time, expertise, and costs of participation such as child care or travel expenses.</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 in Life QI</li> <li>• Share resources and best practices in Life QI</li> <li>• Document your Plan-Do-Study-Act (PDSA) cycles in Life QI</li> <li>• Participate on learning community calls</li> <li>• Participate in the April 23 QI Summit (Crowne Plaza, Madison)</li> <li>• Partner with the Medical Home Initiative for technical assistance</li> </ul>

### 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, child care 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%)