

Partnership Benefits Between Parent, Medical Provider, and Promise 1000 Home Visitation

A GUIDE for Improving Well-Child Care Visit Attendance, Engagement of Parent(s) during Medical Visits, and Childhood Outcomes

Understanding Roles

Medical

The Benefits and Purpose of Well-Child Care Visits:

- **Health/Wellness:** Scheduled immunizations; prevention of illness; promotion of good nutrition and safety awareness.
- **Tracking growth and development:** How much has child grown since last visit? Is child on track for growth and development? Is child performing expected tasks for their age and meeting milestones for development, social behaviors, and learning?
- **Raising concerns:** Does the parent or provider have concerns about the child's development, behavior, sleep, eating, getting along with other family members, school issues, or learning?
- **Team approach:** Regular visits create strong, trustworthy relationships among the pediatrician, parent and child. The American Academy of Pediatrics (AAP) recommends well-child care visits as a way for pediatricians and parents to provide wraparound supports that meet the needs of the child. This team approach helps develop optimal physical, mental and social health of a child.
- **Regular schedule:** Promotes continuity of care and regular screenings

A Medical Home is patient-centered, accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and a culturally effective health community whose central goal is to facilitate partnerships between patients, families, clinicians/providers, and community resources to improve children's health while focusing on quality and safety. It is a philosophy of health care delivery that encourages providers and care teams to meet patients where they are, from the simplest to the most complex conditions. It is a place where patients are treated with respect, dignity, and compassion, and enable strong and trusting relationships with providers and staff. Above all, the medical home is not a final destination instead, it is a model for achieving primary care excellence so that care is received in the right place, at the right time, and in the manner that best suits a patient's needs.

Home Visitation

Home Visitation Programs provide comprehensive services to pregnant women and caregivers of newborn and young children under the age of 5, and utilize research and evidence-based practices to improve the health of the people that they serve. Home Visiting programs utilize various curricula and screening tools to assess, monitor, provide resources, and teach skills to parents. These beneficial supports help parents raise children who are physically, socially, and emotionally healthy and ready to learn; while improving family protective factors.

Goals of Home Visitation programs include:

- Improve maternal and child health,
- Promote child development and school readiness,
- Build family resilience and home safety practices,
- Encourage positive parenting, and
- Prevent child abuse and neglect.

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Promise 1000 is an initiative of the United Way of Greater Kansas City, Children's Mercy Hospital, and the Health Care Foundation of Greater Kansas City. Promise 1000 connects families to agencies who provide home visitation services and supports. These home visiting services are for parents who are expecting, have a newborn, or young child under the age of 3 years. Promise 1000 home visiting programs serve parents and families who may not have needed supports in place. Additionally, Promise 1000 provides a collective impact approach to home visiting that allows home visiting agencies to reach more families, and have a greater impact on the greater Kansas City community.

Teamwork between Provider and Home Visitor is key for best practice!

The American Academy of Pediatrics endorses collaboration between Home Visitation programs and Medical Homes to offer strategic ways to integrate and improve services for children and families. It is important to capitalize on each other's capabilities and expertise to increase efficiency and improve the health and well-being of children and families.

TOGETHER, We Accomplish:

- ✓ Supervising child health and managing acute/chronic disease
- ✓ Promoting physical, mental, and behavioral health of children & families
- ✓ Building trust with families
- ✓ Addressing social determinants of health
- ✓ Providing guidance and recommendations
- ✓ Promoting healthy child development and improving school readiness
- ✓ Decreasing child abuse and neglect
- ✓ Monitoring and improving maternal depression impacting attachment, bonding, and childhood outcomes
- ✓ Referring to community social supports, as needed
- ✓ Savings on overall health costs!

There are a minimum of 9-12 opportunities during the first 3 years of a child's life to promote and achieve collaboration between Medical Provider and Home Visitation.

Seize these opportunities!

How Can Partnership Help? – What Research Shows!

- Enrollment in Home Visitation prenatally, before third trimester, can lead to positive impacts on birth weight, less pre-term delivery, and increased breastfeeding rates.
- Home Visits conducted 2-3 weeks prior to a well-child care visit can result in fewer missed doctor visits, improved immunization rates, fewer sick and acute care visits, and decreased ER/UCC visits or hospitalizations.
- At-risk children receiving in-home services in collaboration with a medical home can improve involvement and retention in early intervention programs.
- Families participating in home visiting can have greater parental understanding and retention of anticipatory guidance, and improved satisfaction with care.
- Home Visitors assist parents in communicating with the primary care provider by:
 - Involving the family in consents for shared information,
 - Empowering parents to discuss health care related challenges with the provider, and
 - Helping parents understand medical conditions, recommendations, and reinforcing treatment plans

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Establishing Procedures

BIDIRECTIONAL communication between the medical provider and the home visiting program that is timely and follows a consistent regular method is key to an effective partnership. Communication should be helpful to the family, and put the interests and needs of child first, in ways that respect privacy and encourage collaboration.

Home Visiting Agency – Program Considerations

- 1) What is your home visitor's method for letting the medical provider know that patient is enrolled in your program?
- 2) Does the home visitor have the parent sign a release for the medical provider at enrollment and send out a letter to the provider after it is signed? Or do they wait and have parents sign the release, and notify doctor/nurse practitioner before the first time they attend a well-child care visit? *Would you rather have the release done at enrollment in case a newborn has an unforeseen medical issue?*
- 3) Does the home visitor send a secure email to the doctor/nurse practitioner 24-48 hours before the medical visit to let them know they will be in attendance? Do they help parents learn how to use the patient portal for the first time, if available, and if they need assistance? Do they leave a message, or speak to, the nursing staff in advance?
- 4) Does your home visitor help parents create questions they want to ask or topics they want to learn more about and make an 'appointment plan' with the family a few weeks before scheduled well-child care appointments? Is this a verbal or a written plan? Is this sent ahead of time to the doctor/nurse practitioner or brought in by the family? *This is a great opportunity to ease fears, prepare content, and ensure that tools such as Ages and Stages (ASQ) (assessments that can also benefit the medical provider) and medical goals are completed and ready for family to share during the well-child care appointment.*
- 5) Does your home visitor remind parents this is their appointment? *The home visitor is there to assist, guide, and help as much as the parent would like them to; but it is the parent's appointment to lead. Build trust with the family!*
- 6) Does your home visitor call/text and remind parents about the appointment a few days prior and/or also on day of appointment? Do they watch as parents put appointment reminders on their home calendar or in their phone?
- 7) Does your home visitor meet the family at the appointment or transport them?
- 8) For families that do not want the home visitor in the actual visit – Does the home visitor offer to be in the waiting room in case they need their support in some way?
- 9) Do you go over expectations with the family about notifying home visitors of the next scheduled appointment or rescheduled dates?

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Home Visiting Agency – Medical Provider Considerations

- 1) If notified that a family is enrolled in a home visitation program by letter or phone, how is that documented in child's medical record for reference?
- 2) Home Visitors can encourage families to share challenges within the home impacting the health and well-being of the child. How does the medical provider ask questions encouraging families to share information which may be sensitive but helpful? How are any issues documented, if at all?
- 3) Home Visitation programs complete some similar assessments as medical providers, such as developmental screens. The home visitor/family could bring copies of completed assessments. Families can share results, discuss any concerns, and get medical provider input regarding developmental stages and milestones. Is the medical provider using the home visitor's knowledge and experience with the family to the best of their ability? Are they inquiring about any recently completed assessments?
- 4) Is the medical provider speaking directly to parent, acknowledging the home visitor's input, but understanding that the visit is for child/parent? The home visitor is a resource support at the visit. Ensure both parties are involved, but the intent is not to take over for the parent.
- 5) How is attendance of home visitor at the well-child care appointment documented in the medical record? If a family checks in with a home visitor, is it feasible for their practice to accelerate the family getting in for the appointment to ensure the home visitor can meet the needs of the other families they have scheduled for that day?
- 6) Home Visitors create medical goals with each family. Does the provider know this and are they inquiring about medical goals and progress? Are the medical goals recorded by the provider? *This may provide insight on priorities or concerns of the parent and the progress of the child.*

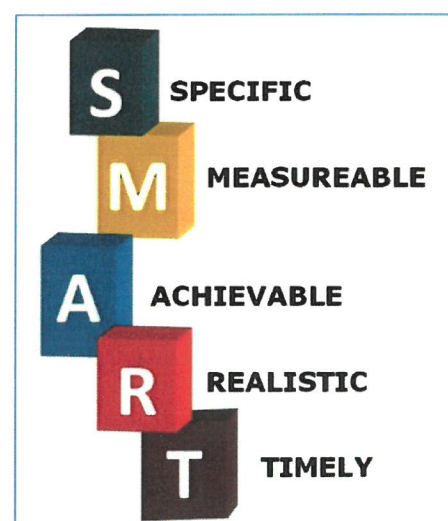
Examples of Medical Goals Created for a Child:

-My baby will do 10 minutes of supervised tummy time three times per day until she can sit up independently.

-I will feed my baby every 3 hours, including at night, until her next weight check at the pediatrician's office.

-I will read, sing a song, or tell a story to my child at least once per day, every day, to encourage her language skills.

-I will prepare for, and make sure my baby attends, her next Well-child care check on 6/15/18, and make a plan for the next visit after that.



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Guided Scripts

The purpose of these *Guiding Scripts* are to provide talking points for the home visitor to discuss the benefit and value of the home visitor attending the well-child care visit with the parent and also with the medical provider. This will look slightly different with each family and each doctor, but there are several key components that provide for a more effective delivery. Please note this can be a dialogue WITH parents or doctors, ebbing and flowing between questions or comments the parent or doctor may have, and information the home visitor is offering rather than a script to read verbatim. A home visitor is not talking TO the parent and simply stating or demanding that they have to do this service with the parent or dismissing/avoiding the conversation because the parent seems uneasy or the home visitor is uncomfortable. Home visitors are skilled in building trust with families that allow space for these conversations. It is important to help parents understand the importance of medical care and how the home visitor can assist. Allowing home visitors to attend well-child care visits is a voluntary action of the parent, as is participation in any home visiting program. However, if a family is enrolled in Promise 1000, it would be expected that a home visitor encourages and understands the importance of this service just the same as the home visitor attempts to complete required screenings during the recommended time frames. As part of the Promise 1000 agreement, incentives are earned by agencies based on attendance at well-child care visits.

Managers: A home visitor who is trained in understanding the benefit of what collaboration can provide to a family will be better equipped to have effective delivery when explaining this service to parents and follow through of the appointment. Don't underestimate the importance of placing emphasis on this service with your team: role play, discuss any concerns and effective strategies that have arisen during team meetings, talk one-on-one during supervisions with home visitors who are struggling with this conversation or who have more resistant parents. Some families may decline. However, many families will participate if they trust the home visitor and understand the benefit of collaboration and how this can help their child.

Please see Attachments - Guiding Scripts:

1. Home Visitor to Parent
2. Home Visitor to Medical Provider/Doctor

Promise 1000 Brochures / Inserts

1. Community, Providers & Families

There is also a Medical Provider 'insert' to go inside the brochure to hand directly to doctors for further explanation about collaboration.

The OW³ Method to Attending Well-Child Care Medical Visits ~Collaboration between Parent, Home Visitor (HV), Medical Provider~

GUIDING SCRIPT: HOME VISITOR → **TO MEDICAL PROVIDER**

OVERVIEW

- Promise 1000
- Purpose of Home Visiting
- Evidenced Based Models
- Medical Support
 - During Well-Child Care Visits
 - Establishing Medical Goals

Why HV Attends Medical Visits?

- AAP Endorses Collaboration
- Strengthening Supports
- Beneficial Skillsets
- Better Birth and Child Outcomes
- Screens/Assessments
- Established Family Relationships
- Communication Clarity

What Happens During Doctor's Visit?

- Well-Child Care Prep
 - Questions
 - Topics
- Consents/ROI's
- Sharing Screening Results
- Partnership Building
- Parent Lead Support

Work Together

- Next Visits
- Rescheduled Appointments
- Voluntary Services
- How To Make A Referral
- Thank You!

OW³ Method Scripts*(SCRIPT ONLY-NOT TO GIVE TO MEDICAL PROVIDER)*

(Overview) I am a Home Visitor with *(name of program/agency)*. Our home visitation program is part of **Promise 1000**, which is an initiative of the United Way of Greater KC, Children's Mercy Hospital, and the Health Care Foundation of Greater KC. This home visiting collaborative connects families to agencies with home visiting programs and supports. These home visiting services are for parents who are expecting a baby, have a newborn, or a young child. We help strengthen healthy families and promote positive childhood outcomes. Promise 1000 home visiting programs serve parents and families who may not have needed supports in place. Promise 1000 funds evidenced based and evidence informed home visiting models like Parents as Teachers, Healthy Families America, and Early Head Start. **A unique aspect of being a Promise 1000 home visiting program is that our home visitors receive structured trainings facilitated by medical professionals on health topics such as: maternal and child health, maternal depression, healthcare utilization, breastfeeding, etc. We also provide medical supports to the families we serve by attending well-child checks with the parents, and helping parents set medical goals for their children and family.**

(Why should Home Visitor Attend Well-Child Care Visits?) The American Academy of Pediatrics endorses collaboration between Home Visitation programs and Medical Homes to offer strategic ways to integrate and improve services for children and families. It is important to capitalize on each other's capabilities and expertise to increase efficiency and improve the health and well-being of children and families. The parent knows their child best, you are the child's doctor and the medical expert, and I have an established relationship with the family and provide them with strengthening supports. It makes sense that by working *TOGETHER* we can create a **best practice leading to:** better birth and health outcomes like birth weight and less pre-term delivery, increased breastfeeding, monitoring of maternal depression, fewer missed doctor's appointments, higher immunization rates, and a better understanding of child development and safe parenting practices. Ultimately this also contributes to prevention of child abuse and neglect and improved school readiness. There are many screening and assessment tools I do with the family like the Ages and Stages Questionnaires, Edinburgh Postnatal Depression Scale, Domestic Violence Screens (WEB), Protective Factors Survey, and the Home Safety Inventory. I also encourage completion of immunizations and well-child care visits, provide contraception education, and go over topics like health care, positive parenting practices, child development milestones, etc. There are many ways we can work *TOGETHER* to improve child and family health, including sharing screening results upon parental consent.

(What Happens During a Doctor's Visit?) I will work with the family ahead of time to prepare for the well-child care visit with you. We will talk and make an appointment plan. Sometimes this includes writing out any questions the parent may want to ask you, any concerns they have, etc. I explain to the parents that often as part of well-child care visits you, as their doctor, will cover topics with them like stages of development, immunizations, nutrition, safety, etc. I will encourage them to talk with you about anything going on in the home that would be helpful for you to know if it impacts the health or well-being of the child. Also, if the family and I have completed an assessment tool that is beneficial for you to know the results of, like the Ages and Stages Questionnaire, it will be a good time for us all to discuss the results together. I will be there to help support the parent, or help clarify anything later on that you may have recommended. Sometimes it just helps for me to be there if they have any other children present during the exam to alleviate stress so that they can talk to you, their doctor, more directly. ***As the parent, they lead during the visit. I am a support. Depending on my relationship with the parent or the topics covered, they may want me to contribute a lot or my presence may be more subtle. Of course you would conduct the well-child care visit like you normally would, and if you or the parent needs me to step out at any time that is no problem.***

(Work Together) I ask the parent to let me know about each well-child care visit date, or if they reschedule it, so I can get it on my calendar. It is voluntary, so some parents may prefer I don't come with them, but I hope to see you again with different families. You can also always make a referral to Promise 1000 Home Visitation for any other family you see that is expecting or has a young child (aged 0-3 years) that you think would be a good fit. You can do that through the www.promise1000.org website or by calling 2-1-1, the United Way helpline. You can select which agency you want the referral to go to, or you can just make a general referral for home visiting services. **Thank you for your time and your willingness to partner with Home Visitation to improve the health and well-being of children!**

The OW³ Method to Attending Well-Child Care Medical Visits ~Collaboration between Parent, Home Visitor (HV), Medical Provider~

GUIDING SCRIPT: HOME VISITOR → **TO PARENT**

OVERVIEW

- Promise 1000
- HV Supporting Medical Providers
 - During Well-Child Care Visits
 - Establishing Medical Goals

Why HV Attends Medical Visits?

- Better Together!
- Each Bring A Skillset
- Supporting The Parent

What Happens During Doctor's Visit?

- Preparing For Visits
 - What To Expect
- How To Support

Work Together

- Next Visits
- Rescheduled Appointments
- Thank You!

OW³ Method Scripts (SCRIPT ONLY-NOT TO GIVE TO THE PARENT)

(Overview) Our Home Visitation program is part of Promise 1000, which is a regional group of home visiting programs all working together alongside parents and providers in the community to help strengthen healthy families and promote positive childhood outcomes. We know that ensuring your child is healthy and on track developmentally is very important to you as a parent. As your home visitor, one service I provide to you is medical support. I can attend well-child care visits alongside you and work together with you and your doctor to ensure your child's health needs are being met. I can also help support you with setting medical goals for you, your child and family.

(Why should Home Visitor Attend Well-Child Care Visits?) Research has shown us that the best way to help ensure healthy development for your child is when we all work together and use each other's skills and abilities: you as the parent who knows your child and family best; me as the home visitor who provides information about child development, parenting, and strengthening families; and the doctor as the health and medical expert. Your child is fully supported when we all work TOGETHER! I see you during our visits in your home, and I can also help support you during your scheduled well-child care doctor visits.

(What Happens During a Doctor's Visit?) We will work together ahead of time to prepare for the well-child care visit. As your home visitor, we can talk before the doctor's visit about questions you want to make sure you ask (I can help you make a list), or what topics you want to talk to the doctor about. Sometimes doctors may cover a lot of information during a visit and it can be hard to keep track of all of it. If we come back from the doctor's office and later you are confused by something the doctor recommended, something the doctor said is unclear, or something has been forgotten, I can help! If the doctor doesn't say much, is in a hurry, or you run out of time and feel like you didn't have a chance to ask everything, I will be there to help you and partner alongside you so we can work together for the best health for your child. I can also help by being another adult in the room, with your other children, so you can have a stress free conversation with the doctor.

Typical topics covered during well-child care visits may include:

- Stages of Child Development – understanding of things a child should be able to do at a certain age, what to watch for, expectations, and monitoring if there are any delays, etc.
- Immunizations and Disease Prevention/Monitoring
- Health Topics like diet and eating recommendations
- Safety – car seats, home environment, child proofing, gun safety
- Child Behaviors – what are common struggles at this age, how to handle them
- Questions or Concerns you have about your child, about parenting, health topics, etc.
- Goals you have set for yourself, your child, or your family
- Experiences at home that you want to share with the doctor that may be impacting you or your child
- Doctor recommendations

As the parent, you lead during the visit. I am there to support you. If there are topics you do or don't want to talk to the doctor about you can always let me know ahead of time and we can problem solve together before the doctor's visit.

(Work Together) Let me know about your next scheduled doctor's visit for your child. When I am at the visit with you and you schedule the next appointment, I'll mark it down in my calendar. Please let me know, as soon as possible, if you reschedule a visit so I can do my best to be there to support you. Usually we will start preparing for the upcoming doctor's visit a few weeks before the appointment. This allows us to plan ahead, and make sure that everything you want to discuss with the doctor is on our list. **Thank you for your willingness to partner with me to improve the health and well-being of your child!**