

## Driver Diagram: Advancing Family-Centered Care Coordination Learning Community QI Project

AIM	Drivers	Tests of Change
<p>By December 31, 2018, 255 Shared Plans of Care (SPoC) will be in use by teams involved in the Care Coordination Learning Community.</p>	<p>Clinicians and care team members understand value of SPoC</p>	<ul style="list-style-type: none"> <li>Review best practice <a href="#">literature on SPoC development and use</a></li> <li>Participate in learning community calls, April 24 in-person event</li> <li>Review WISMHI website with <a href="#">care coordination resources</a></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>Pre-visit planning call – introduce SPoC</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>Partners involved in the child’s care understand value of SPoC</p>	<ul style="list-style-type: none"> <li>Share SPoC with emergency department clinicians and care team members, hospitalists, other clinical care providers</li> <li>Share SPoC with school professionals</li> <li>Share SPoC with early intervention</li> </ul>
	<p>SPoC improves quality of care coordination</p>	<ul style="list-style-type: none"> <li>Involve families in SPoC development</li> <li>Share SPoC with other partners caring for child (hard copy vs EMR availability)</li> <li>Update SPoC at regularly scheduled intervals</li> </ul>
	<p>Clinic has established processes for SPoC development, implementation and updating</p>	<ul style="list-style-type: none"> <li>Hold regular team meetings</li> <li>Clearly define roles for care team members in SPoC process</li> <li>Explore scheduling flexibility (appointment length)</li> <li>Expand enrollment criteria</li> <li>Gather data using care coordination time-tracking tool (such as <i>CCMT</i>)</li> </ul>
	<p>SPoC accessible to all partners</p>	<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> </ul>

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### Measures

1. Number of SPoC in use by teams (Outcome)
  - Care team quarterly survey
2. Percent of families agreeing/strongly agreeing the SPoC helps ensure more of their child's needs are met (Process)
  - Family quarterly survey
3. Percent of teams agreeing/strongly agreeing use of SPoC helps them better communicate with, partner with, and engage families (Process)
  - Care team quarterly survey
4. Percent of teams agreeing/strongly agreeing use of SPoC helps them better coordinate care with health care system counterparts (Process)
  - Care team quarterly survey
5. Number of teams participating in learning community calls, in-person meeting (Process)
  - WISMHI attendance sheet
6. Percent of teams neutral/disagreeing/strongly disagreeing use of SPoC helps their team communicate more efficiently (Balancing)
  - Care team quarterly survey