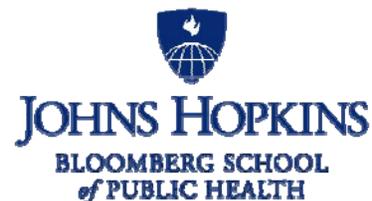


Continuous Quality Improvement to Enhance Family Engagement in New Jersey Home Visiting

Anne Lilly, Jack Dagg, Lori Burrell, Anne Duggan

Lenore Scott, Ines Lecerf, Daniela Hellman, Lakota Kruse

This work was completed with grant funding from the Health Resources and Services Administration (HRSA).



Family Engagement in Home Visiting

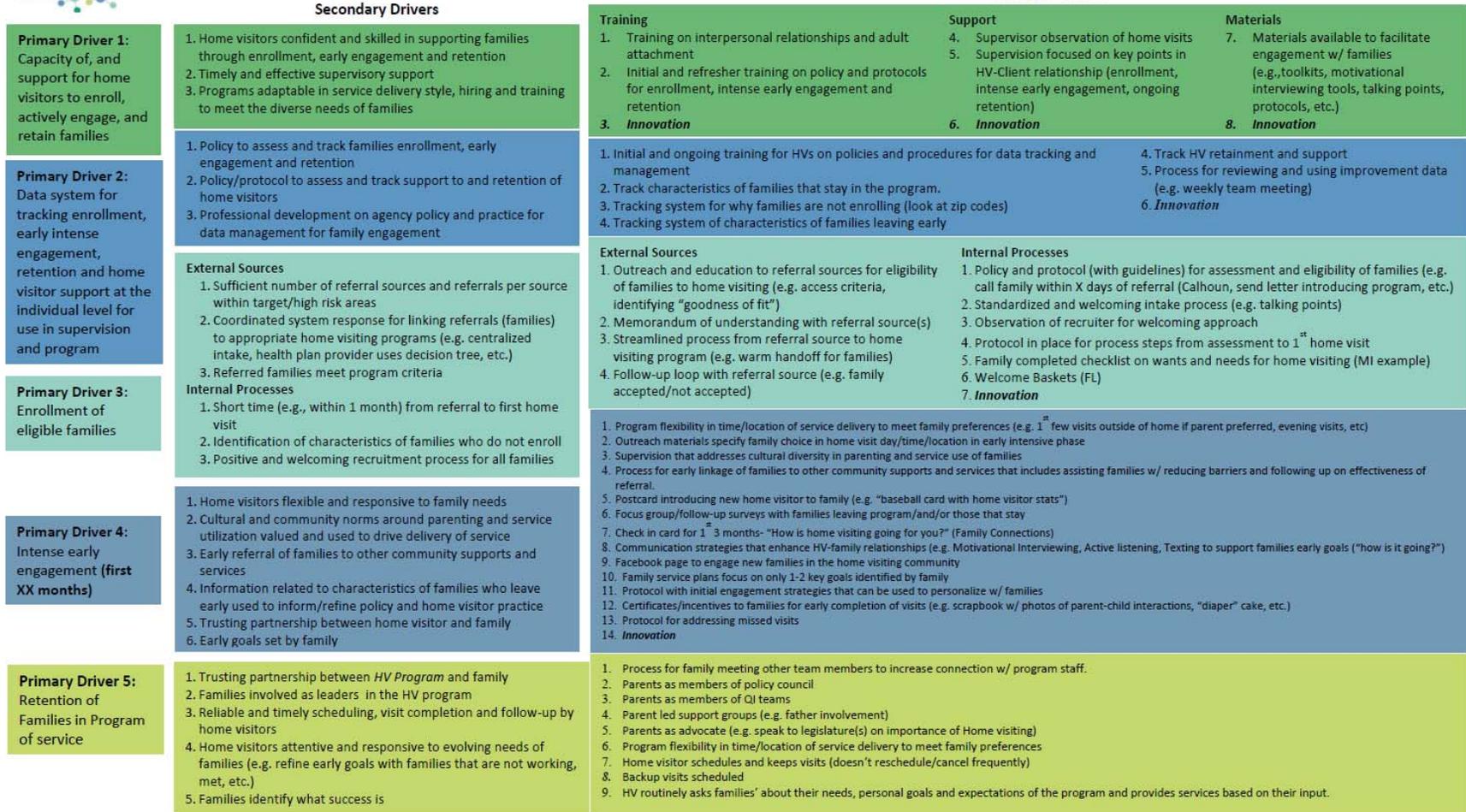
- Family Engagement is key to the success of home visiting (HV) programs.
- Family Engagement is a challenge in HV programs across the US.
 - Promoting Family Engagement is one of the ten Home Visiting Applied Research Collaborative (HARC) research priorities.
 - HV CoIIN identified family engagement as a topic area.

The HV CoIIN Family Engagement Key Driver Diagram

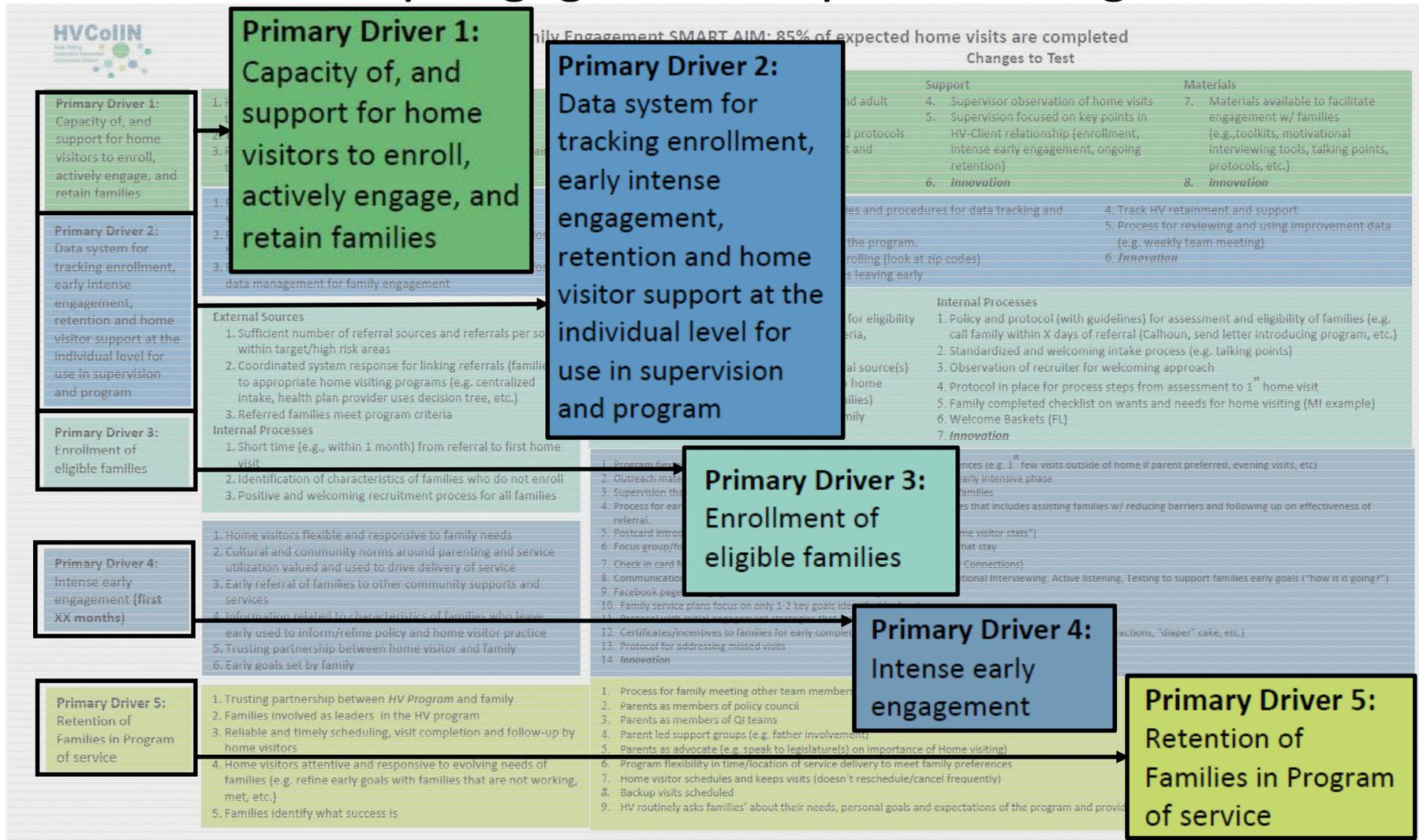


HV CoIIN Family Engagement SMART AIM: 85% of expected home visits are completed

Changes to Test



The HV CoIIN Family Engagement Key Driver Diagram

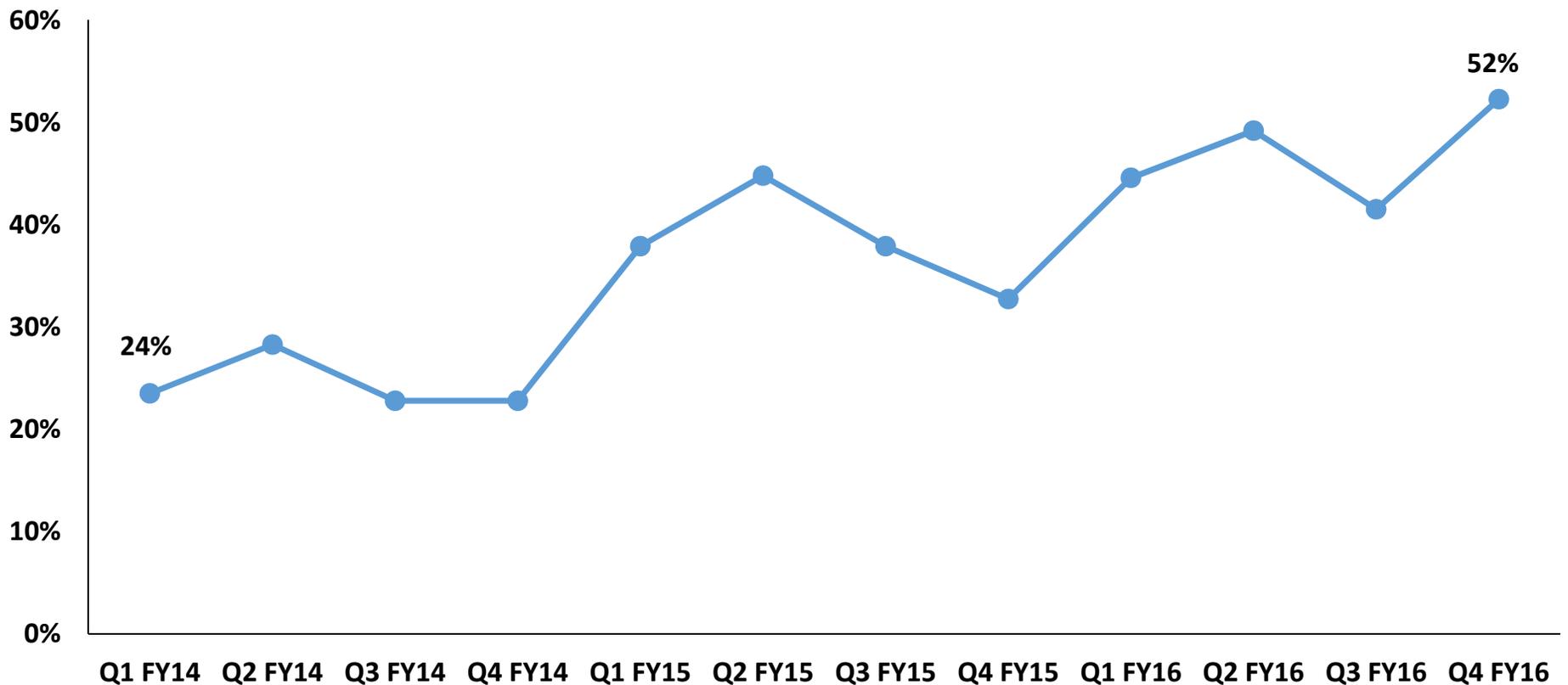


Family Engagement in New Jersey Home Visiting

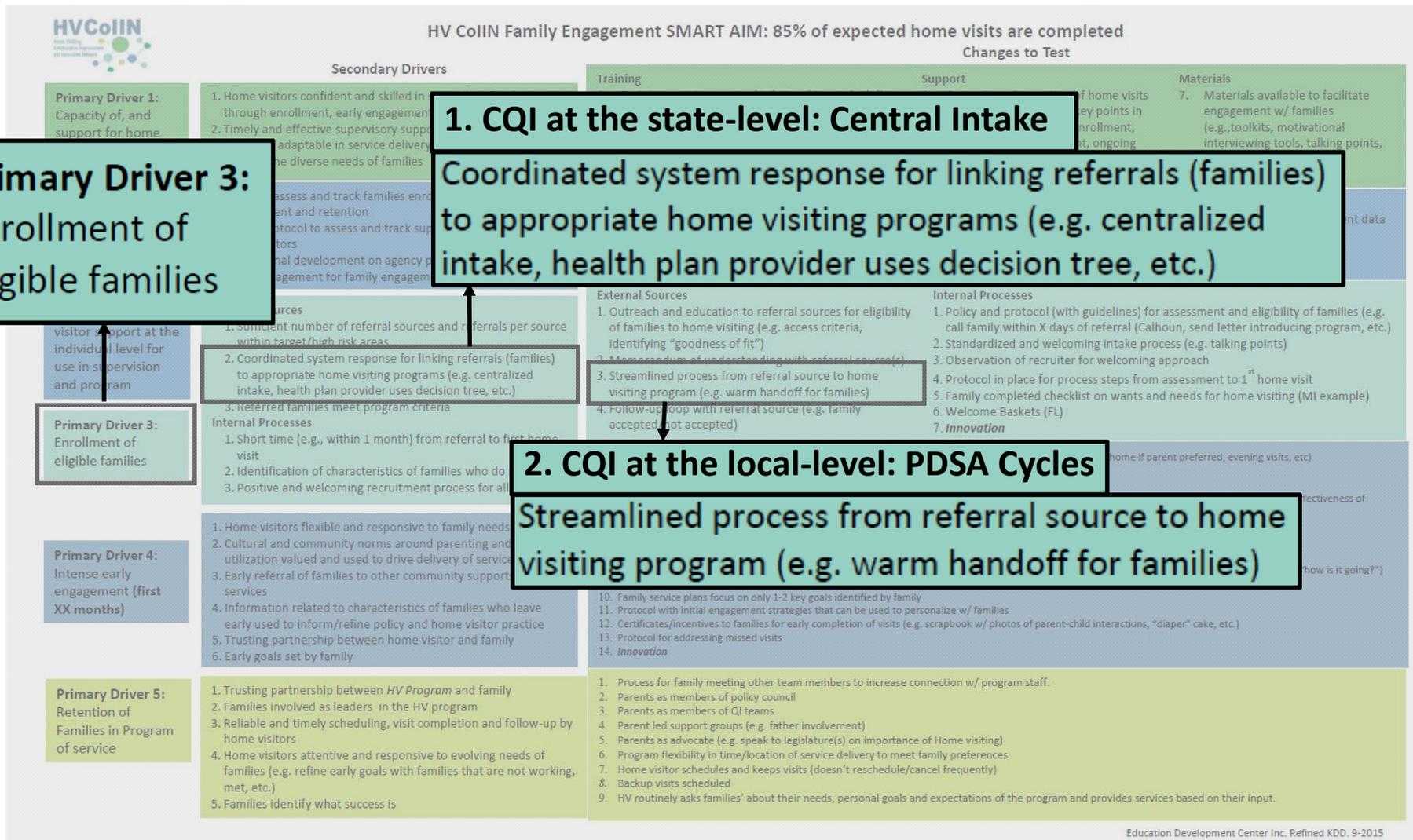
- New Jersey state leaders aimed to improve family engagement.
 - NJ uses Level of Service (LOS) as an indicator of family engagement.
 - $LOS = \frac{\text{number of active families at end of quarter}}{\text{number of families expected based on contract}}$
 - Home Visiting sites in NJ are expected to maintain an LOS of at least 85%.
 - To address the challenge of meeting this LOS target, NJ adopted a Continuous Quality Improvement (CQI) strategy based in HVCollN concepts.

Family Engagement in New Jersey Home Visiting

Proportion of Sites Meeting LOS Target

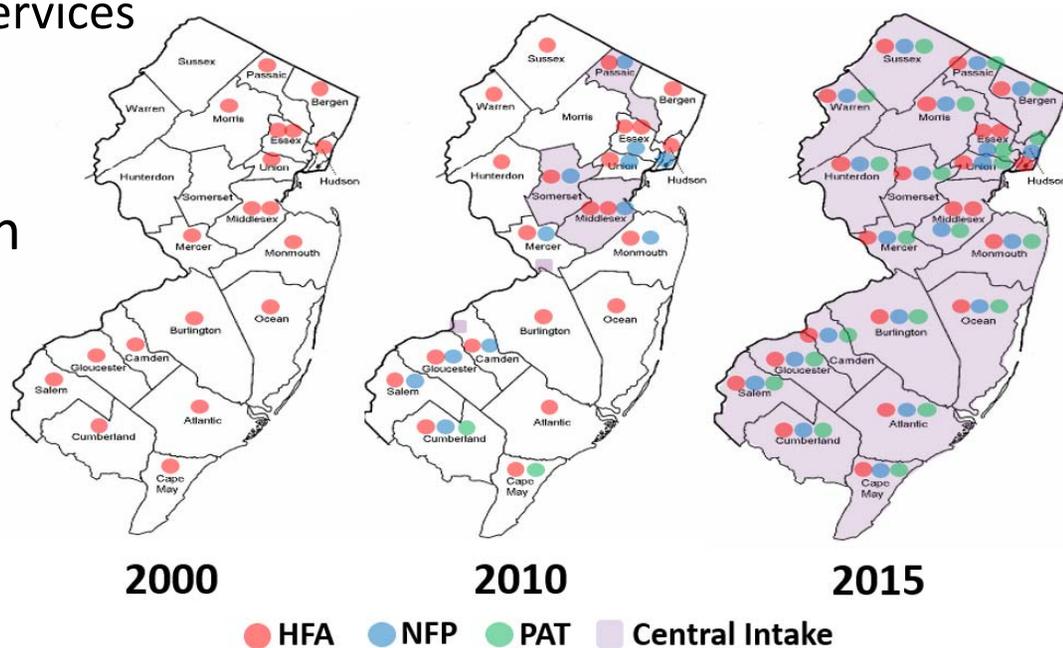


Family Engagement in New Jersey Home Visiting



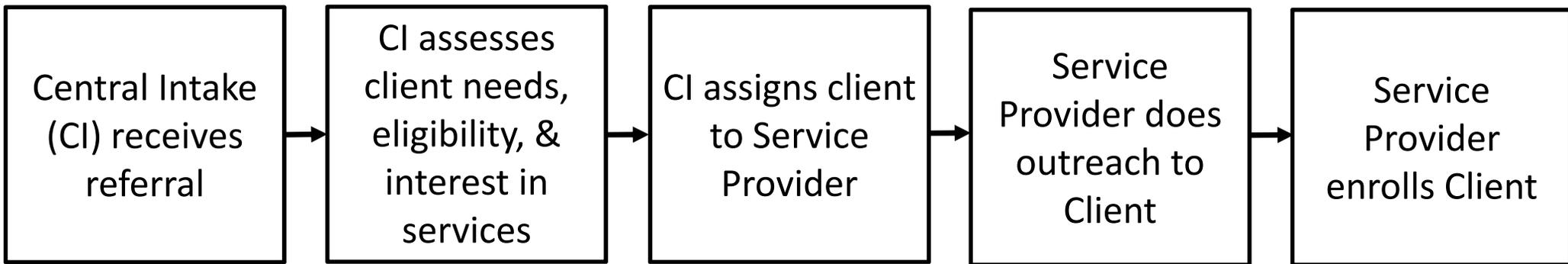
CQI at the State-Level: Central Intake

- Central Intake (CI) aims to:
 - Connect families efficiently to services based on their needs and eligibility
 - Simplify referral process for community providers
 - Maximize appropriate utilization of available resources
 - Eliminate duplication of efforts and services
 - Improve care coordination
- Central Intake started in 2010 and expanded to reach all 21 counties in Fall 2015.



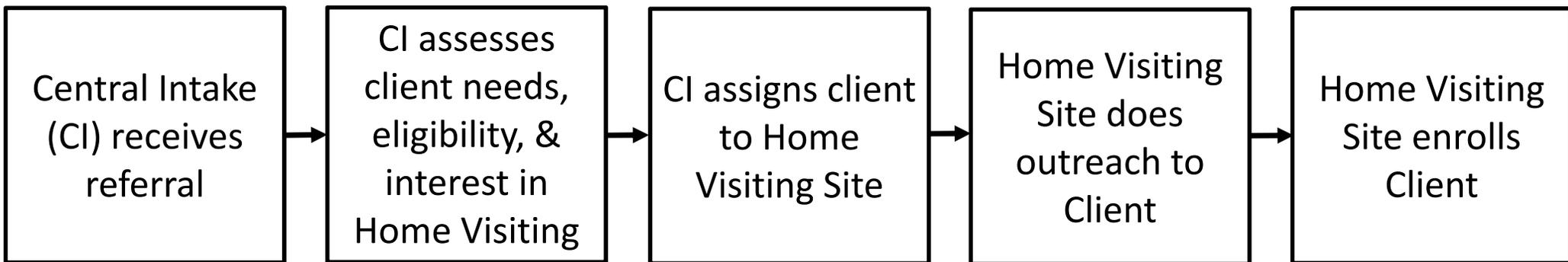
CQI at the State-Level: Central Intake

- Central Intake process:



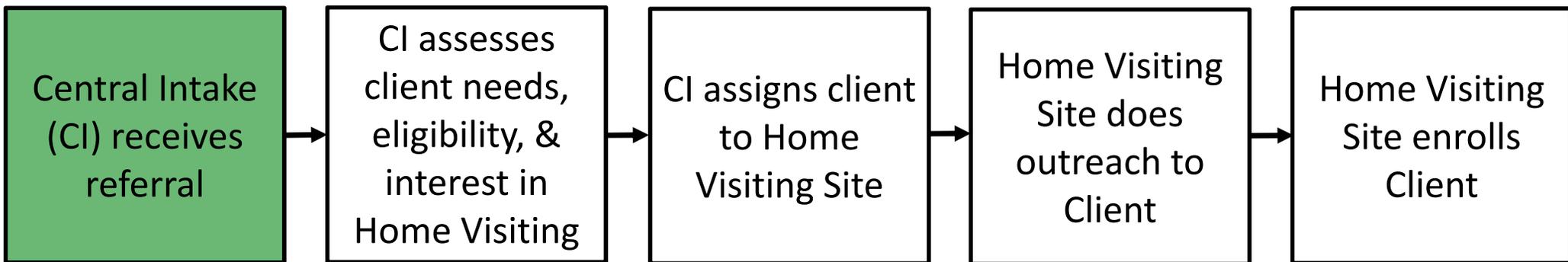
CQI at the State-Level: Central Intake

- Central Intake process with home visiting:



CQI at the State-Level: Central Intake

- Central Intake CQI metrics:



1. **Number of referrals received by Central Intake**

CQI at the State-Level: Central Intake

- Central Intake CQI metrics:



1. Number of referrals received by CI
2. **Number of families assigned to HV by CI**

CQI at the State-Level: Central Intake

- Central Intake CQI metrics:



1. Number of referrals received by CI
2. Number of families assigned to HV by CI
3. **Number of families enrolling in HV from CI**

CQI at the State-Level: Central Intake

- Central Intake CQI metrics:



1. Number of referrals received by CI
2. Number of families assigned to HV by CI
3. Number of families enrolling in HV from CI
4. **Number of days from CI receiving referral to HV assignment**

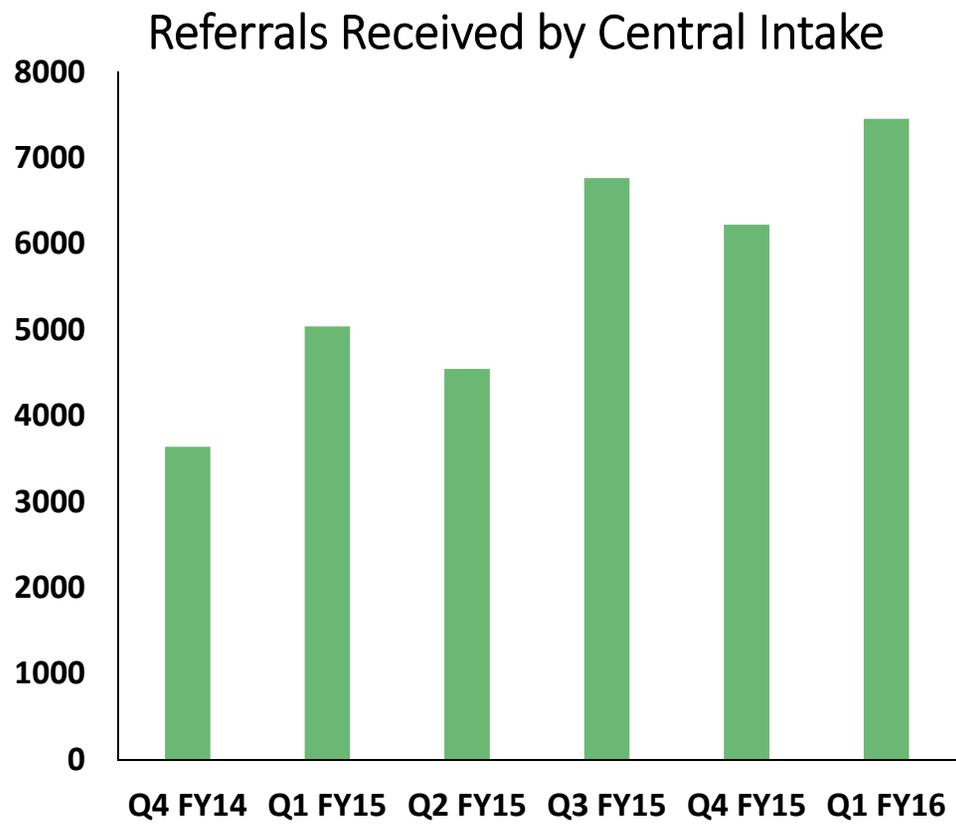
CQI at the State-Level: Central Intake

- Central Intake CQI metrics:



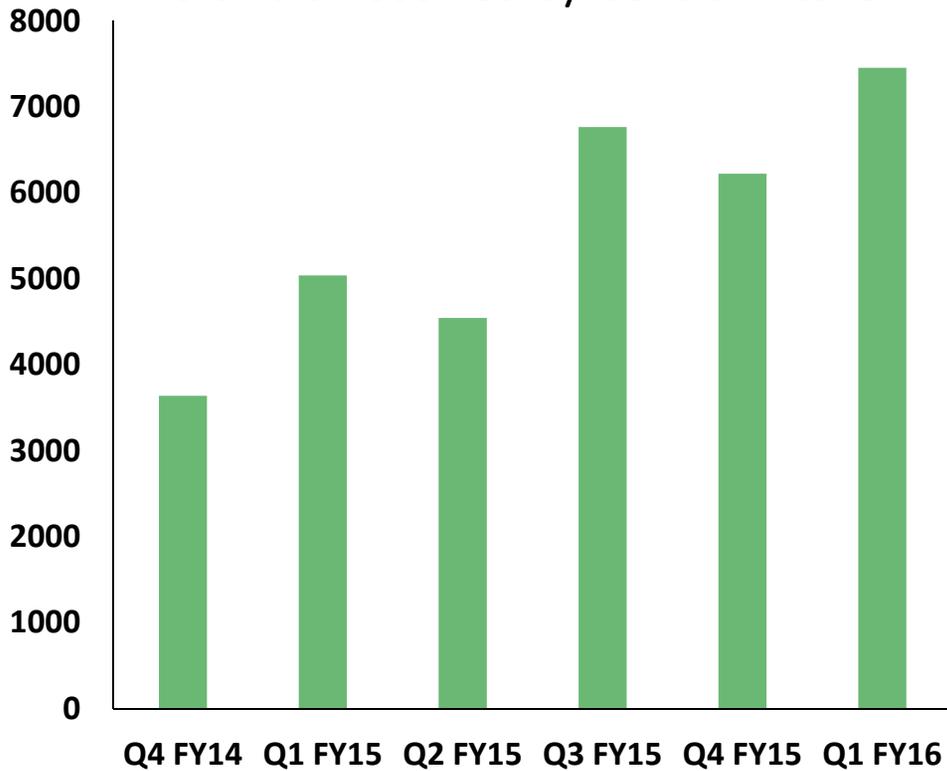
1. Number of referrals received by CI
2. Number of families assigned to HV by CI
3. Number of families enrolling in HV from CI
4. Number of days from CI receiving referral to HV assignment
5. **Number of days from HV assignment to HV enrollment**

CQI at the State-Level: Central Intake

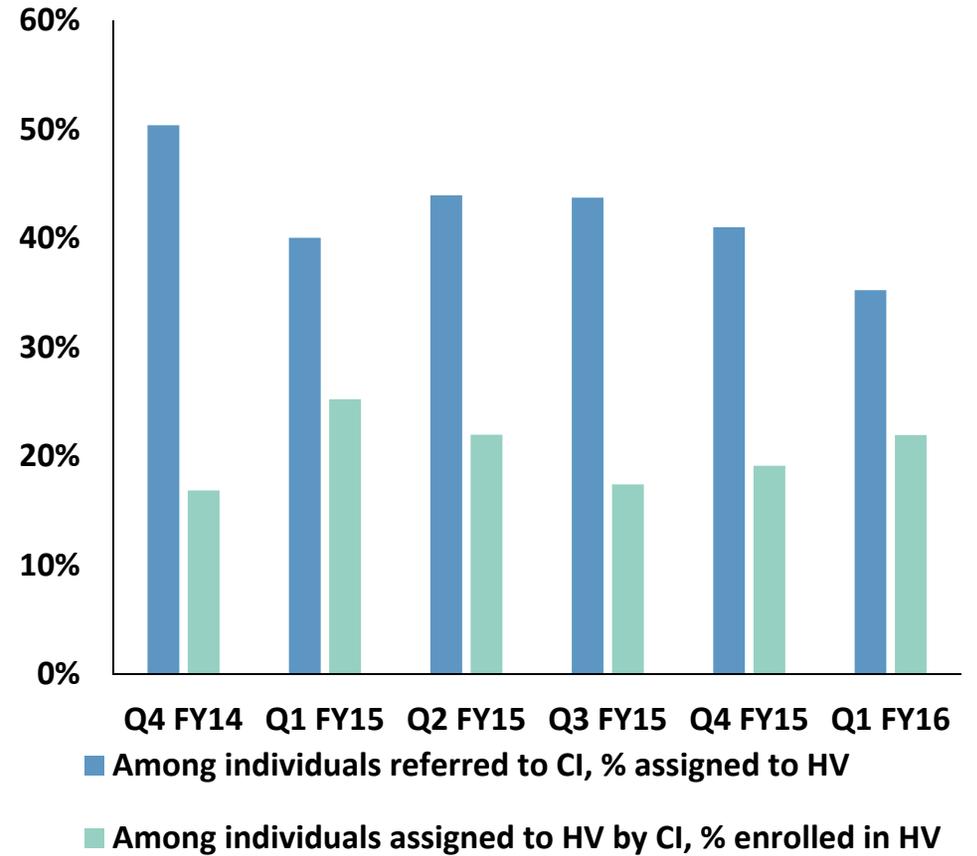


CQI at the State-Level: Central Intake

Referrals Received by Central Intake

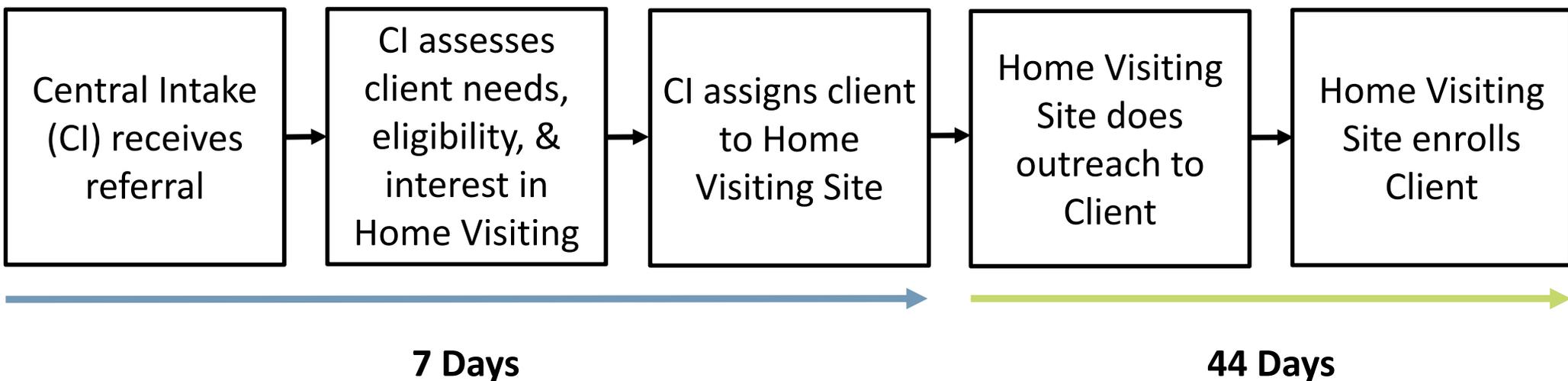


Proportions Assigned to HV and Enrolled in HV



CQI at the State-Level: Central Intake

Time to Assign to Home Visiting (HV) and Time to Enrollment in HV



CQI at the Local-Level: PDSA Cycles

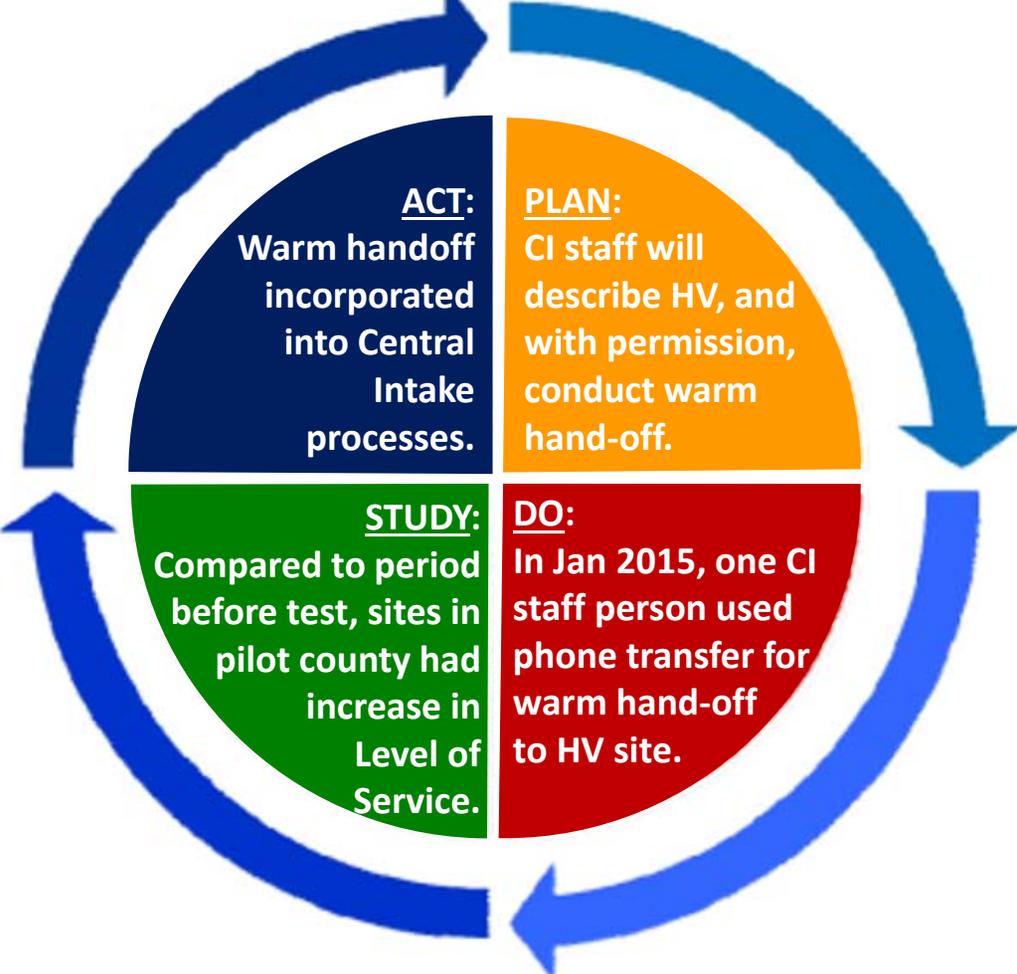
- In December 2014, supervisors received training on Plan Do Study Act Cycles.



CQI at the Local-Level: PDSA Cycles

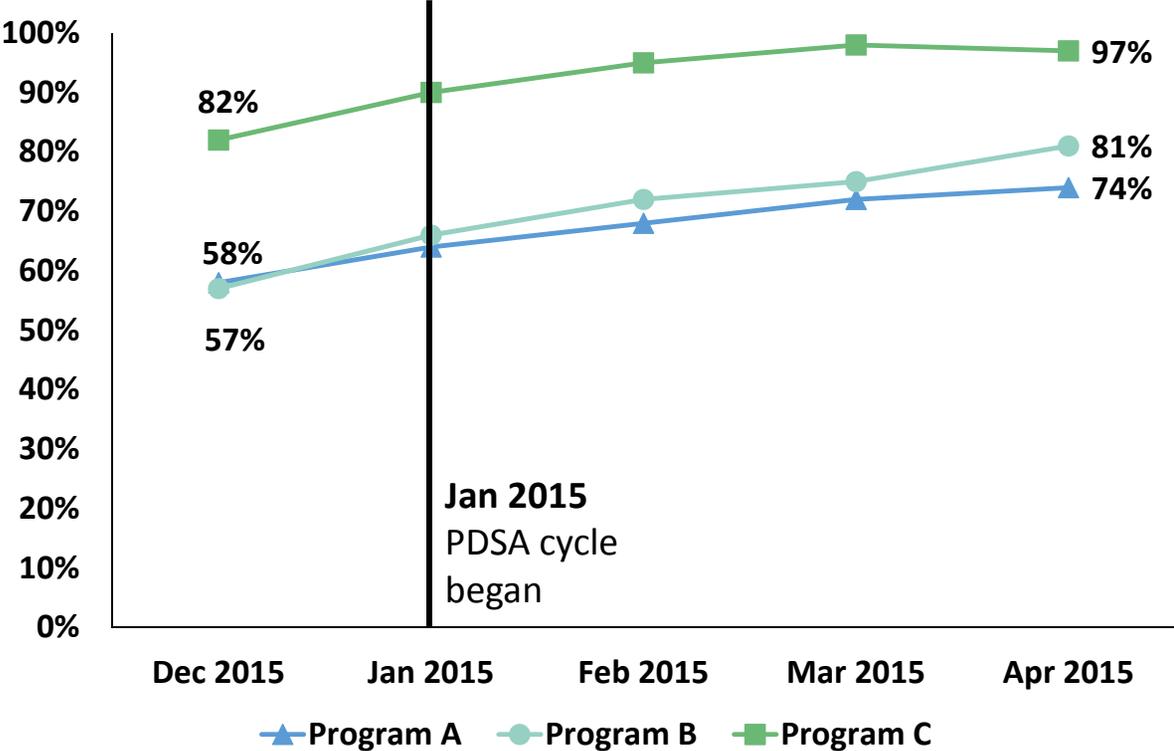
Warm Handoff Test

January 2015



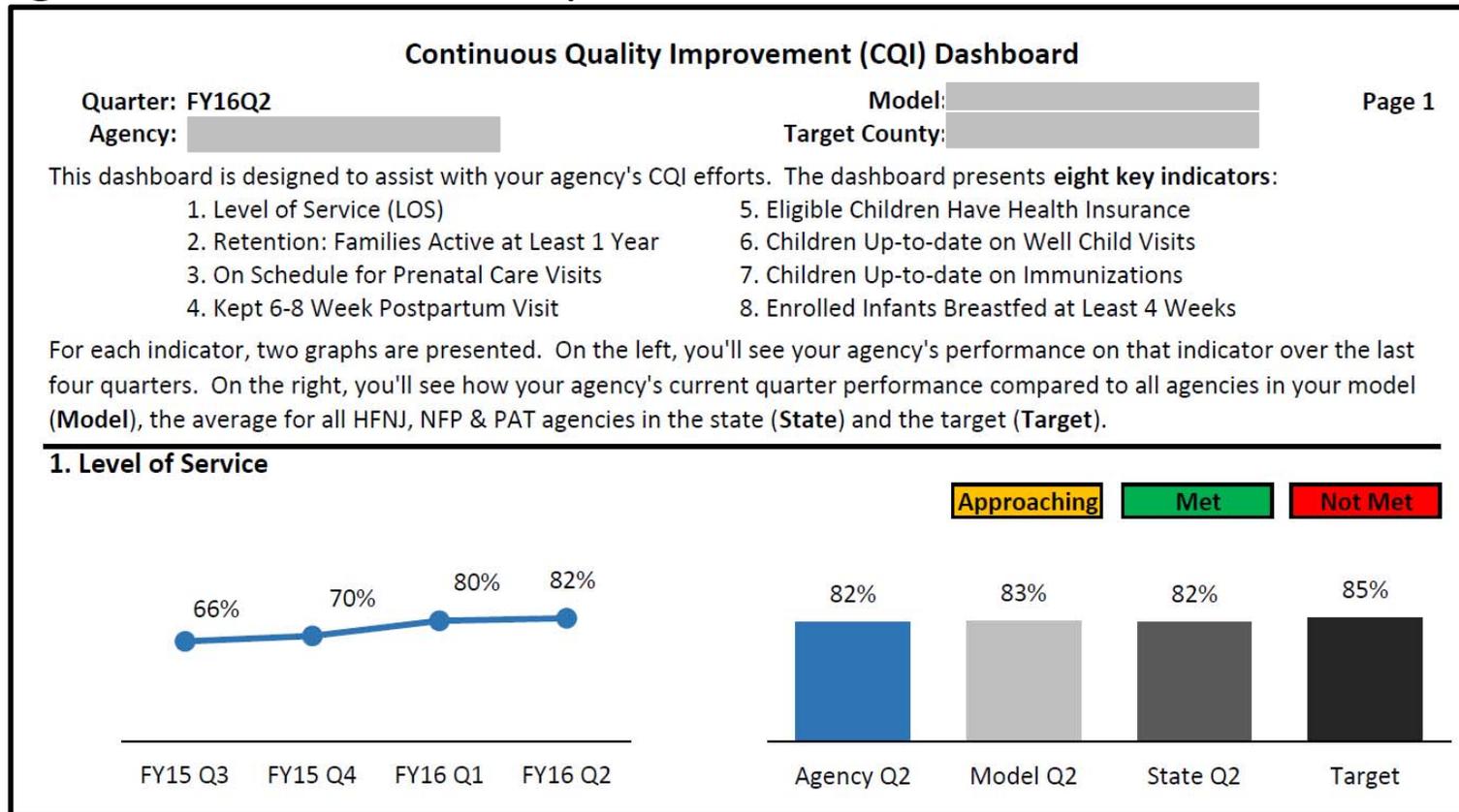
CQI at the Local-Level: PDSA Cycles

LOS of Pilot County's HV Programs Before and After Warm Handoff Test



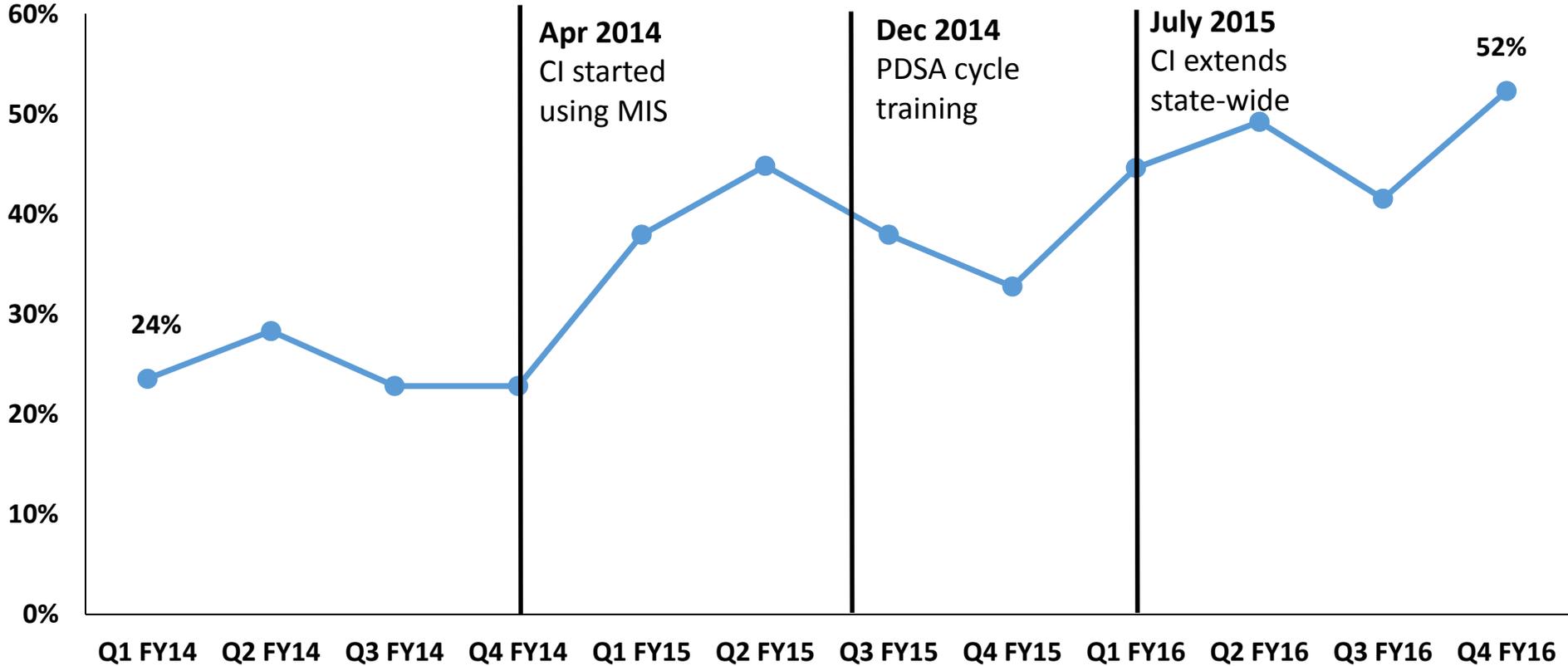
CQI at the Local-Level: PDSA Cycles

- Throughout 2015, NJ developed CQI dashboards to inform PDSA cycles.



CQI at the Local-Level: PDSA Cycles

Proportion of Sites Meeting LOS Target



New Jersey's Ongoing CQI Efforts

- State-Level
 - Analyses of Central Intake functioning and relationship with home visiting
 - Discussions with partners about Central Intake policies, procedures and best practices
- Local-Level
 - Continued CQI Technical Assistance and support for site supervisors

Many thanks to the team!

New Jersey Department of Children and Families



Lenore Scott



Ines Lecerf



Daniela Hellman

New Jersey Department of Health



Lakota Kruse

Johns Hopkins Bloomberg School of Public Health



Jack Dagg



Lori Burrell



Anne Duggan



Anne Lilly