

Where's your focus? Post Enrollment & Age Forms: Getting it done

Agency: Building Blocks/Nurse Family Partnership

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1. AIM STATEMENT

A 15% increase in completion of post-enrollment, age forms, and/or data that supports the missed forms are directly related to missed visits and ultimate discharge of those clients with missed forms.

MCH goal-74%-89% MIECHV goal 60%-75%

Start date of 10/03/2017 with an end date of 09/30/2018. Barbara Gleason, MSN, RN Nurse

2. PLAN

Some forms are being missed by the nurse during the 30 day window pre and post form date while others are missed when the client does not make visits for 90 days and eventually is discharged for missing excessive visits.

- A) Team will use monthly reports (provided by DHSS-REDCAP) to track completed and upcoming time points.
- B) Nurses will proactively use the nurse responsibility form to map when forms are due and since post enrollment is the odd time point not connected to an age it will be added to the STAR and DANCE forms as an additional reminder for staff.
- C) Time in team meetings and reflective supervision will also be used to discuss challenges successes in completing data on time.

3. DO

- A) Change will be tracked and measured with data reports from Karen Harbert. These reports will be monthly reports on the % of completed forms.
- B) New process/change will be spread through team meetings and reflective supervision.
- C) Staff plan to add post-enrollment tracking to the same form they currently track DANCE and STAR assessments as well as mapping out dates on the nurse's responsibility form.

4. STUDY

- A) Progress will be monitored monthly with the help of Karen Harbert sending us monthly reports of outstanding and completed forms.
- B) All staff (nurses and data entry) will be responsible for maintaining the change.
- C) New areas needing improvement will be addressed during our team meetings and weekly reflective supervision.
- D) Supervisor will review the monthly forms report from DHSS and each nurse identifying complete and upcoming forms and a plan for getting forms completed focusing heavily on clients who are difficult to see.
- E) In the next couple of months staff will be trained on use of Telehealth which has potential to increase form completion and client engagement.

5. ACT

- A) Share the status and results of the project with team - members/leadership/stakeholders. -done 4/17/18
- B) Discuss the future of this project/change (i.e. future projects, varying approaches, etc.) done 4/17/18
- C) Update the organizational process map to reflect the change(s).
- D) Update the organizational policies and procedures to reflect the change(s).
- E) Finalize the CQI Storyboard and submit in the MIECHV Gateway. Done 4/23/18

6. FUTURE CQI

Future plan is to continue to use due date form to track forms and to monitor scores monthly on DHSS report. Scores are to be maintained or increased from current MCH 91.2% and MIECHV 75%.