

MDH FHV Family Engagement Driver Diagram

SMART Aim	Primary Drivers <i>Critical system elements that are necessary and sufficient to achieve the aim</i>	Changes <i>Ideas that will result in improvement</i>
68% of families receive expected home visits by September 30, 2018.	PD1. Workforce	<ul style="list-style-type: none"> • Support to develop interpersonal relationships and adult attachment • Clear policy and protocols for enrollment and for intense early engagement and retention for current and new home visitors • Observation by supervisor of home visits • Focused supervision on key points in home visitor (HV)-client relationship (i.e., enrollment, intense early engagement, ongoing retention) • Materials available to facilitate engagement with families
	PD2. Data-tracking system	<ul style="list-style-type: none"> • Initial and ongoing training for HVs on policies and procedures for data tracking and management • Process for reviewing and using improvement data (e.g., weekly team meeting)
	PD3. Enrollment of eligible families	<p>External Sources</p> <ul style="list-style-type: none"> • Outreach and education to referral sources for eligibility of families to home visiting (e.g., access criteria, identifying “goodness of fit”) • Outreach to home visiting clients to “refer” a friend to home visiting services • Streamlined process from referral source to home visiting program (i.e., warm handoff for families) <p>Internal Processes</p> <ul style="list-style-type: none"> • Policy and protocol (with guidelines) for assessing and determining eligibility of families • Policy and protocol (with guidelines) for assessing and determining eligibility of families • Standardized and welcoming intake process • Protocol in place for process steps, from assessment to first home visit • Completed family checklists on the family’s wants and needs for home visiting

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	PD4. Early engagement (i.e. during first 3 months)	<ul style="list-style-type: none"> • Program flexibility in time and location of service delivery to meet family preferences • Process for early linkage of families to other community supports and services that includes assisting families with reducing barriers and following up on effectiveness of referral • Focus group/follow-up surveys with families that are both in and leaving the program • Check-in at 3 months (“How is home visiting going for you?”) • Communication strategies that enhance HV-family relationships • Protocol for addressing missed visits
	PD5. Involvement and retention of families	<ul style="list-style-type: none"> • Process for family to meet other team members to increase connection with program staff • Parents included as members of policy council • Parents included as members of QI teams • Parent-led support groups (e.g., father involvement) • Program flexibility in time and location of service delivery to meet family preferences • Reliability on the part of home visitors to schedule and keep visits (not rescheduling/cancelling frequently) • HV information routinely gathered from families about their needs, personal goals, and expectations of the program; services then provided based on this input