NH Family Care Planner POSC Pilot Project

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Dartmouth Health Children's

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Objectives

- Review goals of formal NH Family Care Planner POSC QI Pilot Project
- Share DH / Community of Care progress in their Family Care Planner pilot
- Share resources to support implementation of the pilot Family Care Planners in NH

Purpose & Context

- The Family Care Planner is a physical binder designed to:
  - Help birthing/newly parenting people collect and organize info/resources during pregnancy and after birth
  - Help birthing people/families "own" and actively update their POSCs in a way that is best suited for them
  - Foster collaboration across their care team/supports
- Approach based on implementation in 3 states: Texas, Oklahoma and New Mexico

Project Goals

Pilot project aims to support collaborative dvlp and use of Family Care Plans (FCPs) in NH, prenatally & in early parenting, with FCPs "owned" & "shaped" by the family with known SUD

New FCP binders being pilot tested with a small group of pregnant people in 2 NH hospitals with their community partners:

- Dartmouth-Hitchcock
- Concord Hospital

Project Details

- **Timeline:** 4-mo pilot (Dec 23 - March 24)
- **FCP POSC Binder Materials/Resources:** Informed by Perinatal Substance Exposure Collaborative, pilot organizations, pregnant/parenting Advisory Group, and other partners
- **Funders:** New Hampshire Charitable Foundation and Maternal and Child Health (MCH) Section of the Division of Public Health Services

Pilot Participation Criteria Checklist

Family Care Planner Pilot Project Participation Information

The Family Care Planner Pilot Project is looking for a small group of people, who are pregnant or newly parenting, to use and provide feedback on a family care planner from December 2023 through March 2024.

In order to be a part of this project, you will need to confirm that you understand and agree to the following:

- ☐ **I agree that I...**
  - ☐ Am 18 years of age or older
  - ☐ Am currently pregnant or newly parenting
  - ☐ Have a substance use disorder
- ☐ **I understand that this project aims to provide me with a Family Care Planner to support my creation and use of my Family Care Plan.**

  The Family Care Planner is a binder which will help you collect and organize information during your pregnancy and after the birth of your baby. It is a way for you to share your Family Care Plan with your and your baby's care team.

☐ **I agree to participate in the following project activities...**

- ☐ I will use the planner with my care team to support the development of my Family Care Plan. I understand that I will receive a $25 gift card when I first receive my planner *and* when one of my care team members enters my unique planner ID code into an "Engagement Tracking Form" using the QR code at the back of my planner.
- ☐ I will share my planner with my and my baby's care team during visits that occur during the pilot project period *and* I will ask care team members to fill out the "Engagement Tracking Form" at the back of my planner using my unique planner ID and QR code.
- ☐ I understand that I will receive a $5 credit towards an additional gift card for each visit that I use my planner with my care team, and my care team member completes the "Engagement Tracking Form". I understand that I can receive up to a $75 gift card depending on the number of visits that I use my planner at and that my care team tracks our use together.
- ☐ I will use my Family Care Planner with as many care team members as possible that can include: prenatal providers, addiction treatment and mental health providers, community health workers, recovery and parenting coaches, social workers, case managers, inpatient medical providers, lactation consultants, family resource center/parent child center home visitors, home visiting nurses, primary care providers, and WIC providers.
- ☐ I will share ongoing thoughts at my appointments around improvements that can be made with my planner.
- ☐ I understand that I will receive a $25 gift card after I complete the close out feedback survey.

☐ **I understand that there are benefits to participating in the project to include that...**

I will receive my own Family Care Planner that can be used even after the pilot period.

I will be involved in a new project that will provide information on how families may be supported in creating and updating their Family Care Plans.

☐ **I understand that there may be risks to participating in the project to include that...**

I may feel discomfort from being asked to share personal experiences, opinions, and suggestions through a feedback survey.

I may be asked to spend more time and effort on my Family Care Plan.

If I lose my planner or leave it unattended it may increase risks to my personal privacy and my information being seen by others.

☐ **I understand that the information I share will be protected...**

The information collected will be used for purposes of quality improvement and research only.

All information collected through this project will be kept secure.

Any identifying information I choose to share will be removed, including my name, my baby's name, and my doctor's names.

The personal health information I include in my planner will not be copied or kept by my care team without my verbal consent. The project research team will not have access to my personal information.

Information shared about the project by the research team will not connect back to me or any of my family's personal information.

☐ **I understand that if I have any questions, concerns, or complaints, or think the research has hurt me in any way I can reach out to the following contacts...**

I can talk to the project's primary researcher, Hannah Lessels at JSI Research and Training Institute, Inc. by calling 603-573-3312 or emailing hannah_lessels@jsi.com.

I can talk to JSI's Institutional Review Board (IRB) at (877) 481-8799 or irb@jsi.com.

☐ **I understand and agree to all of the information stated above and would like to participate in the Family Care Planner Pilot Project.**

Welcome!

This binder is a Family Care Planner for your parenting journey. It will help you collect and organize information during your pregnancy and after the birth of your baby. The information in this planner is a way for you to share your Family Care Plan with your and your baby's care team. A care team is a group of professionals who are caring for you and your baby. The Family Care Plan is also sometimes called a Plan of Supportive Care or a Plan of Safe Care.

Each part of this planner will help you keep track of appointments, information and resources that are shared with you by your care team. You can also include services you get during your pregnancy and after your baby is born.

Bring this Family Care Planner to each of your appointments and make updates to your Family Care Planner with your care team. This planner was created for YOU. Use it in a way that will meet you and your family's needs.

Congratulations on your new journey!

Tips

- Bring this planner to your and your baby's appointments (during your pregnancy, at birth, and after).
- Keep your planner updated and add information as you get it during your appointments.
- Use the pages in this planner to help you talk to your care team about your questions and needs.
- Ask your care team to make more copies of any of the pages in the planner that you need.
- Change up this planner so that it's helpful to you – you can move around sections or rename tabs.

Two-minute video on what a Family Care Plan is and how to use it.

Electronic version of the information shared in your Family Care Planner.

Links for resources you read about in your planner. You can also find other resource links that can help you during your parenting journey.

Table of Contents

My Calendar 4
- My Yearly Calendars 4
- My Monthly Calendar 7
- My Weekly Calendar 8

My Notes 9

My Family Care Plan 10
- Overview 10
- Template 11

My Health Information 14
- My Contact List 14
- My Appointments 21
- My Medication List 22
- My Allergy List 23
- My Pregnancy Information 24
- Warning Signs 26
- My Pregnancy Journal 27
- My Hospital Bag Checklist 29
- My Postpartum Information 30
- My Community Resources 31

My Baby's Information 32
- My Baby's Contact List 32
- My Baby's Appointments 37
- My Baby's Medication List 38
- My Baby's Allergy List 39
- My Supplies Checklist 40
- Choosing a Provider for My Baby 41
- Questions to Ask Your Baby's Provider 42
- Caring for Your Baby: Making the Most of Your Time in the Hospital 43
- My Newborn Care Diary 46

My Consents and Releases of Information 47
- Overview 47
- Log 48

Other Resources 49
- Budget Tools 49
- Grocery Plan 51
- Grocery List 52

3

Family Care Planner Overview

- Pouch with supplies (pen, pencil, highlighter, post-its)
- Planner should be kept by the pregnant person
- If participant forgets their planner, can reference the planner online and print documents that they can add to their planner at a later time
- Sections and individual documents can be obtained on nhfamilycareplan.org
- Organization-specific documents may be added

Family Care Planner Implementation Guide

- Guide is available in hard copy or online on [password-protected page](#) (passcode: NHFCP)
- Pilot Checklist: List of activities designed to be reviewed in chronological order.
  - Preparing to Use the Planner with Participants
  - Introducing the Planner to Participants
  - Using the Planner During Follow-Up Visits
  - Concluding the Pilot Project
- General Tips
- Evaluation Materials
- Resources
  - Information about Family Care Plans
  - Family Care Planner Overview
  - Sample Scripts

Evaluation Goals

1. Identify improvements and additional guidance that may be needed to enhance implementation processes of the planners.
2. Understand participant engagement.
3. Identify improvements specific to the planner's contents.

Evaluation Methods

- Three methods will be used to gather data
  - Engagement Tracking Form
  - Improvements Tracking Sheet
  - Feedback Surveys
    - Care Team Survey
    - Participant Survey

Family Care Planner Pilot Project: Care Team Feedback Survey

Thank you for participating in the Family Care Planner Pilot Project. We appreciate you taking the time to test this planner with pregnant individuals.

In order to evaluate the strengths and gaps of the Family Care Planner pilot process, please complete this survey which has been developed to capture thoughts about your overall experiences with the planner. The survey should take about 5-10 minutes to complete. All responses will be anonymous, and information will be used to improve the process. Participation in the survey is completely voluntary, and by answering the questions, you are consenting to participate in the survey. If you have any questions please email Hannah Lessels at hannah_lessels@si.com.

Next

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Quality Improvement (QI) Support

- JSI is available to provide support throughout the pilot project, including convening the team monthly to:
  - Review progress of pilot
  - Address any challenges arising for team members
  - Collect the team's feedback on improvements to the care planner
    (including support with documenting improvements not yet captured in the *Improvements Tracking Sheet*)
  - Discuss improvements documented in *Improvements Tracking Sheets*

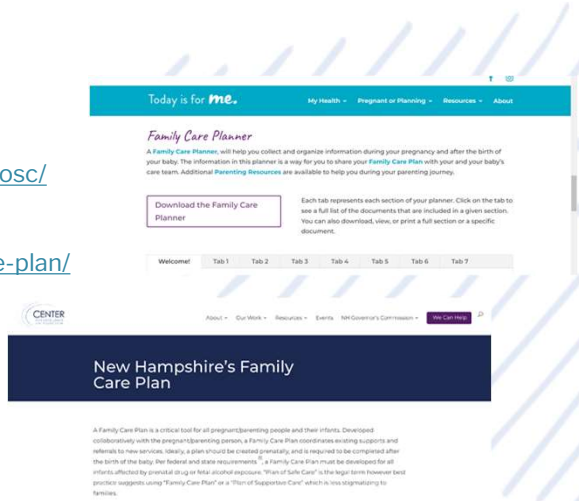
Web Pages

Family Care Plan Web Page for Professionals

- Link: https://nhcenterforexcellence.org/posc/

Family Care Plan Web Page for Families

- Link: https://todayisfor.me/nh-family-care-plan/



Project Resources

- Family Care Planner
- Family Care Planner Implementation Guide
- Family Care Plan Video for Professionals
- Family Care Plan Video for Families
- Family Care Plan Web Page for Professionals
- Family Care Plan Web Page for Families
- Parenting Resources

Project Support

- Workflow Questions:
  - Dartmouth-Hitchcock:
    Bonny Whalen at Bonny.L.Whalen@hitchcock.org
  - Concord Hospital:
    Melissa Devine at madevine@crhc.org
- Pilot Project Questions:
  Rekha Sreedhara at rekha_sreedhara@jsi.com
- Evaluation Questions:
  Hannah Lessels at hannah_lessels@jsi.com

QUESTIONS?

NEW HAMPSHIRE
Perinatal Substance
Exposure Collaborative

NEW HAMPSHIRE
CHARITABLE FOUNDATION