

Carol Brady, MA, Florida Association of Healthy Start Coalitions, Inc.; Lisa Pelle, MA, Consultant; Judi Vitucci, RN, MSN, PhD, Consultant; Jennifer Marshall, PhD, CPH, University of South Florida, and Jessica Ehule, MS, MSPH, CityMatCH

Evidence-based home visiting and other family support programs have increased significantly over the last decade, thanks in part to federal support provided to states through the Maternal, Infant & Early Childhood Home Visiting (MIECHV) program.

Florida's well-established universal prenatal and infant screening process offered a foundation for a community-based coordinated system of intake and referral (CI&R), using local Healthy Start Coalitions as a backbone organization for its development and implementation.

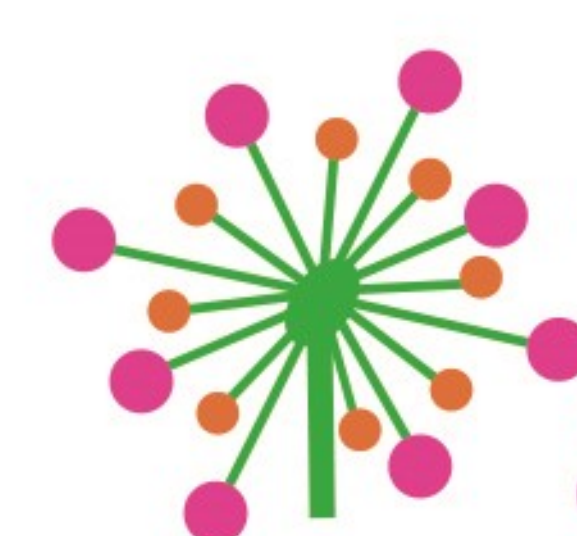
Florida MIECHV, administered by the Florida Association of Healthy Start Coalitions, organized and funded an Action Learning Collaborative (ALC) in 2016 to pilot the development of CI&R in 10 coalition areas.

The CI&R ALC was implemented over a 20-month period. Pilot sites represented large, mid-size and rural communities with a range of programs, resources and capacities.

Florida
Maternal
Infant &
Early
Childhood
Home
Visiting
Initiative



**Florida
Healthy Start**
Florida Association of Healthy Start Coalitions



A word cloud visualization featuring various terms related to community-based care. The most prominent words are "Collective", "Systems", "Referral", "Intake", "Healthy", "Coordinated", and "Impact". Other visible terms include "Families", "Feedback", "Care", "PDSAs", "Choice", "Community-based", "Metrics", "Family", "of", "Decision", "Trees", "Visiting", "Home", "Loop", and "Results". The words are arranged in a dense, overlapping manner, with colors ranging from green to purple.

Coalitions, pilot teams had limited experience with CQI, PDSAs. **SMART AIM**

SMART AIM

*By September 30, 2017,
75% of families referred
and determined to need
and desire services are
enrolled in home visiting
or another appropriate
program.*

Each team completed two to three tests. Examples of strategies tested include:

- Tests generally lasted 60 to 90 days. Data was collected and submitted. Limitations in Healthy Start data system were a barrier to planned collection of metrics during ALC. Despite this challenge, sites were able to collect local data and modified local plans and processes based on PDSA results.

Based on evaluation results, the CI&R ALC built a strong cohort of local teams who gained an understanding of CQI methods, systems change strategies, and community collaboration/coalition building.

“... We do (PDSAs) almost biweekly and our focus is really improving quality in all of our methods. Implementation, data collection, and really trying to connect all the dots.”

“... We do (PDSAs) almost biweekly... and our focus is really improving quality in all of our methods. Implementation, data collection, and really trying to connect all the dots of the full circle of our process to make sure that not only we are being effective but we are using all of our resources in the best way.”

The success of the CI&R ALC led the Florida Department of Health (FDOH) to include CI&R in all Healthy Start Coalition contracts for FY 2018 and support to the pilot sites in FY 2017 to provide technical assistance to help other coalitions plan CI&R.