



QUALITY IMPROVEMENT & ACCOUNTABILITY IN ACTION

IMPROVE ACCESS TO EARLY PRENATAL CARE

Clark County Public Health (population 435,600)

TEAM MEMBERS

- Dolly England - Health Educator
- Kate Ketcham - NFP Manager
- Janis Koch - Evaluation Manager
- Melanie Payne - Epidemiologist
- Chris Plaster - Administrative Assistant
- Doris Sanders - Patient Navigator
- Pat Shaw - PCH Manager
- Marni Storey - PH Services Manager
- Rinna Rem - Patient Navigator (AmeriCorps)



PREVIOUS MEMBERS

- Robbie Bertram - Outreach Manager
- Colleen Castleberry - Social Worker
- Christina Dahlstrom - MPH Student Intern
- Kylee Plummer - Nursing Student Intern

PROJECT DESCRIPTION

OPPORTUNITY

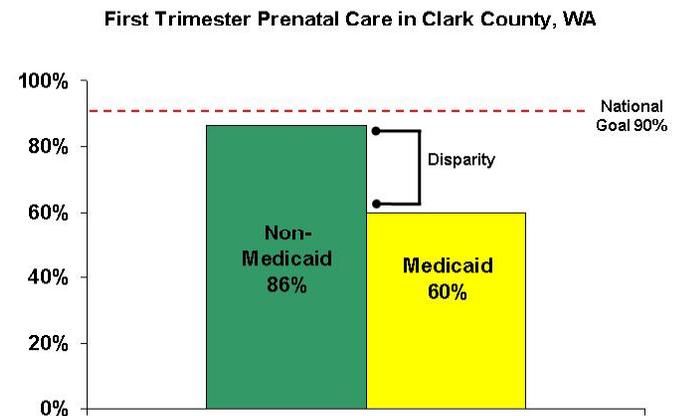
- Decrease disparity in receiving 1st trimester prenatal care between Medicaid and non-Medicaid women

AIM STATEMENT

- Increase 1st trimester prenatal care for TANF/Medicaid women by 50%

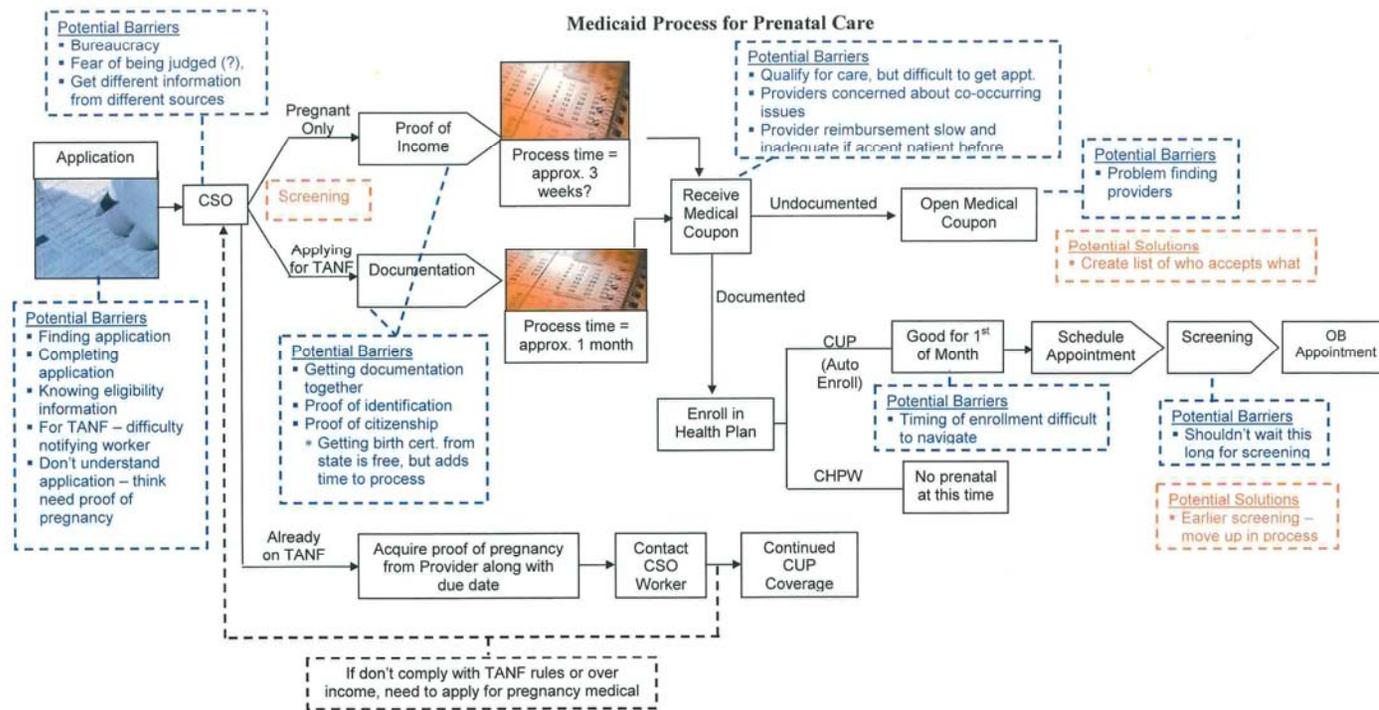
PROJECT GOALS

- Identify and describe barriers
- Develop resources
- Evaluate and improve resources



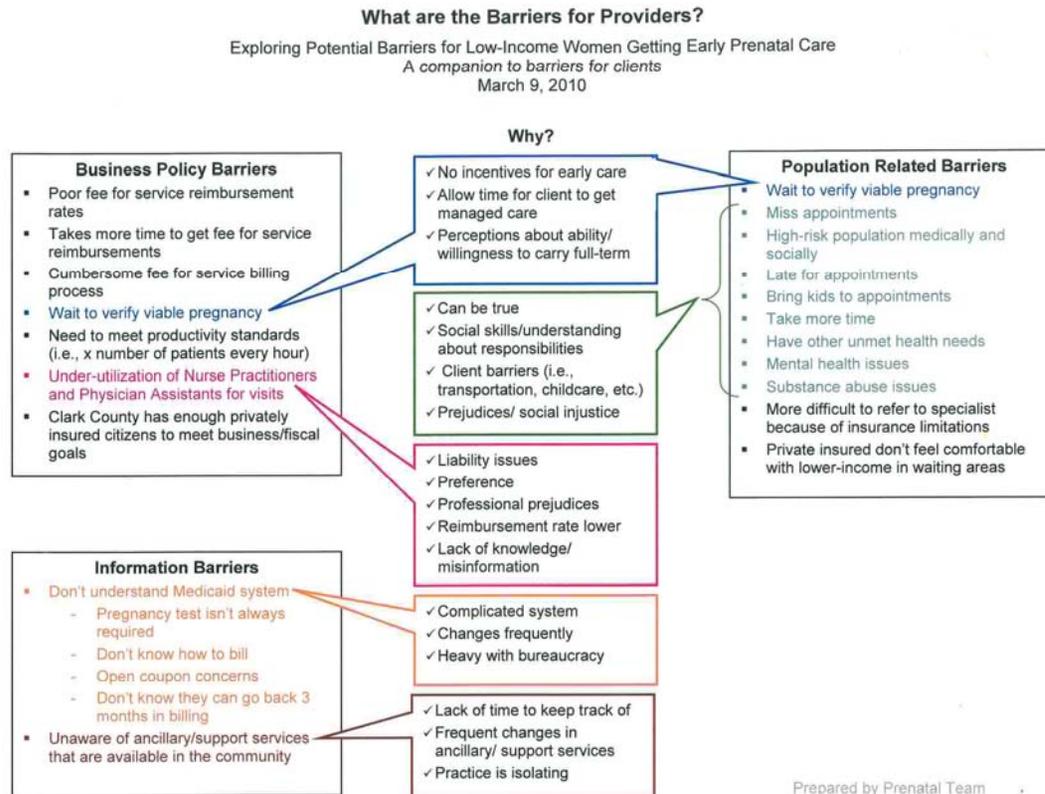
MOST SUCCESSFUL TOOLS

Medicaid Client Flow Chart *described prenatal care process*



MOST SUCCESSFUL METHODS

Test assumptions with prenatal care providers about potential barriers to seeing Medicaid women in 1st trimester



MOST SUCCESSFUL INTERVENTIONS

Pregnancy Resource Guide (tool)



Patient Navigator (system)

Rita the Resource Diva narrates the Pregnancy Resource Guide



RESULTS – SHORT TERM



- Described barriers for TANF women
 - Client
 - Health care provider
 - Medicaid system
- Developed *Pregnancy Resource Guide*
- Developed protocols for *Patient Navigator*

RESULTS – MED TERM



- Distributed *Pregnancy Resource Guide*
 - ▣ Pilot with low-income pregnant women
- Obtained funding for *Patient Navigator*
 - ▣ 2 years from private/community partnership
 - ▣ 2 years of AmeriCorps volunteer
- Increased TANF prenatal care options for early prenatal care
 - ▣ Identified large clinic with 10 providers, one small clinic, and one federally qualified health center

RESULTS – LONG TERM



- Increase 1st trimester prenatal care for TANF
 - Monitor through annual birth certificate data
- *Pregnancy Resource Guide* effectiveness
 - Modified and translated into Spanish
 - Distributed over 700 in first year
- *Patient Navigator* effectiveness
 - Quarterly Performance Snapshot
 - First year results
 - Program development and assisted about 60 clients
 - 1st trimester prenatal care = 54% (75% for TANF)
 - Success stories

LESSONS LEARNED



SUCSESSES

- Regular meetings of internal, multi-disciplinary team
- Community stakeholder involvement
- Funding support from community
- AmeriCorps position
- Materials available in English and Spanish
- Visual aids to represent project

LESSONS LEARNED



CHALLENGES

- ❑ Community-level change takes time
- ❑ Challenging to narrow scope from larger project
- ❑ Understanding how partners want to be involved
- ❑ Grant deliverables differed from community needs
- ❑ 2009 H1N1 response needs slowed project work
- ❑ Paid navigator is part-time
- ❑ AmeriCorps service is limited to 10 months