



QUALITY IMPROVEMENT & ACCOUNTABILITY IN ACTION

IMPROVE INTERNAL PROCESS FOR
PROVIDING MATERNITY SUPPORT
SERVICES TO MEDICAID ELIGIBLE
WOMEN

Tacoma-Pierce County
Health Department

(population 814,600)

TEAM MEMBERS

INITIAL PROJECT TEAM

- Lea Johnson - Nursing Supervisor
- MerrieLynn Rice - Nursing Supervisor
- Kathy Harsch - Home Visiting Nurse
- Brenda Parker - Home Visiting Nurse
- Michelle Punzel - Home Visiting Nurse
- Yvette Barrows - Home Visiting Nurse
- Susan Pfeifer - Office of Community Assessment



REVISED PROJECT TEAM

- Lea Johnson - Nursing Supervisor
- Susan Pfeifer - Office of Community Assessment
- Tutrecia Giles - Health educator

PROJECT DESCRIPTION



PROBLEM

- The Pierce County low birth weight rate (LBW) for singletons is worse than the WA State rate. LBW is associated with developmental and growth problems

HOW IDENTIFIED

- Review of WA State and TPCHD health indicators by TPCHD Quality Improvement Council led to convening a LBW Priority Health Indicator workgroup

We elected to work on improving our internal process for providing Maternity Support Services (MSS) to Medicaid eligible women in our county. MSS includes public health nursing home visits for prenatal/postpartum education and referrals

PROJECT DESCRIPTION



OPPORTUNITY

- MSS changes starting in July 2009 resulted in variation of service levels based on risk. Pierce County African American enrollment in prenatal MSS for eligible women was below the state rate

HOW IDENTIFIED

- Data analysis from DSHS indicated that improved AA birth outcomes were associated with Maternity Support Services

Used QI tools and concepts to increase the capacity of the Black Infant Health (BIH) project. Health ministers are supported and trained to provide health messages, linkage with services including medical care and referral to MSS

MOST SUCCESSFUL METHODS



AIM STATEMENT

- Increase by 20% the number of opened Maternity Support Services (MSS) referrals who received a Public Health Nurse (PHN) office or home visit within 20 working days from referral. (Baseline 60%)
- Increase by 10% the number of MSS eligible AA women who receive prenatal MSS in Pierce County. (Baseline 70.4%, WA State rate 78.9)

MOST SUCCESSFUL METHODS

BLACK INFANT HEALTH PERFORMANCE MEASURES

Process measures reported quarterly to TPCHD Quality Improvement Council:

- Number of women enrolled and tracked through Health Ministers - *Black Infant Health Project*
- Recruit and support two additional *Black Infant Health Project* referral churches/organization sites
- Facilitate networking meetings with community partners working toward elimination of health disparities in AA birth outcomes

MOST SUCCESSFUL TOOLS

Dashboard (How are we doing?)

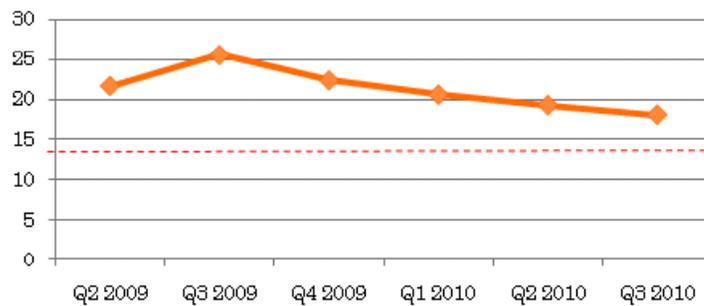
Quarter	% referrals PN	% opened in same quarter	Wks preg at referral mean	Working days Ref to 1st attempt to contact mean	% 1st attempt to contact within 10 days from referral (target 90%)	Wks preg at open mean	Working days 1st attempt contact to open mean	Working days referral to open mean	% of referrals opened that were opened within 20 working days from referral (target 75%)	Prenatal care began (Where info known)	Pg/PP referrals that opened
2009 2nd Q NN	90%*	30.5%	21.6	3.8	96%	23.2	13.2	15.9	66%	87% 1st tri	84% prenatal
2009 3rd Q NN	92%*	38.0%	25.5	6.9	85%	29.1	8.0	10.5	89%	93% 1st tri	86% prenatal
2009 4th Q NN	86%	30.2%	22.3	4.7	92%	25.4	11.0	14.6	89%	88% 1st tri	96% prenatal
2010 1st Q NN	73%	43.0%	20.5	4.1	93%	22.7	14.2	17.2	62%	93% 1st tri	71% prenatal
2010 r 2nd Q NN	65%	44.0%	19.2	3.7	96%	19.4	16.4	18.9	67%	87% 1st tri	64% prenatal
2010 3rd Q	52%	83.0%	18.0	3.6	96%	21.6	12.7	15.0	84%	90% 1st tri	52% prenatal

* high percentage missing data

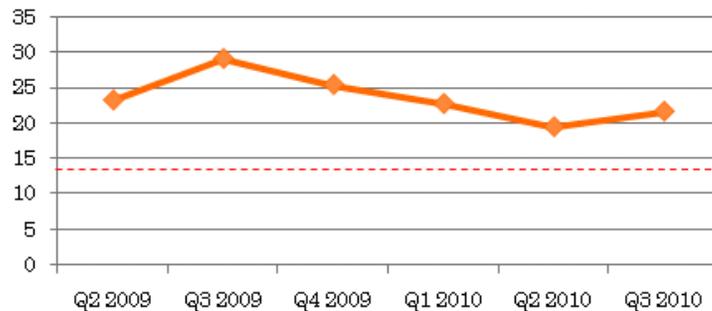
MOST SUCCESSFUL TOOLS

Trend charts

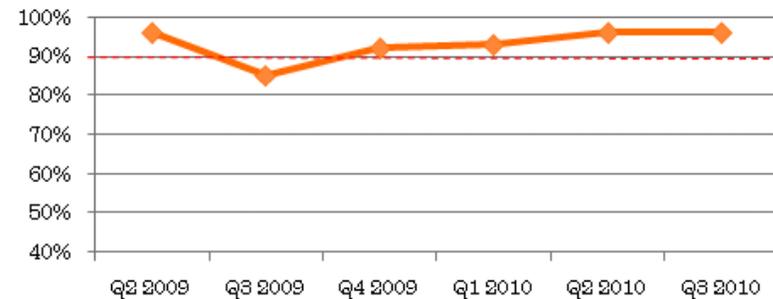
Weeks pregnant at referral (mean)



Weeks pregnant at open (mean)



Percent first attempt to contact within 10 working days of referral



Percent open within 20 days of referral



MOST SUCCESSFUL ACTIONS



- Informal data collection with an RCI process

BLACK INFANT HEALTH

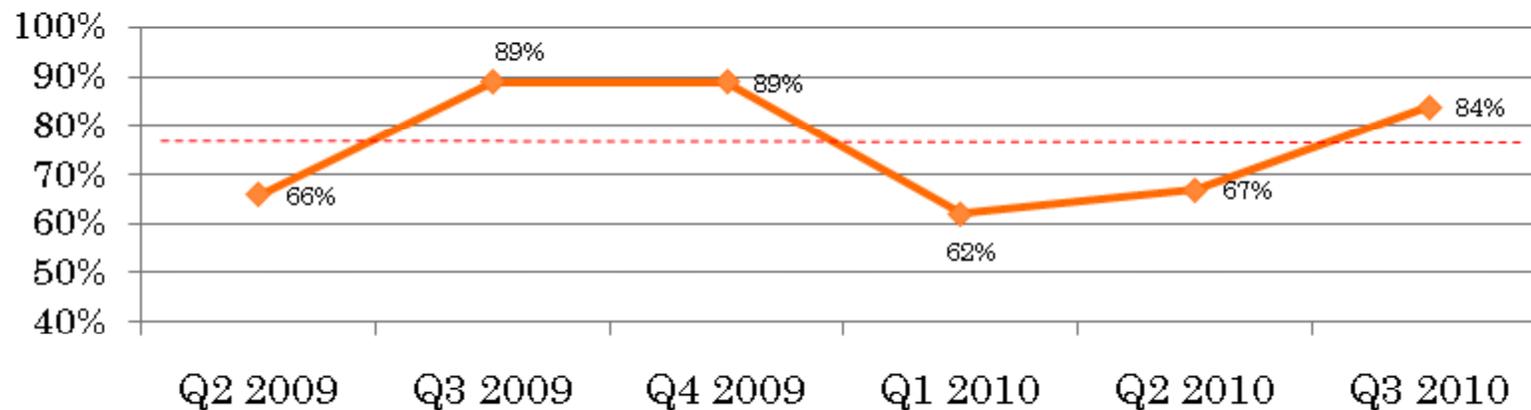
- Added staff outside of Maternal Child Health for different perspective and skills

RESULTS

Missed target (75%) of 20 working days to open 2 quarters in a row

- Data now part of weekly supervisors' meeting
- Possible impact from total of holidays, furloughs and LOA's? Staffing?
- Common or special cause variation?

Percent that are opened to services who receive home visit within 20 days of referral



RESULTS

Black Infant Health

- Aim statement – data available annually
- Exceeding 2010 targets

Process measures:

Measure	2010 target	Q1	Q2	Q3
# women enrolled	30	8	6	9
# new referral sites	2	1	3	0
# networking mtgs	20	4	10	6



LESSONS LEARNED



- QI takes time but it has become the *way we do our work not the work we do*
- Having a QI infrastructure helped support our project
- Budget and staffing challenges are also continuous!
- MLC collaboration model - experience and knowledge shared, technical support and iLincs all enhanced our learning