

FFY14

Indiana First Steps Quality Improvement Plan  
First Quarter QIP

Cluster: B

Quarter Date: 1/1/15-3/31/15

Indicator: 6

revised 1/27/2015

<p><b>Outcome:</b> Cluster B will reach the target of serving 3 % of children ages birth to 3</p>	<p><b>So that:</b> Early intervention services are reaching the children and their families that need those services early enough to achieve the maximum impact</p>
<p><b>Explanation of Data:</b> Quarterly Data 2.75% (937)</p> <p>This is a slippage from last quarter of 0.16% (980)</p> <p>We compared our 2013 referrals to our 2014 referral: Elkhart and St. Joseph Counties referrals increased 0.5% from 2013 referrals Kosciusko, Fulton and Marshall Counties increased 14% from 2013 De Kalb, Noble, Whitely Steuben and La Grange collectively had a 15% decrease in referrals from 2013.</p> <p>We hypothesize that the physician offices bought up by the hospital are now referring to their own Pediatric Outpatient Clinic, one of which opened in Noble County two years ago.</p> <p>We suspect there may also be issues related to provider availability.</p> <p>Last year a clinic opened in La Grange County to serve the Amish community. The clinic recruited First Step therapists who work part time for the clinic and part time for a First Steps agency. In December 2014 we received two referrals from parents who were referred by this clinic.</p>	<p><b>Strategies(Who is responsible/timeline/evaluation):</b></p> <p>If we think that physicians prefer to refer to their own clinic, then we need to show the uniqueness of First steps and that for some families may be a better alternative than the clinic setting in order to see an increase in referrals.</p> <ol style="list-style-type: none"><li>1). Send a letter to the Director of the Noble Parkview Clinic regarding the referral process, highlighting services in the natural environment by March 1, 2015.</li><li>2). In April, 2015 arrange a meeting with the Director to talk about the referral process.</li></ol> <p><b>Evaluation:</b> Review referral numbers in Noble, Steuben and De Kalb county from the Parkview physicians to see if this had an effect.</p> <p>If we hypothesis we will continue to receive referrals from the Amish Clinic then we will be able to restore credibility in La Grange County which we should increase our referral numbers.</p> <ol style="list-style-type: none"><li>1) In February 2015 meet with the clinic therapists who are familiar with First Steps to gain a perspective on ways to make the referral process easy and smooth.</li><li>2) At the March 2015 LPCC meeting the SPOE director will share the therapists suggestions and add additional strategies that will increase our visibility and referrals from the clinic.</li></ol>

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<b>List barriers to accomplishing strategies and how to address them:</b>	
<p>The Noble Parkview Clinic may not be receptive to learning about the referral process- to address this we will bring information on the natural environment, and try to engage the director in how we might be able to work together for the benefit of their families.</p> <p>The Noble Parkview director may not be as available to a meeting with someone she is not familiar with- to address this we will review past Council members who were affiliated with the hospital or physician offices and ask for their assistance in an introduction.</p> <p>The La Grange Clinic therapists may not want to meet with us- to address this we will offer several avenues of communicating: skype, conference call, late afternoon, early morning</p>	
<b>Resources needed:</b>	
<input type="checkbox"/> State Clarification    IIDC    Training <input type="checkbox"/> Mentoring <b>X</b> Other: SPOEs	
<b>Explain:</b>	
<p>We may want to talk with other SPOEs to see if they are seeing a trend in referrals staying within a hospital network and do they have an MOA or collaborative effort with those entities.</p>	
<b>Stakeholder Collaboration:</b>	
<p>We engaged with several groups and individuals to create our plan: First, we met with the Agency Directors December 2, 2014 as part of our regular meeting we talked about the referrals in the eastern part of the Cluster and possible reasons for the decline in the referrals. A few of directors expressed their concerns regarding the hospitals going directly to</p>	

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their clinics for therapy.

Second we meet with the Data/Child-find Committee on January 13, 2015 and as part of the meeting agenda we discussed the possibility of the physicians referring directly to their clinics and how to set about meeting with the director of the clinic. It was shared that the clinic director is friends with one of the SPOE staff and she is willing to ask her to meet for lunch to talk about First Steps with the SPOE Director and LPCC Coordinator.