## Outcome: Cluster A will complete all 6 month reviews in a timely manner

So that: all services are being monitored efficiently, ensuring goals are updated to reflect the child’s current levels of development and areas of need are being addressed.

### Explanation of Data:
Quarterly Data 94.1% (32/34)

- The six month review meetings were late due to two families not contacting the service coordinators to schedule the meetings.
- There were two late six month reviews from the data, which put us out of compliance.
- LPCC Coordinator spoke with both service coordinators who had late meetings.
- In the first instance, the meeting was late because the family moved and never contacted the coordinator. The coordinator sent a 10 day close letter. By the time the family received the letter and the meeting was scheduled, which then required a ten day notice, the meeting was late. The meeting was completed 3 days after the authorization expired.
- In the second instance, the 6 month review was scheduled at the 1st quarter visit. The service coordinator called the family the day before the visit to confirm, but they did not answer and the voicemail was not activated, so she could not leave a message. The service coordinator attempted to complete the home visit, but no one was home. The service coordinator again called the family, but they did not answer and she still could not leave a voicemail. Service coordinator sent a 10 day close letter. The family contacted the service coordinator and the visit was rescheduled for the next week. The next week the service coordinator attempted the home visit, but again, no one was home. The service coordinator called the family, but there was no answer and the voicemail was still not activated. Service coordinator sent a second 10 day close letter. The family called the service coordinator after they received the letter and rescheduled the meeting. The meeting was moved to a new day.

### Strategies (Who is responsible/timeline/evaluation):

If we hypothesize that the six month review meetings are late because the families are not contacting the service coordinator, then we need to improve our communication.

Service coordinators will:

- Attempt to contact hard to reach families monthly. Hard to reach families are those that are not consistent with therapy, do not return phone calls and cancel or no show quarterly meetings. Service coordinators identify these families by communication with the ongoing therapists and agencies. The service coordinators keep track of their attempts to reach the families by documenting everything in their clinical notes.
- In addition to sending the 10 day notice for quarterly meetings to providers, the service coordinator will ask them to remind families of quarterly visit.
- Service coordinators will schedule 6 month reviews at 1st quarter visit and follow up with family by sending another 10 day notice a month before the meeting.
- Schedule monthly supervision meetings between supervisor and service coordinators. The supervisor reviews caseload with service coordinator. During these meetings, supervisor will ensure that all monthly meetings are scheduled for the current month and the next month.
- Service coordinators will utilize caseload list that tracks when monthly meetings are due to ensure they are scheduled on time.

### Evaluation:
Service coordinator supervisor will monitor timeliness of 6 month reviews and this will show an improvement in overall timeliness.
was completed 5 days after the authorization expired. The service coordinator also reported this family is not consistent with weekly therapy.

of 6 month reviews.

List barriers to accomplishing strategies and how to address them:

- Some barriers to achieving the above strategies are families not returning phone calls. These can be addressed by including emails, alternate phone numbers, letters or texting as contact methods for these hard to reach families.

Resources needed:

- State Clarification
- IIDC
- Training
- Mentoring
- Other: _______________________________________

Explain:

Supervisor will meet with coordinators to review due dates and monitoring of families who are known to be difficult to meet with.

Stakeholder Collaboration:

Spoke with the service coordinators individually who had the late meetings (3/17/14)

Discussed at monthly staff meeting (3/26/14)
FFY13
Indiana First Steps Quality Improvement Plan
Cluster: A Quarter Date: 1/1/2014-3/31/2014 Indicator: 16
First Quarter QIP