Core WE CARE Training

Addressing Social Determinants of Health in Pediatric Practices

Introductions

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Questions? Please contact your team's practice champion or the PROS WE CARE study team at atorres@aap.org.

Additionally, this webinar and supplementary training materials will all be available on our website:
https://www.bmc.org/pediatrics-primary-care/we-care/our-current-studies

Thank you!

Overview of today's training

Introduction	Materials	Implementation
• What is WE CARE? • Why screen for unmet material needs? • Evidence Base	• WE CARE Screener • Family Resource 'Book'	• WE CARE Screening & Referral Flowchart • Sample Workflow • Shared Decision-Making Model • Next Steps

Introduction

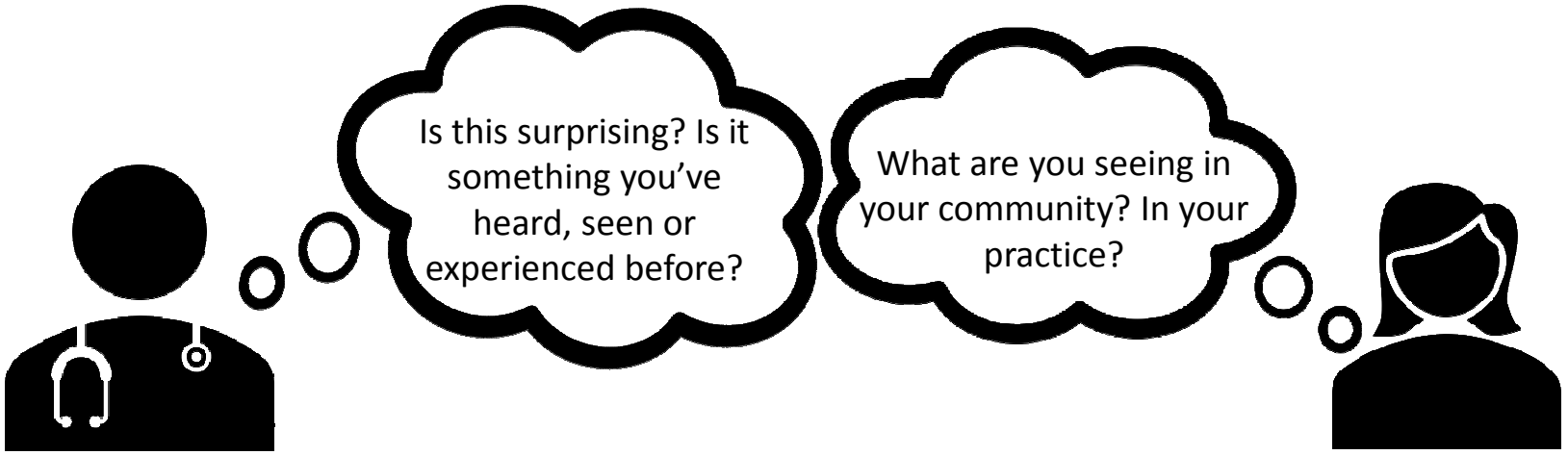
- What is WE CARE?
- Why screen for unmet material needs?
- Evidence base

What is WE CARE?

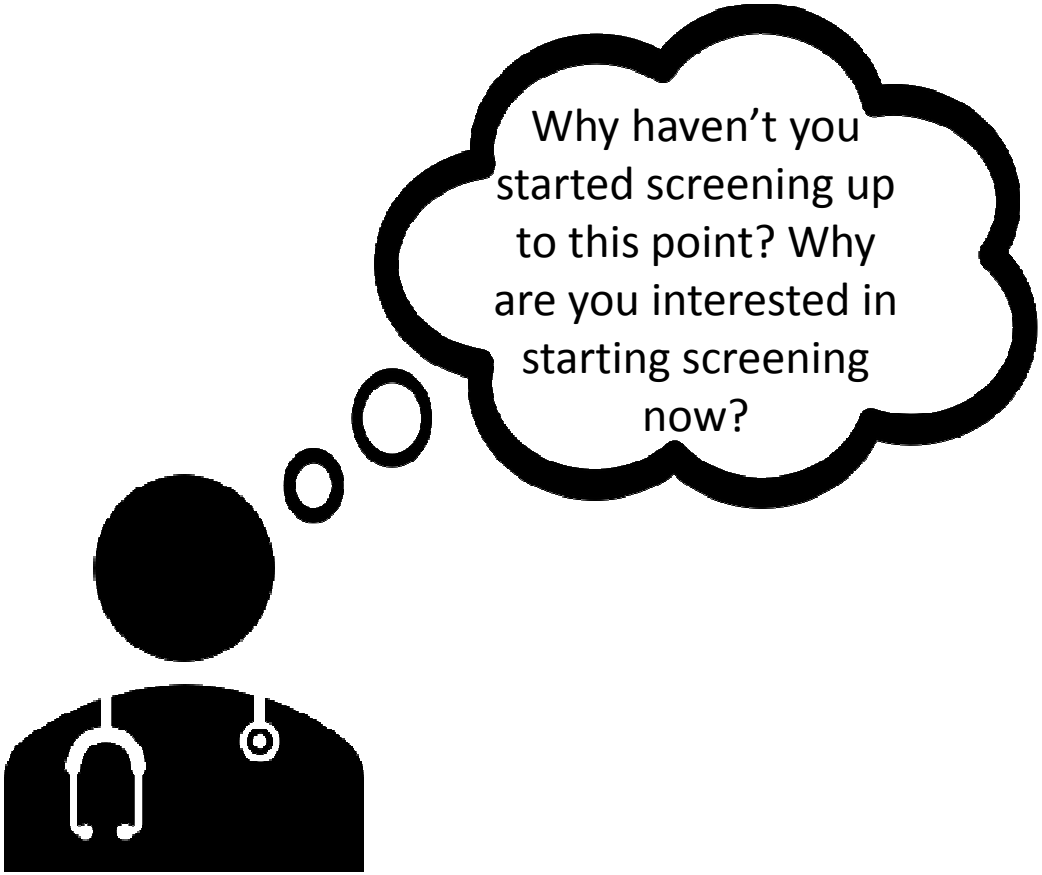
- Screening families for unmet material needs
- Practice-based identification of community resources and development of resource referral information
- Referral to resources for those who screen positive for unmet material need(s) *and want help meeting identified need(s)*

Why screen for unmet material needs?

- Material needs are *Social Determinants of Health (SDoH)*
  - As you all know, many families have unmet basic needs such as food security, stable housing, or a sufficiently heated or cooled home
  - These unmet needs are associated with poor health outcomes and high healthcare utilization
  - The developing brains of children make them particularly vulnerable, making early childhood a critical window for intervention



If we know this is important, why don't we already screen 100% of the time?



- Let's brainstorm! Please think about your practice.
  - Not enough time to get into it?
  - Don't know how to handle the response?
  - *"If I can't help, it's better not to ask"?*
  - Not convinced it works?

If we know this is important, why don't we already screen 100% of the time?

- Not enough time to get into it?
  - Investment of time now can reduce sick visits and emergency care down the road
- Don't know how to handle the response? *"If I can't help, it's better not to ask"?*
  - We've got some ideas for how you can help ☺
- Not convinced it works?
  - WE CARE is an evidence-based screening tool—and we'll share some of our evidence with you today!

Evidence Base

- WE CARE has been shown to
  - Increase families' receipt of referrals to community resources (70% vs. 8%)
  - Increase families' enrollment in new community resources (39% vs. 24%)
  - Increase employment
  - Connect families to childcare
  - Connect families to fuel assistance
  - Reduce families' risk of being homeless

Garg A, Toy S, Tripodis Y, Silverstein M, Freeman E. Addressing social determinants of health at well child care visits: a cluster RCT. Pediatrics. 2015;135: e296-e304. PMCID: PMC4306802.

We will work with you!

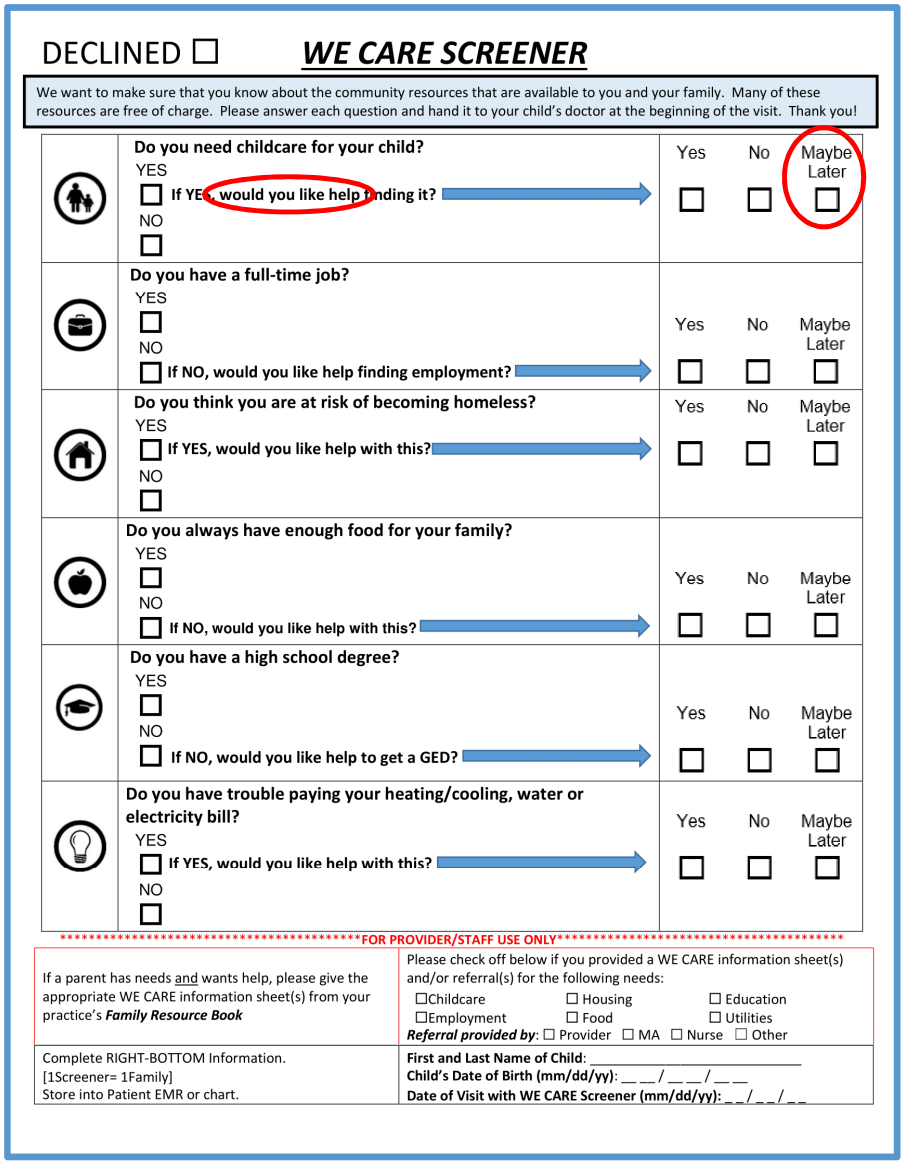
- Every practice does things a little bit differently
- We will work with you to develop practice-specific procedures
- We want to tailor this intervention to meet the needs and preferences of your practice and patients

WE CARE Materials

- WE CARE Screener
- Family Resource ‘Book’

The WE CARE Screener

- Screens for 6 material needs:
  - Childcare
  - Employment
  - Housing
  - Food
  - Education
  - Utilities (heating/cooling, water, electricity)
- *Would you like help…?*
  - Does not presume that those screening positive for a need want help addressing that need
- *Maybe Later*
  - Ensures parents know they can always access resources in future



DECLINED ☐ ***WE CARE SCREENER***

We want to make sure that you know about the community resources that are available to you and your family. Many of these resources are free of charge. Please answer each question and hand it to your child's doctor at the beginning of the visit. Thank you!

		Yes	No	Maybe Later
	Do you need childcare for your child? YES ☐ **If YES, would you like help finding it?** NO ☐	☐	☐	☐
	Do you have a full-time job? YES ☐ NO ☐ **If NO, would you like help finding employment?**	☐	☐	☐
	Do you think you are at risk of becoming homeless? YES ☐ **If YES, would you like help with this?** NO ☐	☐	☐	☐
	Do you always have enough food for your family? YES ☐ NO ☐ **If NO, would you like help with this?**	☐	☐	☐
	Do you have a high school degree? YES ☐ NO ☐ **If NO, would you like help to get a GED?**	☐	☐	☐
	Do you have trouble paying your heating/cooling, water or electricity bill? YES ☐ **If YES, would you like help with this?** NO ☐	☐	☐	☐

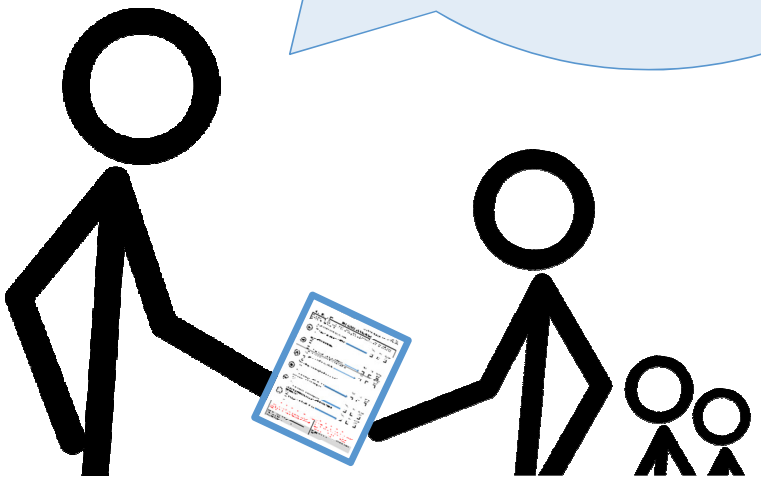
**********FOR PROVIDER/STAFF USE ONLY**********

If a parent has needs and wants help, please give the appropriate WE CARE information sheet(s) from your practice's ***Family Resource Book***	Please check off below if you provided a WE CARE information sheet(s) and/or referral(s) for the following needs: ☐Childcare ☐ Housing ☐ Education ☐Employment ☐ Food ☐ Utilities ***Referral provided by***: ☐ Provider ☐ MA ☐ Nurse ☐ Other
Complete RIGHT-BOTTOM Information. [1Screener= 1Family] Store into Patient EMR or chart.	**First and Last Name of Child**: _____ **Child's Date of Birth (mm/dd/yy)**: __ __ / __ __ / __ __ **Date of Visit with WE CARE Screener (mm/dd/yy)**: __ __ / __ __ / __ __

The WE CARE Screener

- Handed out for all children aged 2 months to 10 years coming in for Well Child Care (WCC) visits
  - Can be given to *all* children in your practice at *all* visit types, depending on what your team decides
- If multiple children per family attending pediatric visits *on the same day*:
  - Only need ***one*** WE CARE screener per family per visit
  - Place (or scan) same screener into each chart
  - Which child's identifying information to write on (or sticker on) the bottom?
    - Child whose birthday comes next in the calendar year

"Thank you for coming in today! Here is a form that we are asking all families to fill out so we can better understand how to help our patients and their families. If you have any questions or would like assistance filling it out, please let myself or your child's practitioner know."



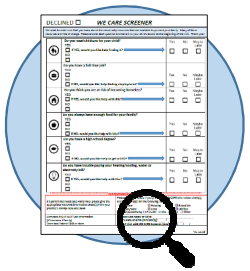
How to distribute and collect WE CARE Screeners

Before *each visit*

During *each visit*

After *each visit*

Designate



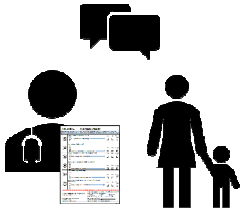
- Designate a Screener for **each** family presenting for a visit.
- Patient's information may be stickered or written on.

**For families with multiple children presenting on the same day, note the information for whichever child's birthday comes next in a calendar year*

Give at Check-in

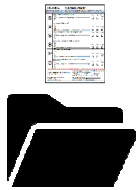
- Give the designated screener **at intake or check-in.**
- Use the laminated notecard script to introduce the Screener to families

Review & Discuss



- Review and discuss the WE CARE Screener with families **during each** Well Child Care visit.

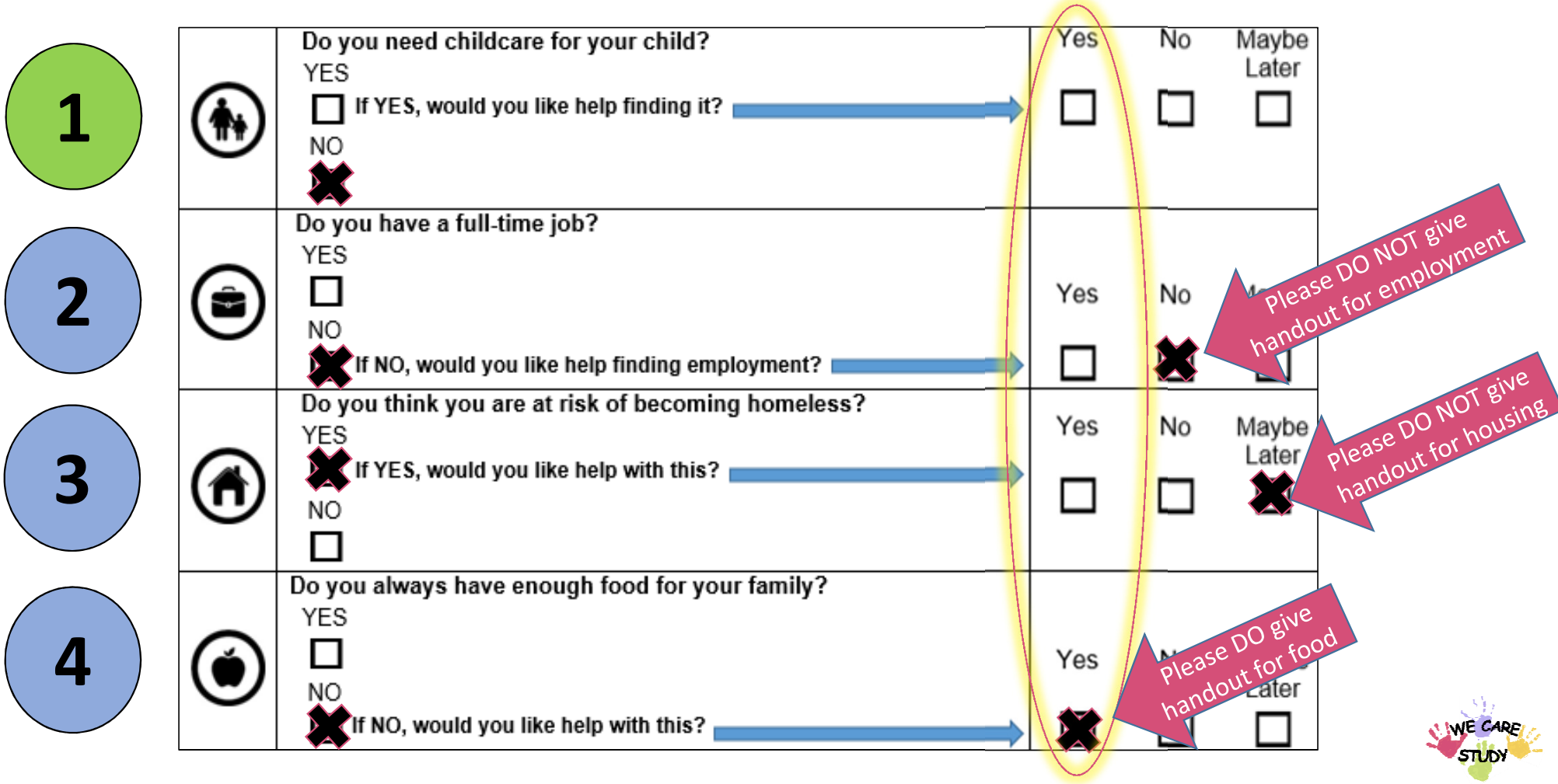
Store



- Store completed Screener in each patient's medical record or chart.

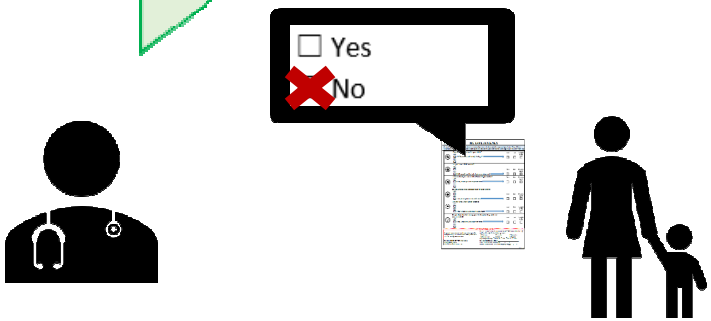
**For multiple children in a family, copy screener into each patient's medical record or chart*

How to review a WE CARE Screener



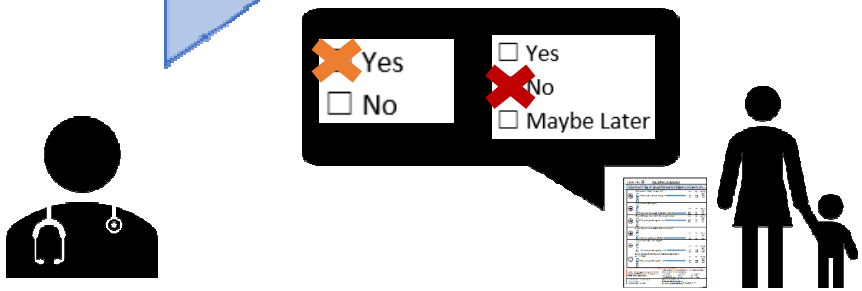
How to discuss families' screener responses

"When I was reviewing your WE CARE screener, I noticed you don't have any of the needs listed on the screener. Please let me know if anything changes since we do have resources we could offer! Take care and please stay in touch."



SCENARIO 1: Do you have unmet needs?

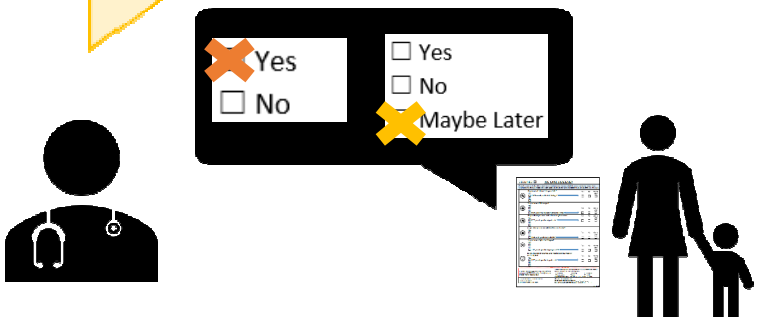
"When I was reviewing your WE CARE screener, I noticed you have a need for employment but don't want help right now. Is there anything I can to do support you? (If no): Please let me know if anything changes since we do have resources we could offer! Take care and please stay in touch."



SCENARIO 2: Do you have unmet needs? AND if Yes, do you want help?

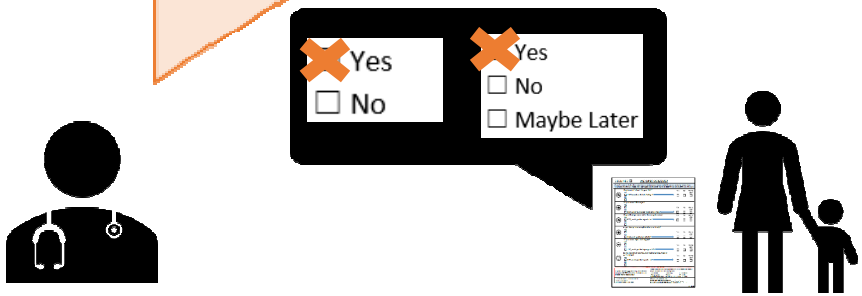
How to discuss families' screener responses CONTINUED

"When I was reviewing your WE CARE screener, I noticed you have a need for housing but don't want help right now. Is there anything I can to do support you? (If no): Please let me know if anything changes since we do have resources we could offer! Take care and please stay in touch."



SCENARIO 3: Do you have unmet needs? AND if Yes, do you want help?

"When I was reviewing your WE CARE screener, I noticed you do not always have enough food for your family and would like help. Would you mind if we talked about your family's food situation and what resources I have that might help?"



SCENARIO 4: Do you have unmet needs? AND if Yes, do you want help?

The Family Resource Book*

- 1-page resource information handouts for each of the six material needs
- Lists a variety of local community resources and their contact information
- Information sheets will be provided to parents that have a need **and want help meeting it**

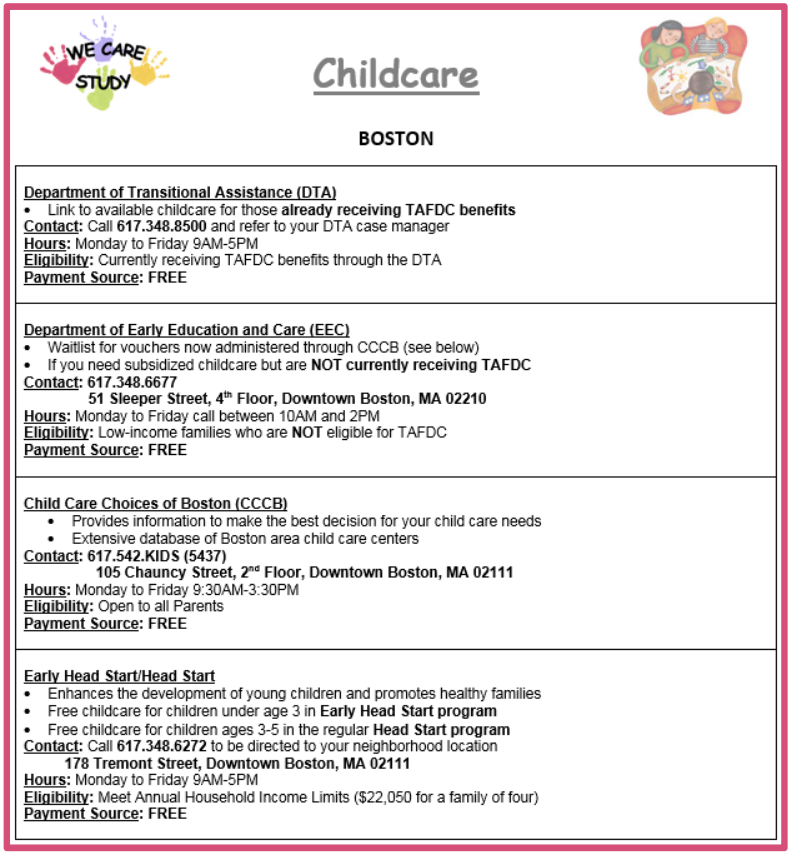
**Not necessarily a physical book! Can be incorporated into your EHR system.*

The Family Resource Book – Gathering resources (continued)

- Work with community partners and other service providers to identify local services and resources
- Helpful partners may include:
  - ❑ Community resource aggregators like Aunt Bertha – The Social Care Network
  - ❑ AAP's Child Poverty clinical resources page
  - ❑ Local public health departments
  - ❑ Hospitals, social workers
  - ❑ Legal aid organizations
  - ❑ Community action agencies
  - ❑ Non-profit and faith-based organizations (e.g., Salvation Army)
  - ❑ Call 2-1-1 help line
  - ❑ Benefits.gov
  - ❑ Community Needs Assessments (CNAs)

The Family Resource Book – Gathering resources (continued)

- What to include:
  - Services
  - Contact information (phone numbers, websites, addresses)
  - Hours of operation
  - Eligibility
  - Payment source
  - Languages spoken
  - Available transportation resources



WE CARE STUDY

Childcare

BOSTON

Department of Transitional Assistance (DTA)
- Link to available childcare for those **already receiving TAFDC benefits**

Contact: Call **617.348.8500** and refer to your DTA case manager
Hours: Monday to Friday 9AM-5PM
Eligibility: Currently receiving TAFDC benefits through the DTA
Payment Source: FREE

Department of Early Education and Care (EEC)
- Waitlist for vouchers now administered through CCCB (see below)
- If you need subsidized childcare but are **NOT currently receiving TAFDC**

Contact: 617.348.6677
51 Sleeper Street, 4th Floor, Downtown Boston, MA 02210
Hours: Monday to Friday call between 10AM and 2PM
Eligibility: Low-income families who are **NOT** eligible for TAFDC
Payment Source: FREE

Child Care Choices of Boston (CCCB)
- Provides information to make the best decision for your child care needs
- Extensive database of Boston area child care centers

Contact: 617.542.KIDS (5437)
105 Chauncy Street, 2nd Floor, Downtown Boston, MA 02111
Hours: Monday to Friday 9:30AM-3:30PM
Eligibility: Open to all Parents
Payment Source: FREE

Early Head Start/Head Start
- Enhances the development of young children and promotes healthy families
- Free childcare for children under age 3 in **Early Head Start program**
- Free childcare for children ages 3-5 in the regular **Head Start program**

Contact: Call **617.348.6272** to be directed to your neighborhood location
178 Tremont Street, Downtown Boston, MA 02111
Hours: Monday to Friday 9AM-5PM
Eligibility: Meet Annual Household Income Limits ($22,050 for a family of four)
Payment Source: FREE

Updating the Family Resource Book

- Update resources at least every 6 months (or any time you hear a family has had trouble reaching a resource)
  - Add new resources
  - Confirm existing resources/verify contact information
- Keep an electronic version of your template with hyperlinks to be able to access websites
  - Update as necessary
- Replenish information sheets as needed

WE CARE Implementation

- Screening and referral flowchart
- Sample work flow
- Shared Decision Making
- Putting WE CARE into practice
- Practitioner/Staff Surveys

WE CARE Screening and Referral Flowchart

Is patient 2 months through 10 years of age AND here for a well-child visit?

NO

Do **not** give WE CARE screener to family

YES

GIVE WE CARE screener to family

REVIEW & DISCUSS screener with family. Does family indicate on WE CARE screener that they have a need AND want help with it?

NO

Do **not** give a handout with resources to family

DECLINED

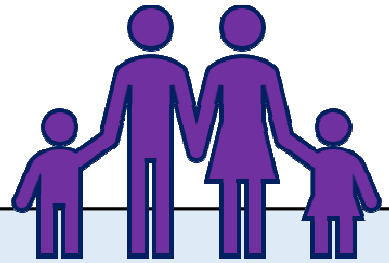
Check "DECLINED" box on WE CARE screener. Do **not** give handout with resources to family

YES

Find corresponding handout with resources in Family Resource Book and give it to family

Ensure patient's name & DOB or ID sticker is **DESIGNATED** on bottom portion of WE CARE screener

STORE screener to be scanned into patient's EMR or placed into patient's paper chart



MAIN TAKE-AWAY ABOUT WE CARE

Families who've indicated they have a **need *and* *want help*** get handouts with resources from the Family Resource Book that correspond to the need(s) with which they would like help.

WE CARE STUDY

Sample Workflow

***During** each Well Child Care visit*

***After** each Well Child Care visit*

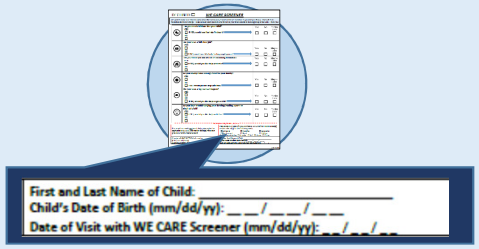
A front desk staff member…

Gives at Check-in

- Give a WE CARE screener to parents at check-in for patient's Well Child Care visit.
- Parent may complete the screener before the patient and family enter exam room.
- Tip: Keep blank screeners in same area as intake or developmental screening forms.

A nurse or medical assistant…

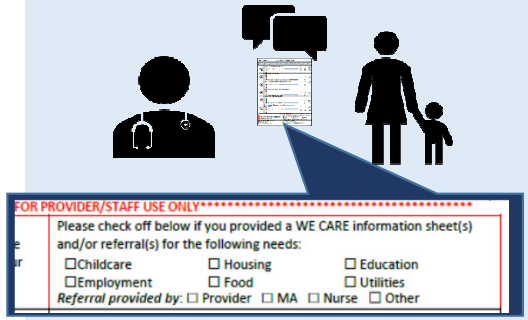
Designates



- Ensure each completed WE CARE screener is designated to a patient. *For families with multiple children presenting for pediatric visits on the same day, note the information of the child whose birthday comes next in the calendar year.*
- Mark the patient info on the bottom of the screener:
  - Patient name and DOB / ID sticker
  - Date of the visit
- Put completed screeners in exam room or parent can bring with them to give to practitioner.
- If parent does not complete screener, check the "DECLINED" box on top of screener and give to practitioner.

A pediatrician or practitioner…

Reviews & Discusses



- Reviews responses on the WE CARE screener with the parent.
- If parent responds they have *a need and want help*, provide corresponding resource information handout from Family Resource Book
- Mark on the bottom of the screener:
  - Which resource(s) were provided
  - Who provided resources
- Provide parent with copy of WE CARE screener **[PROS ONLY].**

A staff member…

Store

- Scan screener into patient's EMR (or if no EMR, place into patient's paper chart)

Importance of Privacy

- It is important to recognize the sensitivity of the questions being asked and ensure privacy and confidentiality of information discussed.
  - **Protect** the patient's information
  - **Inform** the patients of how their information is used
  - **Provide choice** whether their information can be disclosed
  - **Improve** the process by looking for ways to protect patients

Shared Decision Making

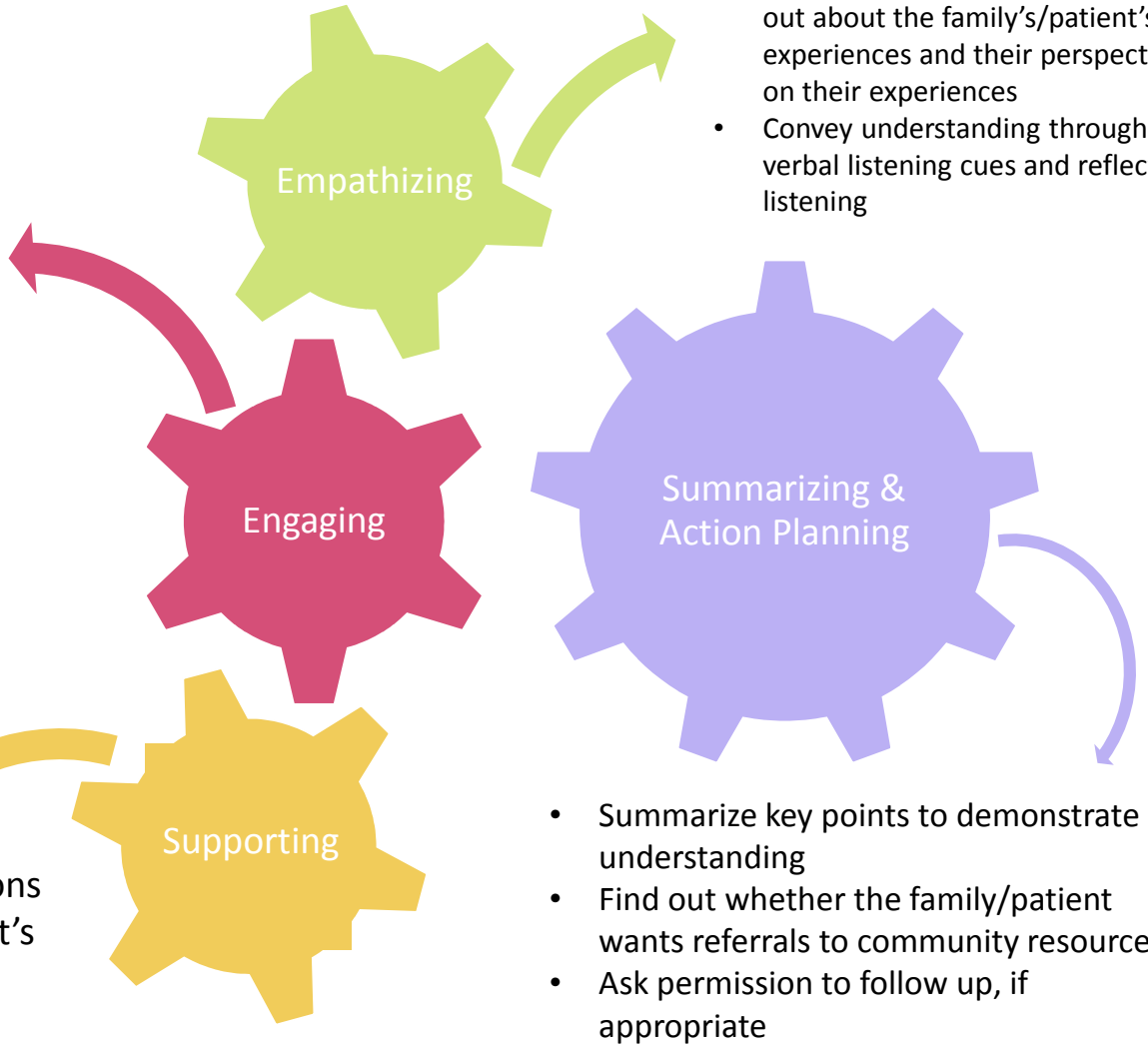
A process in which both the patient and physician contribute to medical decision-making.

- Key components of shared decision making when screening and referring for unmet material needs:
  - Universal screening (because unmet material needs are often invisible)
  - Normalize screening tool
  - Elicit parents' preferences for resources
  - Respect their decision if parents indicate they have a need but do not desire assistance currently (e.g., they mark "Maybe Later" on the WE CARE screener)

Shared Decision Making

A process in which both the patient and physician contribute to medical decision-making.

Key components of Shared Decision Making



- Explain the what, why and how long of the screening process
- Give permission to parents to decline at any point

- Use open-ended questions to find out about the family's/patient's experiences and their perspectives on their experiences
- Convey understanding through non-verbal listening cues and reflective listening

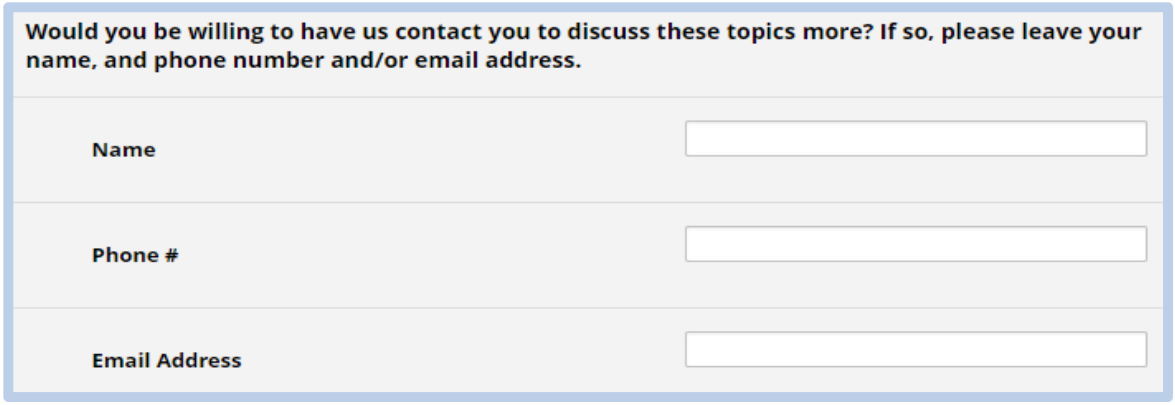
- Summarize key points to demonstrate understanding
- Find out whether the family/patient wants referrals to community resources
- Ask permission to follow up, if appropriate

- Provide affirmations of family's/patient's strength and resilience

Putting WE CARE into practice

Practitioner and Staff Surveys

- Throughout the study, we want to learn from you about how WE CARE is working in your practice!
  - We will send you a REDCap link to online surveys, which we can send via email or text—whichever you prefer!
  - Very low time commitment (3-10 minutes per survey)
  - Can complete surveys on smartphone (recommend landscape mode)
  - Optional qualitative interviews



Steps to WE CARE Rollout

- ☑ Identify resources and prepare Family Resource Book templates
  - ☑ BMC team reviews/approves Family Resource Book template
  - ☑ Translate Family Resource Book into Spanish
- ☑ Create Family Resource Books and place them in all exam rooms
- ☑ Participate in Core WE CARE program training
- ☐ Create practice workflow
- ☐ Roll out the WE CARE intervention! Target date?

Thank you in advance for your hard work and support!

Questions? Please contact:

PRIS
Pediatric Research in Office Settings
A program of the American Academy of Pediatrics

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