

Children and Youth Branch Comprehensive Child Health Program Review Process

I. Child Health Agreement Addenda Development

- 1) The Children and Youth Branch establishes outcome indicators and the accountability process for Child Health programs.
 - Outcome indicators are based on established indicators of child health including socioeconomic status, known health disparities, and access to care
 - The accountability process establishes perimeters for quality assurance including development of audit tools and the program review process, data collection and reporting, and fund use and management criteria
- 2) Local health departments complete and submit annual agreement addenda and are responsible for compliance with the agreement addenda
 - Agencies are expected to monitor progress towards process and outcome objectives defined in the addenda
 - The agency provides data on LHD funding, county contribution, HMHB allocation, and grant funding for CH services
 - The agency provides community data, clear objectives and measures for Section C program services (Activity 351).

II. LHD Child Health Self Assessment

- 1) Clinical Program Review
 - Prior to the branch review, agency staff performs self assessment of 5 clinical records from the current fiscal year, for each Child Health program and service (Well child care, CSHS, CSC, Newborn Home Visit Assessment; and pediatric primary care) using current CH Program Audit Tools
 - Staff complete " Report of Clinical Review Findings" for each Child Health program, that includes program strengths, clinical program problems or issues, Action Plan (corrective action plan)
- 2) Program Policy Review
 - Prior to the branch review, agency staff conducts review of agency policies and procedures and standing orders that are applicable to the agency's Child Health Programs
 - Staff complete " Report of Policy Review Findings" for each Child Health program, that includes program policy strengths and program policy problems and an Action Plan (corrective action plan)
- 3) Child Health Community Review
 - Prior to the review, agency staff will gather and review local level data including : the program objectives and process outcomes in the Child Health Agreement Addenda; HSIS reports on productivity, visit types and diagnostic code; resource utilization, evaluations of staff performance; qualifications of clinical staff; consumer satisfaction survey results; and staff observations and comments.
 - Additionally, prior to the branch review, the Best Practices Nurse Consultants will prepare and distribute county-specific data on indicators that influence child health (Community Level Child Health Indicators). The consultant will distribute the data with

a worksheet, which identifies community strengths, and the top three community issues or concerns for review by the agency child health team.

III. LHD Child Health Program Review and Action Plan Development

- 1) Clinical Program Review
 - At the review, the Best Practices Nurse Consultant requests that staff provide five additional records for each program for audit
 - The consultant documents findings from the Record audit (strengths and problems, and reviews the agency's report of Clinical Findings, HSIS and other pertinent clinical data
 - Agency staff and the consultant discuss the agency and consultant findings and establish a complete Action Plan with specific and realistic timeframes for implementation

- 2) Policy Program Review
 - At the review, the consultant examines agency policies and procedures and documents findings
 - Agency staff and the consultant discuss the agency and consultant findings and establish a complete Action Plan with specific and realistic timeframes for implementation

- 3) Child Health Community Review
 - At the review, staff and the Best Practices Nurse Consultant discuss the findings of the *Community Level Child Health Indicators*, the *Community Level Child Health Planning Worksheet*, and determine the community strengths and top three areas of concern

IV. Action Plan Implementation Strategy and Systems Building

- 1) After review, nurse consultants from the Health & Wellness Unit will meet with the LHD to jointly develop strategies to address the identified child health issues
- 2) Agency staff are responsible for vetting the strategies with the appropriate agency managers and finalization of the work plan for strategy implementation
- 3) Child Health Nurse Consultants from the Health and Wellness Unit will provide technical assistance and consultation to support implementation of Action Plans for Clinical, Policy, and Community
- 4) The nurse consultants will work closely with local health departments and Community Cares network of providers and agencies to leverage local resources to improve access and quality of child health services
- 5) Consultative support will include assistance with care coordination and local systems building, identification of state and local data, and skills training