



ADVANCING INTEGRATED HEALTHCARE

DULCE Quarterly Learning Collaborative

July 12, 2023

Care Transformation Collaborative of RI

Agenda

Topic	Presenter(s)	Time
Welcome and Review of Agenda	Kim Nguyen-Leite, CTC-RI Susanne Campbell, CTC-RI	7:30am-7:35am
Practice Updates Discussion and Q&A	Liz Cantor, CTC-RI Coastal Toll Gate Pediatrics CNE Family Care Center	7:35am – 8:05am
Upcoming Opportunities and Next Steps	Susanne Campbell, CTC-RI Kim Nguyen-Leite, CTC-RI	8:05am – 8:15am
Interdisciplinary Team Meeting Universality of DULCE Medical Provider Role in DULCE	Patsy Hampton, Center for the Study of Social Policy (CSSP)	8:15am – 9:00am

Coastal Toll Gate Pediatrics

Coastal Toll Gate Pediatrics

Team Introduction

Lauren Landry, Family Specialist

Raymond Zarlengo, MD

Cynthia Walbridge, LICSW

Stacey Nickerson, Practice Manager



Coastal Toll Gate Pediatrics

Successes and Challenges

Discuss the practice's strategy in deciding the family specialist schedule and how this meets the needs of DULCE families.

Lauren works 20hrs / week at TGP office. She makes every effort to plan her weekly schedule around Toll Gate Pediatric newborn appointments at 1pm daily.

What advice or best practices can you share?

- It is best to immediately introduce DULCE workflows and educate all pediatric team members about DULE/Family Specialist Role.
- It is best practice to understand how each PCP would like the DULCE Family Specialist to be introduced to the family.



Coastal Toll Gate Pediatrics

Successes and Challenges

What were/are some of your biggest successes and challenges with engaging families thus far?

Successes:

- Hearing from families who have older children, stating they wished they received DULCE support when their oldest child was a newborn/infant.
- Having families who do not have any immediate needs, requesting my presence in their appointments.
- Supporting families with very different education levels, socioeconomic status, and cultural backgrounds, who all have requested for my support during their visits. (Showing that the need is not just for those with lower socioeconomic statuses.

Challenges:

- Connecting with families via phone call/voicemail- many do not return voicemails
- Families who have older children, have declined due to the hesitancy of feeling they would not benefit



Coastal Toll Gate Pediatrics

Successes and Challenges

What were/are some of the successes and challenges with having the family specialist attend well-child visits with the provider?

Successes:

- TGP practice has cultivated strong teamwork communication between team members,
- Family Specialist has been able to offer clarification, education and additional support when questions arise regarding information the PCP may have discussed in the visit.
- Families have expressed appreciating overall additional support. Families have been connected to resources, not limited to medical supplies, utility resources etc..
- PCP's have expressed seeing many benefits, including assisting with their workflow, quicker access to resources/needs for the family.



Coastal Toll Gate Pediatrics

What have you learned from your interdisciplinary care team meetings?

Our team at Toll Gate Pediatrics, has continued to have effective communication at all of our meetings together. We have learned that best practice is to ensure communication all together between all providers and staff. These meetings allow for full understanding of the work that the Family Specialist has done and continues to do.



Coastal Toll Gate Pediatrics

Data and PDSA

- # of DULCE families : **37** enrolled as of 7/10/2023
 - Age at 7/10/2023 of patients engaged:
 - Newborn: 3
 - 1mo: 4
 - 2mo: 13
 - 4mo: 17
 - 6mo: 0
- PDSA Statement: Toll Gate Pediatrics Family Specialist, Lauren Landry will monitor well child visit adherences as they correlate with patients who are enrolled in DULCE. In addition, will look into the rate of Lauren's attendance and introduction to the program during well child visits for families that are not currently enrolled and work to increase those rates of families enrolled.



Care New England Family Care Center

Care New England Family Care Center

Team Introduction

Jalyn Alzate, Patient Care Navigator, Family Specialist

Dr. Marybeth Sutter, MD

Debra Moorhead, Academic Social Worker

Margaret Lebeau, Nurse Care Manager

Nicole Quindazzi, Practice Manager

Monica Tawadros, Resident



Care New England Family Care Center

Successes and Challenges

What were/are some of your biggest successes and challenges with engaging families thus far?

- Successes: Having a Dulce family specialist on site full time who's able to outreach and communicate via phone, my-chart or in person which increases the engagement of the families.
- Challenges: Enrolling a family who has previous children. This is a challenge in the sense that, families who have had previous children are more experienced and feel like they do not need additional help navigating through care. It takes more engagement with families who have several children to educate them on the services the Dulce program provides.



Care New England Family Care Center

Successes and Challenges

What were/are some of the successes and challenges with having the family specialist attend well-child visits with the provider?

- Successes: The family specialist can provide resources in person on the spot during the visit which has been a major help to families. Also having the family specialist in the room creates more engagement as Jalyn likes to interact with mother and child during visit.
- Challenges: Family care center is a big practice and some challenges come from our busy fast paced environment. The challenge is keeping the family engaged for such a long period of time since we are usually running behind, residents need to meet with preceptors after visit etc.



Care New England Family Care Center

Successes and Challenges

Discuss the practice's strategy in deciding the family specialist schedule and how this meets the needs of DULCE families.

- The family specialist creates a personal calendar for the month and tracks all enrolled DULCE families and their upcoming appointments. The family specialist accommodates DULCE patients' appointment into her weekly work schedule to meet the needs of DULCE families. If the patient is not already enrolled and a provider/Medical assistant contacts the family specialist for enrollment, Jalyn will meet family in person or outreach via phone depending on her availability.



Care New England Family Care Center

Successes and Challenges

What have you learned from your interdisciplinary care team meetings?

- Interdisciplinary care team meeting is very successful! This is a time where we all come together and can share different information, solutions to our challenges and resources. Being able to come together as a team and share resources related to legal issues, clinical and mental health is very beneficial. At these meetings on a weekly basis, we learned from one another and expand our knowledge. It also is a good way to communicate with the team and be on the same page about our patients care. We frequently book appointments, share resources, provide form and or send appropriate messages.



Care New England Family Care Center

Successes and Challenges

What advice or best practices can you share?

- Our family specialist created a excel appointment tracking sheet. This has been very successful for our team because we are all able to be on the same page clinically and resources wise. On a weekly basis I update this spreadsheet and will add notes like “3 month Well child check rescheduled” or Patient filled out WIC application on 7/1/23. The excel sheet is brought to or interdisciplinary meeting and allows us to discuss the progress of our patients throughout time.



Care New England Family Care Center

Data and PDSA

- # of DULCE families
 - Age breakdown of patients engaged
 - # of prenatal patients
- PDSA Statement: Through the DULCE project and our family specialist, we are hoping to improve WCC attendance for patients 0-6 months by implementing specific supports to families.
Baseline: January 1, 2022-December 31, 2022 - 67.3%



Questions/Comments



Next Steps

- Continue working on PDSA and improvement plan – Through Oct 2023
- Submit final PDSA Oct 31, 2023
- Submit Final Data Oct 31, 2023



Next Quarterly Learning Collaborative Meeting
November 8, 2023
7:30am-9am

Upcoming Meetings

CSSP Virtual National Forum

Looking Closer: Understanding Intersections to Transform Care & Systems

July 26, 2023 – July 27, 2023

[Website and Registration](#)

RIAIMH's Community Conversation Series

Centering Relationships and Reframing Narratives: Challenging Dominant Ways of
Knowing, Being and Doing

Session #4 - A Social-Ecological Theory of Anti-Racism and Racism

September 12, 2023, 8:30am – 10:30am

[Website and Registration](#)

Upcoming Opportunity – Year 2

- August/September 2023 – Call for applications for continuation and new practices
 - Continuation practices will be asked to commit to a level 2 implementation which includes setting and achieving higher targets and formalizing a sustainable staffing plan and presenting performance improvement plans at quarterly peer learning sessions (\$27,000)
 - New practices will have a 3-month planning phase prior to implementation
- 12-month learning collaborative with additional 3-month extension

Additional information will be available July/August

CTC-RI Annual Conference

CTC-RI Annual Conference:
**INVESTING IN PRIMARY CARE &
HEALTH EQUITY**

The Crowne Plaza Hotel - Warwick, RI
Breakfast & Registration at 7:00AM
Event starts at 7:30AM

Thank you to our sponsors:



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Register here:

<https://www.eventbrite.com/e/ctc-ri-annual-conference-investing-in-primary-care-health-equity-tickets-579436378807?aff=oddtcreator>

Center for the Study of Social Policy

Discussion

THANK YOU

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