
Infant Well-Child Visit Affinity Group San Joaquin and Stanislaus

11/8/2023

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Newborn Outreach Checklist

Newborn Checklist									
<input type="checkbox"/>	<p>1. Call your worker at your local Medi-Cal office to add your baby to your case.</p> <table border="1"> <tr> <td>San Joaquin County Human Services Agency 1-209-468-1000</td> <td>Stanislaus Community Services Agency 1-209-558-2500</td> </tr> </table>	San Joaquin County Human Services Agency 1-209-468-1000	Stanislaus Community Services Agency 1-209-558-2500						
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<input type="checkbox"/>	<p>2. Enroll your newborn into a Medi-Cal health plan and choose your baby's doctor or clinic.</p> <table border="1"> <tr> <td>Health Net Enrollment 1-800-327-0502</td> <td>Health Plan of San Joaquin Member Services 1-888-936-7526</td> </tr> </table>	Health Net Enrollment 1-800-327-0502	Health Plan of San Joaquin Member Services 1-888-936-7526						
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<input type="checkbox"/>	<p>3. Schedule a well-baby check-up appointment 3-5 days after you and the baby are home from the hospital.</p> <ul style="list-style-type: none"> Your baby will grow quickly in the first year of life! It is important that you take your baby for well-baby check-ups with a doctor at: <table border="1"> <tr> <td>3-5 days</td> <td>1 month</td> <td>2 months</td> <td>4 months</td> <td>6 months</td> <td>9 months</td> <td>12 months</td> <td>15 months</td> </tr> </table>	3-5 days	1 month	2 months	4 months	6 months	9 months	12 months	15 months
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<input type="checkbox"/>	<p>4. What to expect during well-baby check-ups:</p> <ul style="list-style-type: none"> A physical exam of your baby A check of your baby's development and growth Immunizations Questions about your baby's feeding, sleeping, and development Time to ask questions (Write down your questions and bring them to the clinic!) 								
<input type="checkbox"/>	<p>5. Before each well-baby appointment:</p> <ul style="list-style-type: none"> Arrange transportation and interpreter services as needed. <table border="1"> <tr> <td> Health Net Transportation Services: Modivcare 1-855-253-6863 Interpreter Services: 1-800-675-6110 </td> <td> Health Plan of San Joaquin Transportation Services: 1-209-942-6320 Interpreter Services: 1-209-942-6320 </td> </tr> </table>	Health Net Transportation Services: Modivcare 1-855-253-6863 Interpreter Services: 1-800-675-6110	Health Plan of San Joaquin Transportation Services: 1-209-942-6320 Interpreter Services: 1-209-942-6320						
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Infant Well Child Affinity Group

Development of non-branded Newborn Checklist

Elements of Newborn Checklist

Newborn Enrollment

Periodicity Schedule of Infant Well Care

What to expect in Well-care visits

Transportation and Interpreter Services for each health plan



Health Plan of San Joaquin

- **HPSJ telephone outreach to members who received the newborn checklist**
- **Include # of calls/frequency.**
- **Results/Outcomes. Outreach calls + Newborn Checklist more IWC visits than Newborn Checklist alone.**

- **HPSJ has partnership with BIH - successes of BIH and incentives**
 - Prenatal and Postpartum program involvement
 - Personal care items for moms
 - Transportation to care appointments

Summary of Interventions (over-all Aim)

Test: Whether the use of outreach resource checklist and follow-up touch point/s at 3rd trimester and after delivery will result to at least two well-infant well visits by 6 months of age.

Intervention Prior to Delivery	Intervention After Delivery
Use of Newborn Outreach Checklist resource (what to know during pregnancy, before delivery and after including enrollment of baby~ who to contact)	Outreach calls to members to reinforce the resource checklist and well-infant visit appointment scheduling

10/11/2023 BIH Progress

Checklist was introduced to 9 cohort (prenatal visit) + 5 Postpartum cohort. They are engaged during a BIH classes.

A. Prenatal participants. 9 BIH prenatal participants.

- Used Sign-in Sheet attendance to verify delivery, all 9 had at least 4 well visits post delivery.
- Result: 9 members had at least 4 infant Well-Child visits

B. There have been 5 BIH postpartum participants.

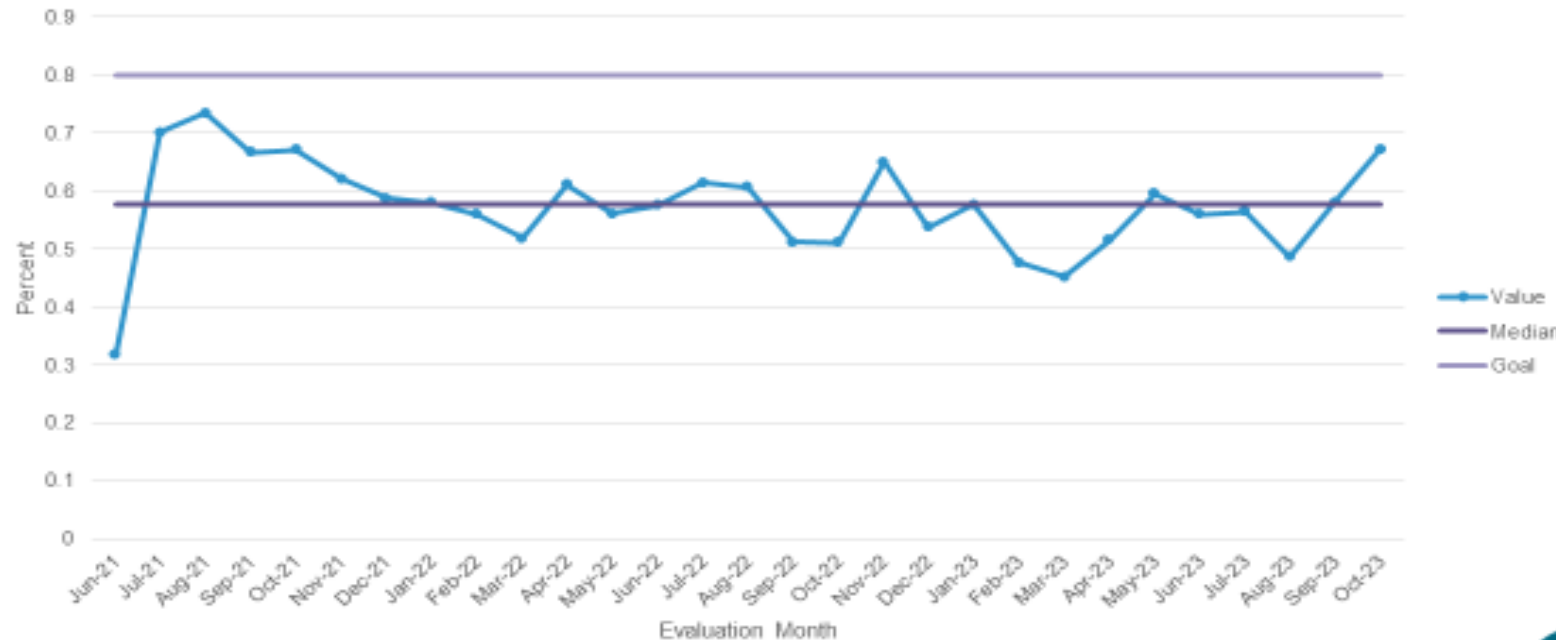
- Results pending but reassuring
- Prenatal participants are enjoying the self-care incentives, and they express that incentives help to create connection to the program and a desire to continue engagement.

Health Net Data

Health Net CA Data – Provider Cohort November 2023

Full provider cohort (4 providers) in San Joaquin and Stanislaus Counties
November 2023

Percent of Health Net infants turning 6 months with 2 or more visits by 120 days of life assigned to participating providers in San Joaquin and Stanislaus Counties



Median Changes Over Time

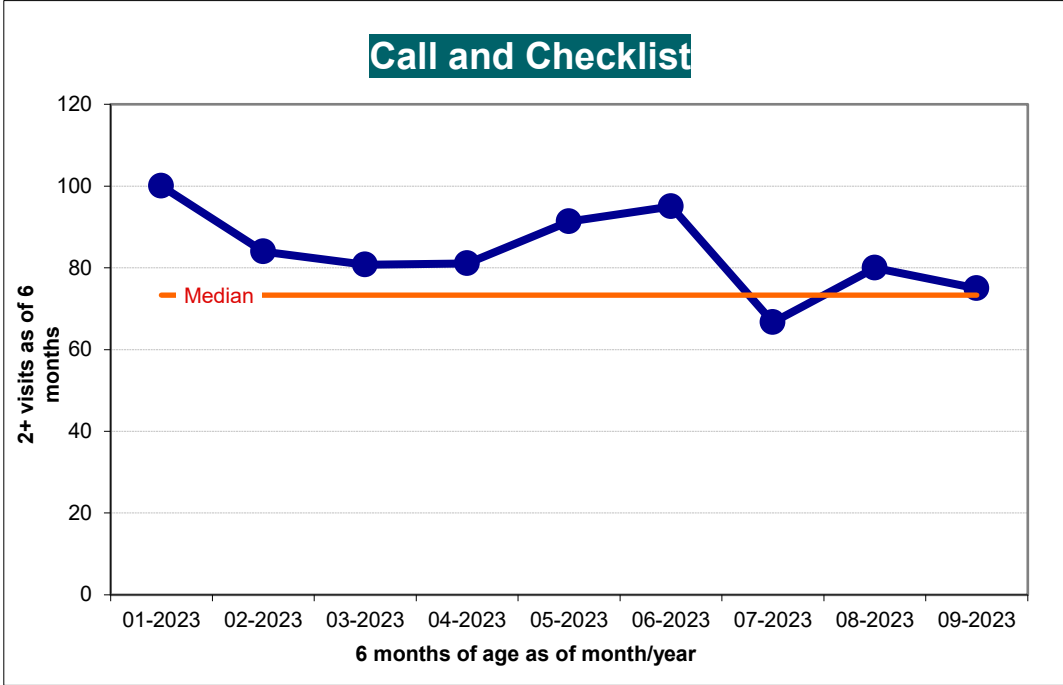
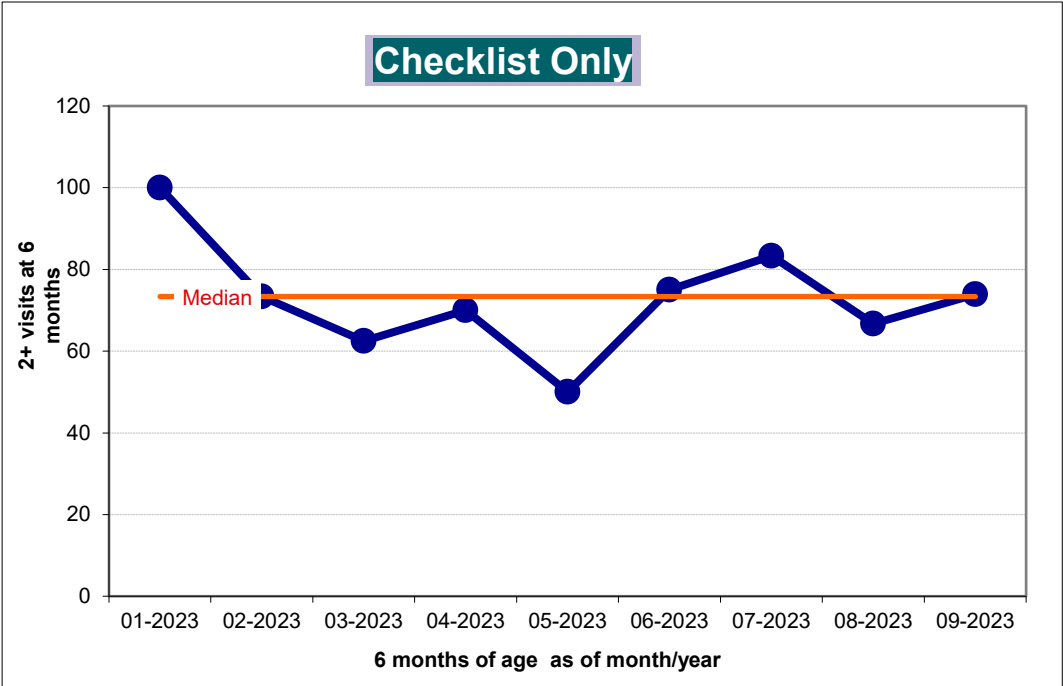
11/9/2022 Median = 65.3%

2/8/2023 Median = 58.3%

8/9/2023 Median = 56.6%

11/8/2023 Median = 57.7%

Intervention Data



Team Data Learnings

Data Collection:

- The 2+ well visit rate at 6 months for the intervention call group, versus unreached, after checklist member group is statistically significant. Despite statistical significance, it is difficult to draw concrete conclusions due to confounding factors. Therefore, caution is exercised when drawing scientific conclusions.
- When outreach and reminder call follow up is coupled with tools to assist birthing parent with navigating the healthcare process, greater adherence to care is observed.
- Anecdotal conversations with staff who implemented the reminder checklist and place outbound calls state that members are appreciative for the additional assistance and support to complete needed care.

Intervention Learnings

- **Great implementation of the checklist in 3 of 4 health centers.**
- **Higher than expected successful outreach call rate when contact information is timely. Members are told pre-emptively that they will receive follow-up calls and contact information is collected at the time of checklist implementation.**
- **Provider office staff are motivated to sustain the intervention**
 - Adopt- The checklist can easily be integrated into CPSP workflows across each delivery system and when delivery is impending as a tool to support post-delivery.

Sustainability

- **Plan for current intervention**

- To stay: Incorporate checklist outreach in work workflow
- Modifications: Modifications will be made when changes are made in the enrollment process, transportation services, or other services

- **Sustainability**

- Health Net- Possibly Statewide
- HPSJ- Adoption of intervention in another delivery setting (hospital) and OB providers not affiliated with health centers.
- Tenet hospital partnership
 - i. Member engagement prior to delivery discharge and with key OB partners who follow members near delivery
 - ii. Checklist use

- i. **Data Gap**

- i. HPSJ and Health Net are participating in chart review before and after the newborn enrollment process is changed, hopefully in 2024.