

**TEAM CHARTER**

**Team Name: HANDS QI**  
**Subject: Referral screen assessment**  
**Team Sponsor: Scott Lockard**  
**Team Facilitator: Beth Willett**  
**Team Leader: Krystal Walling**

<b>Team Members</b>	<b>Area of Expertise</b>
Anne Hatton	Clinic
Beth Willett	Accreditation/QI
Cara O'Neill	WIC
Krystal Walling	HANDS, Parent Visit
Melissa Sparks	HANDS, Parent Visit Lead
Rachel Gentry	HANDS, Parent Visit

An opportunity exists to improve the number of families served in Clark and Powell Counties by the Clark County HANDS Program, beginning with the referral screen for first time and multigravida parents and ending with a completed parent assessment. This effort should improve the number of families receiving services with HANDS. This process is important to work on now because of the need to address a public health issue in both counties and due to the recent HANDS expansion to serve multigravida families. This effort should also improve the number of Clark and Powell County residents using community resources, as the Parent Visit is a service provided to parents to assess them for all services offered in a community.

**Preliminary AIM Statement:** By July 31, 2013 the HANDS program will increase the percent of multigravida families receiving a parent assessment by 30 percent from 45.5 percent to 59.1 percent in Clark County and from 12.5 percent to 16.3 in Powell County; and increase the percent of first time families receiving a parent assessment by 30 percent from 58.1 percent to 75.5 percent in Clark County and from 15.4 percent to 20 percent in Powell County.

**Revised AIM Statement:** By July 31, 2013 the Clark County HANDS program will increase the percent of referral screens assessed with a parent assessment from 24% to 36%. Currently 76% of the families eligible for a parent assessment are never receiving this service, which means they cannot be offered HANDS services. This effort should improve the number of families receiving services with HANDS.

**Scope**

The team use quality improvement tools to examine HANDS processes. The team will stay within boundaries established by PHAB standards and measures, grant guidelines established by NNPHI, and HANDS guidelines for services.

### Stakeholders

Internal	External
All HANDS staff	All parents in Clark and Powell Counties
Public Health Director	All prenatal babies and babies up to age 24 months in Clark and Powell Counties
All HD staff	All community resource providers

### Objectives

The PV QI team will complete one cycle of Plan-Do-Study-Act (PDSA) by July 31, 2013 concerning the referral screen assessment process for Clark County HANDS and the Health Department. The Clark County HANDS program will increase the percentage of referral screens assessed.

### Success Metrics

1. Percent of referral screens assessed each month
2. Incidence of reasons for referral screens not being assessed

### Considerations

Knowledge and experience with quality improvement tools varies among the team. All team members are subject to time constraints and meeting time will be used effectively. Team members will talk with Beth Willett or their supervisor if meeting effectiveness needs to be discussed or improved.

### Available Resources

Grant funds, QI Coach- Marni Mason

### Key Milestones

Completion of preliminary data collection and plan stage.

Implementing the study period for this project.

All grant funds must be spent by July 31, 2013.

### Communication Plan

Beth Willett will be main contact with QI Coach, Marni Mason. Team Leader will communicate with Sponsor as needed. Team members will communicate with Coach to plan meetings and track progress.