



## Leveling Up:

A Framework for Progress with Primary  
Care Providers using the Levels of  
Engagement

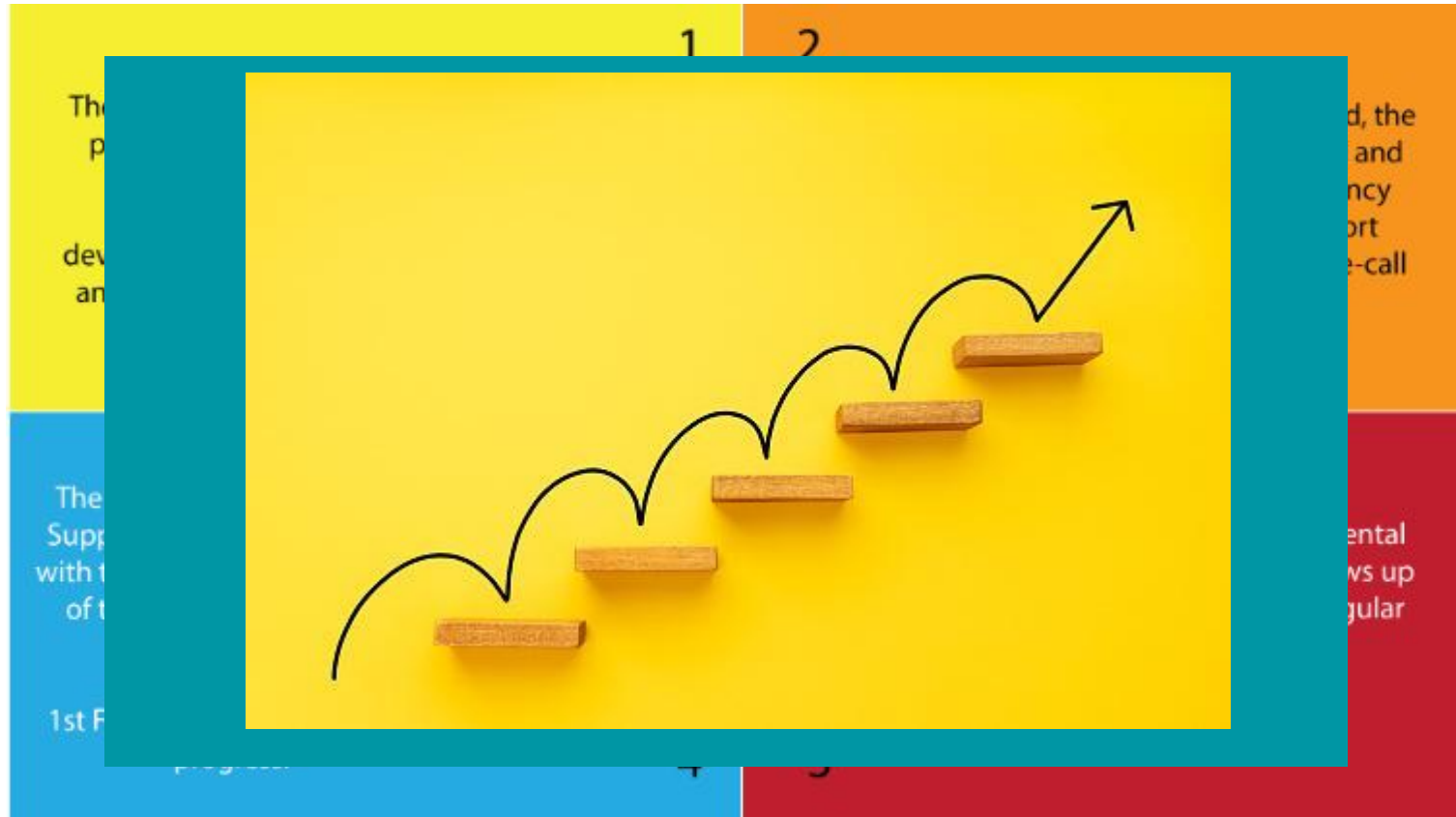
Help Me Grow National Forum 2023

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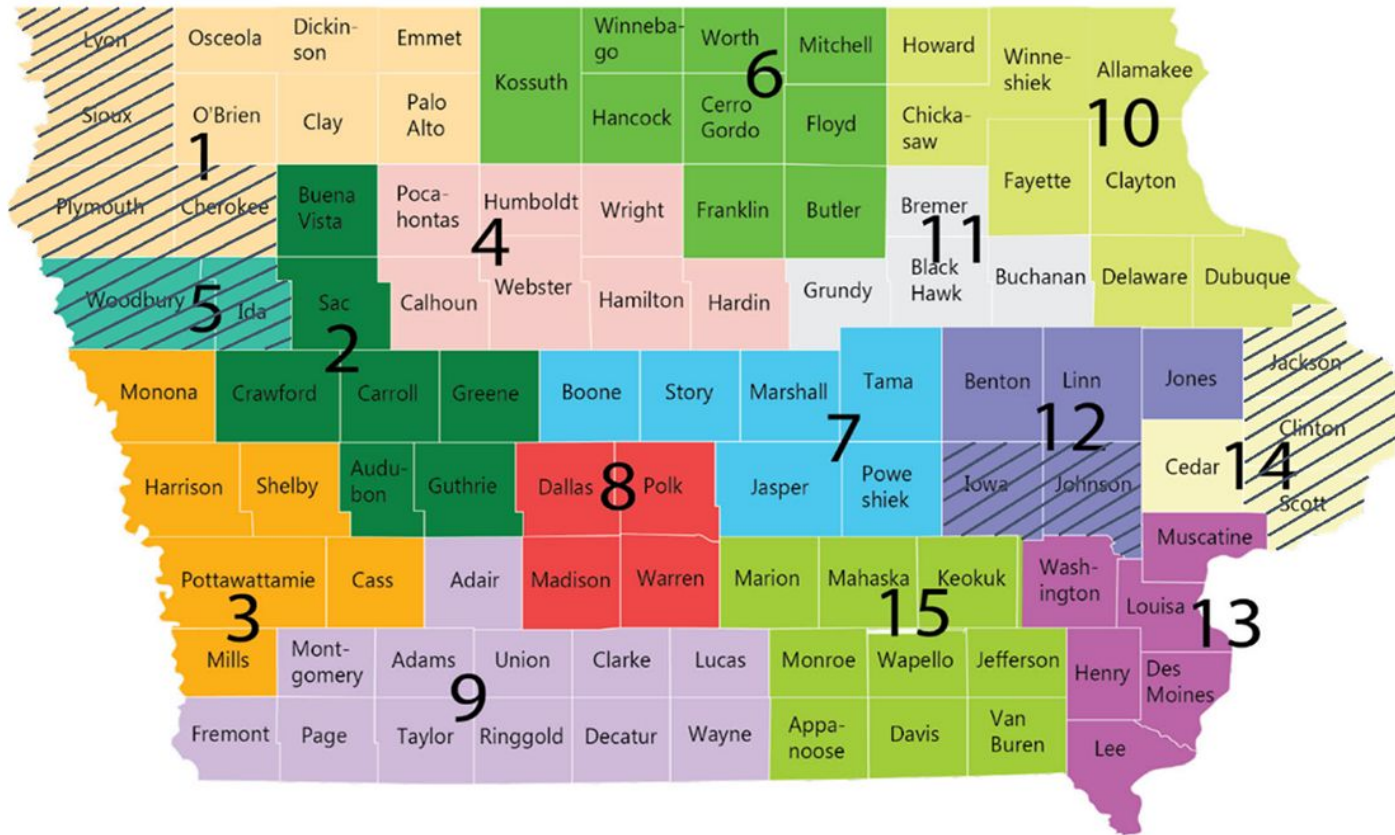
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# Objectives



# Meet 1st Five - HMG Iowa!



## We are:

- Iowa Department of Health and Human Services Initiative
- Public health partnership with primary care providers to improve rates of developmental screening in primary care well – child exams
- Support primary care providers in the early detection of social-emotional and developmental delays and family risk-related factors in children, birth to 5
- Locally coordinate referrals, interventions, and follow up
- 88/99 counties are currently supported by 1st Five contracts

# 1st Five Reach - By the numbers



Over **29,000 children** have benefited from the early identification and intervention for social-emotional and developmental concerns before entering school.



# 1st Five Reach - By the numbers



1st Five has made over **63,000 connections** to community resources that help caregivers address concerns related to their child's development, stress, caregiver depression, and other environmental factors that can impair healthy development.



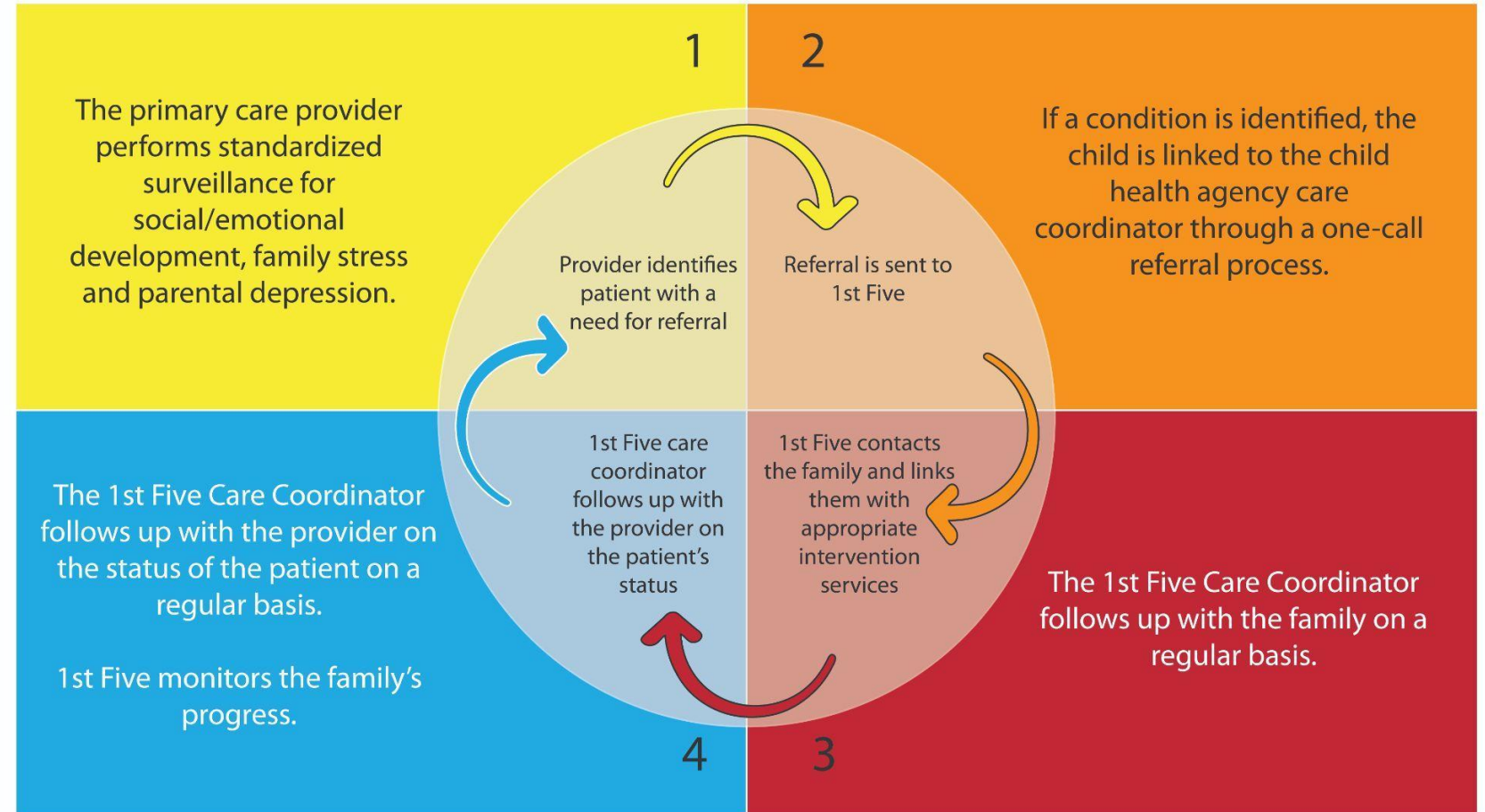
# 1st Five Implementation - How does 1st Five work?

## Infrastructure

- activities with primary care providers
- activities with community partners

## Developmental Support

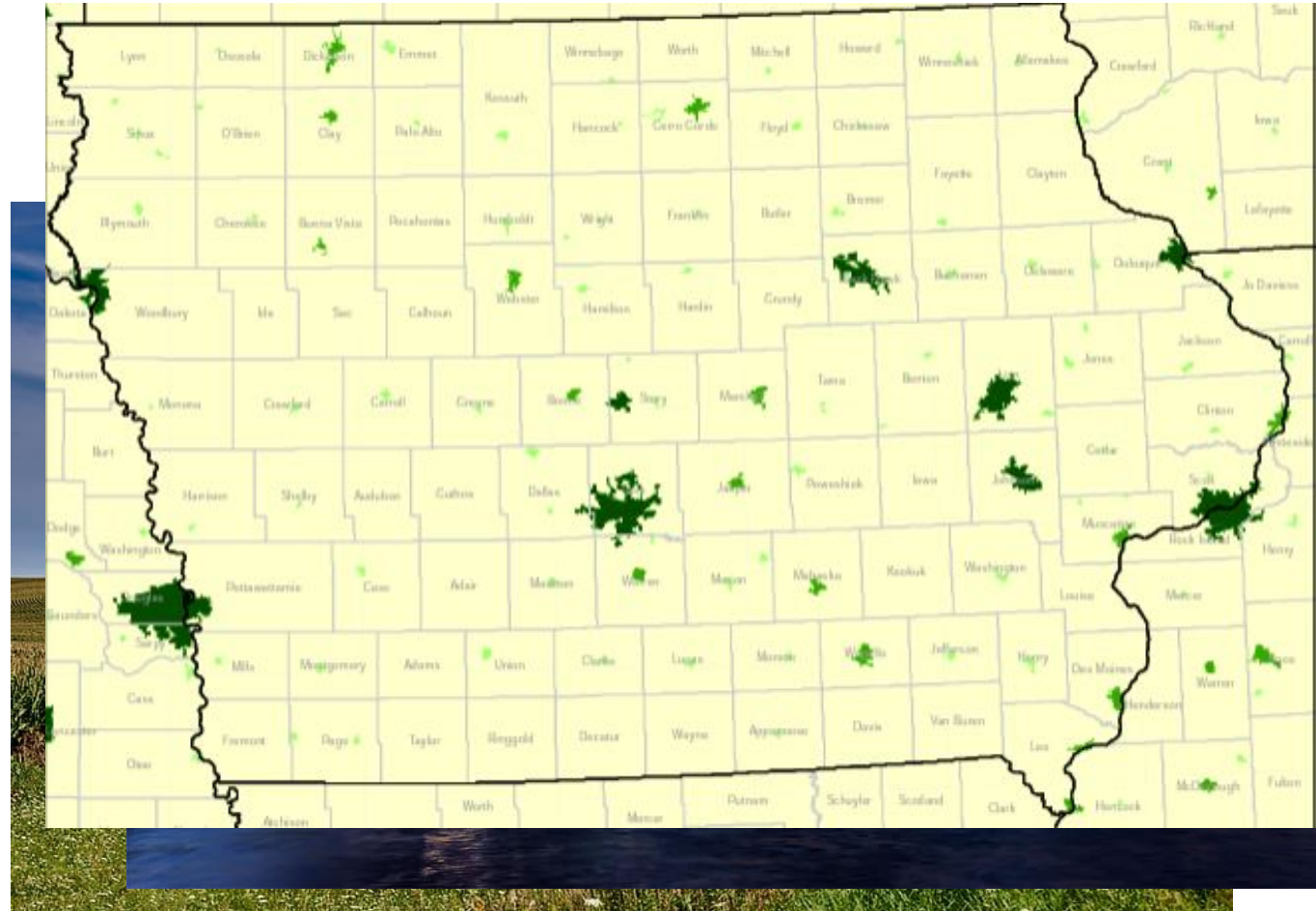
- coordination of support for referred children
- feedback loop to the referring primary care provider



# This work is hard!

Diverse partner landscape:

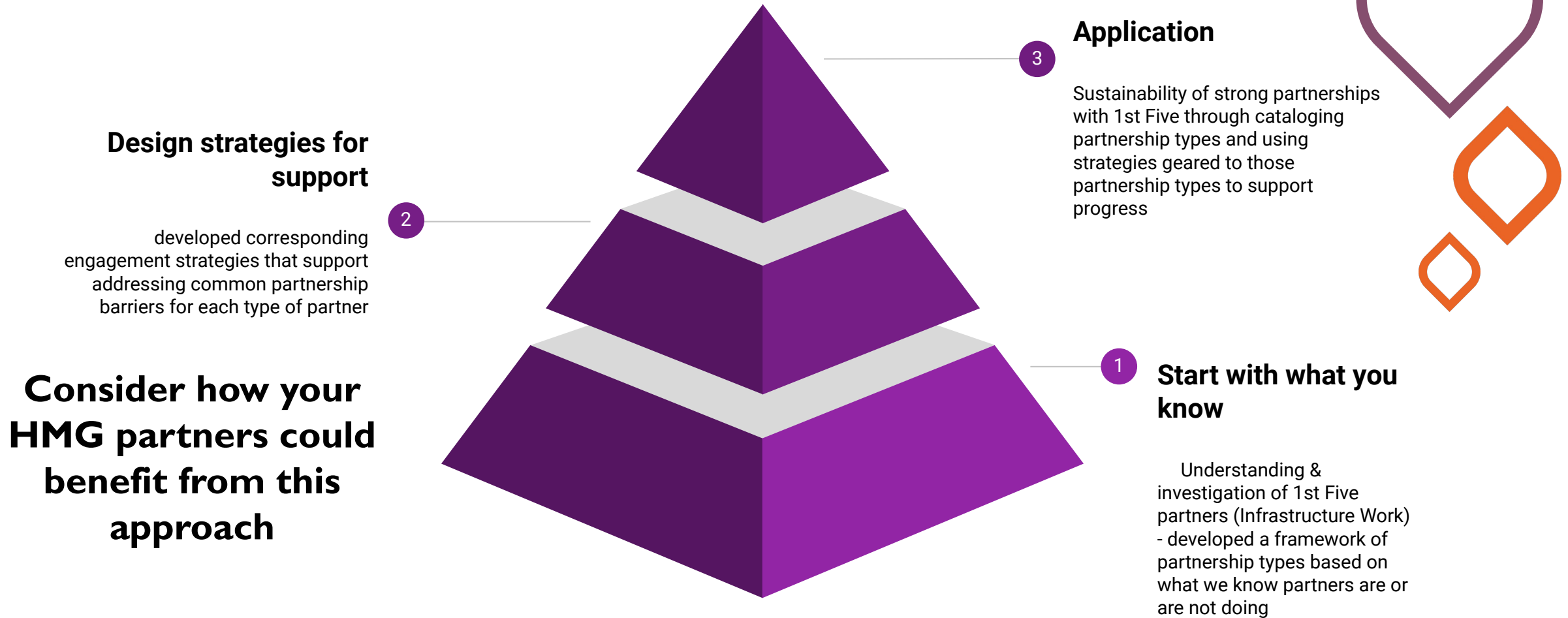
- rural
- urban





# It's all about relationships

Q: What types of primary care partners are we currently working with and how can we leverage what we know about those partners to create successful partnerships with them?



# The 1st Five Levels of Engagement Framework



***\*Implementation since 2019, with an update to the framework in 2021***

## Level 1 - New or Re-Engaged Primary Care Practices

- *“the blind date”*
- *“the new kids on the block”*



Level of Engagement	Criteria	Corresponding Leveraging Language Strategies
Level 1 - New/Re-engaged	<ul style="list-style-type: none"> <li>• Not yet screening, not yet referring</li> <li>• None or very little 1st Five education/training</li> </ul>	<p><u>Focus on the “What”</u></p> <ul style="list-style-type: none"> <li>• What 1st Five is, what are we offering the partner, what are the terms of the partnership</li> <li>• What screening/referral protocols do they currently have in place</li> <li>• What is developmental screening &amp; recommendations, and what is 1st Five referral</li> </ul>
Level 2 - Engaged - Beginning	<ul style="list-style-type: none"> <li>• Not yet screening, not yet referring</li> <li>• Completed 1st Five education/training</li> </ul>	
Level 3 - Engaged - Full Partner	<ul style="list-style-type: none"> <li>• Screening and Referring</li> </ul>	
Partially Implementing Practice - Engaged - (PIP)	<ul style="list-style-type: none"> <li>• Screening but not referring or Referring but not screening</li> </ul>	

# The 1st Five Levels of Engagement Framework

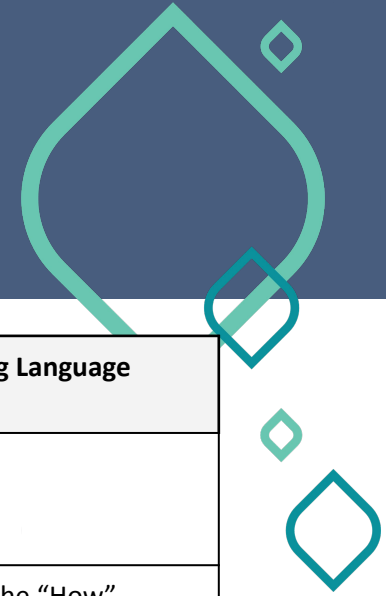


## Level 2 - Engaged - Beginning Level Practices



Level of Engagement	Criteria	Corresponding Leveraging Language Strategies
Level 1 - New/Re-engaged	<ul style="list-style-type: none"> <li>Not yet screening, not yet referring</li> <li>None or very little 1st Five education/training</li> </ul>	Focus on the "What"
Level 2 - Engaged - Beginning	<ul style="list-style-type: none"> <li>Not yet screening, not yet referring</li> <li>Completed 1st Five education/training</li> </ul>	<u>Focus on the "Why" and the "How"</u> <ul style="list-style-type: none"> <li>Why it's important to implement consistent developmental screening in WCE</li> <li>Identify barriers to implementation and referral - provide "how" 1st Five can support overcoming these barriers to reach shared goals</li> </ul>
Level 3 - Engaged - Full Partner	<ul style="list-style-type: none"> <li>Screening and Referring</li> </ul>	
Partially Implementing Practice - Engaged - (PIP)	<ul style="list-style-type: none"> <li>Screening but not referring or Referring but not screening</li> </ul>	

# The 1st Five Levels of Engagement Framework



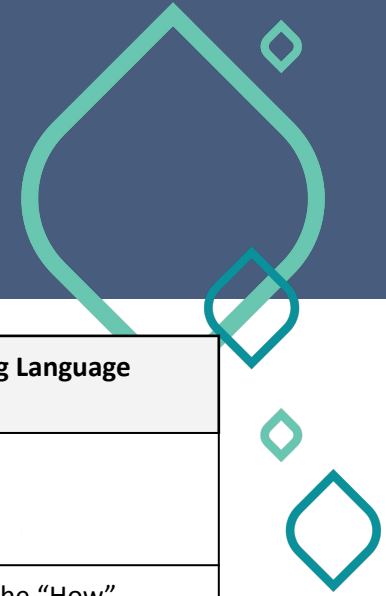
## Level 3 - Engaged - Fully Implementing

- Screening at 9, 18, 30 month well-child exams
- Referring appropriately



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Level 2 - Engaged - Beginning	<ul style="list-style-type: none"> <li>• Not yet screening, not yet referring</li> <li>• Completed 1st Five education/training</li> </ul>	Focus on the “Why” and the “How”
Level 3 - Engaged - Full Partner	<ul style="list-style-type: none"> <li>• Screening and Referring</li> </ul>	<p><u>Focus on sustainability</u></p> <ul style="list-style-type: none"> <li>• ongoing technical assistance</li> <li>• awareness of staffing changes/capacity challenges</li> <li>• identify training needs and anticipate “blind spots” for the practice that impact consistency</li> </ul>
Partially Implementing Practice - Engaged - (PIP)	<ul style="list-style-type: none"> <li>• Screening but not referring or Referring but not screening</li> </ul>	

# The 1st Five Levels of Engagement Framework

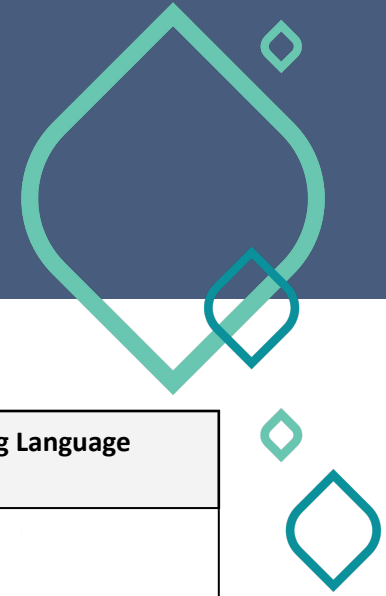


## Partially Implementing Practices (PIP)



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Level 2 - Engaged - Beginning	<ul style="list-style-type: none"> <li>Not yet screening, not yet referring</li> <li>Completed 1st Five education/training</li> </ul>	Focus on the “Why” and the “How”
Level 3 - Engaged - Full Partner	<ul style="list-style-type: none"> <li>Screening and Referring</li> </ul>	Focus on sustainability
Partially Implementing Practice - Engaged - (PIP)	<ul style="list-style-type: none"> <li>Screening but not referring or Referring but not screening</li> </ul>	<u>Practice Outlier</u> <ul style="list-style-type: none"> <li>intensive education - why, and how</li> <li>workflow mapping &amp; implementation plan</li> <li>strong peer consultation candidate</li> </ul>

# The 1st Five Levels of Engagement Framework



## What we've learned about this approach to engagement so far:

### Challenges:

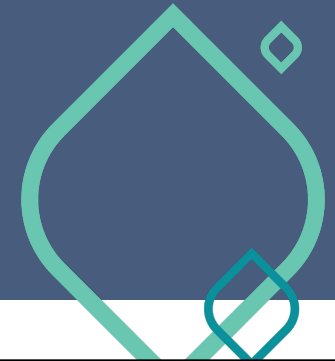
1. Not all practices fall into each category perfectly - refinement of the framework in 2021
2. Partnership levels are fluid and can change
3. Determining practice LOE vs provider LOE is contextual

### Benefits:

1. cataloging practices allows for intentional investigation and understanding of partners
2. provides a good platform for where to start with a practice (even if not much is known about the partner at first)
3. positions site coordinators to be strategic about their infrastructure activities and look at partnership as a process that must be monitored, managed and nurtured.

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Partially Implementing Practice - Engaged - (PIP)	<ul style="list-style-type: none"><li>• Screening but not referring or Referring but not screening</li></ul>	Practice Outlier

# Steps to make the LOE Framework work for YOU



## Step 1:

Consider your current partners. Do you have types of practices or providers you're working with? What is your overall goal? How will you know you've reached that goal?

## Step 2:

Define your partnership levels and criteria for understanding that type of partnership. Specifically consider known barriers to goal implementation.

## Step 3:

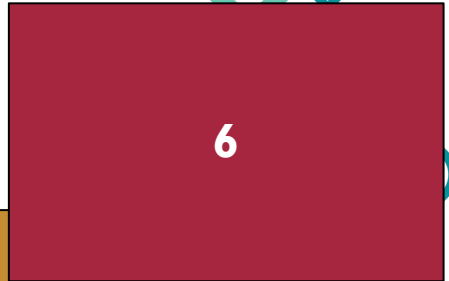
Identify your LL strategies for each partnership level - this is your initial starter tool kit for those types of partners

## Step 4:

Catalog your current partners based on the framework

## Step 5:

Implement your LL strategies for each partnership type and watch for progress



## Step 6 - Ongoing

Refine your understanding of partner needs and successful LL strategies for support

Good luck with your HMG partnerships! We can do this together!

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1. Exit the session to the home page
2. Click “Community” on top header
3. Select Discussion Rooms from the drop down menu
4. Select the discussion happening right now with our session title

\*Each discussion room will include up to six people

