



Family Connects:

Past, Present and Future for Washington County

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Public Health Advisory Council Meeting

May 10th, 2022



WASHINGTON COUNTY
OREGON

Department of Health and Human Services

Overview

- Maternal, Child and Family Program
- Universally Offered Newborn Home Visiting in Oregon
- Family Connects Washington County

Maternal, Child and Family Program

- Home Visiting
- Parenting Education & Resources
- Early Care & Education
- Reproductive & Sexual Health
- School Readiness and Student Success
- Coordinated Enrollment in Pregnancy-Early Childhood Services
- Early Learning & Parenting Hubs

Washington County Public Health Division Maternal, Child & Family Program (MCF) Organizational Chart



The “4th Trimester”

Only 20% of families are eligible for current home visiting services through the existing models.

As many as 40% of women do not attend a postpartum visit at all, and attendance rates are even lower among those with limited resources, such as unstable housing, communication challenges or transportation barriers.

Universal home visits can help to combat these disparities by assessing for postpartum illnesses that require immediate care and linking all mothers to the routine follow-up care they need, as well as making connections to address resource challenges.

Optimizing Postpartum Care | ACOG

Family Connects - Oregon

Need for a program to reach all families with newborns.

- [Senate Bill 526](#) – Effective September 2019 to establish Family Connects. **Phased implementation over three biennia**
- Family Connects OR launches February 2020
- Washington County is selected as an Early Adopter

Family Connects Oregon
Babies don't come with
an instruction manual,
and Family Connects
Oregon can fill in the
gaps.

Together, we're growing healthy
babies!

- The first few days and weeks home with a new baby can be a challenging time for all families,
- Evidence-based, nurse home visiting program for all families with newborns.
- **Supports parents by linking nurses, community resources, and families.**
- Research indicates that more than 90 percent of families can use some additional support.

Family Connects Oregon Video
<https://youtu.be/4SfsU8eAq9c>



Family Connects International



Every family is
vulnerable at the
birth of a child

94% of families had 1+ need
for nursing support and/or
community resources



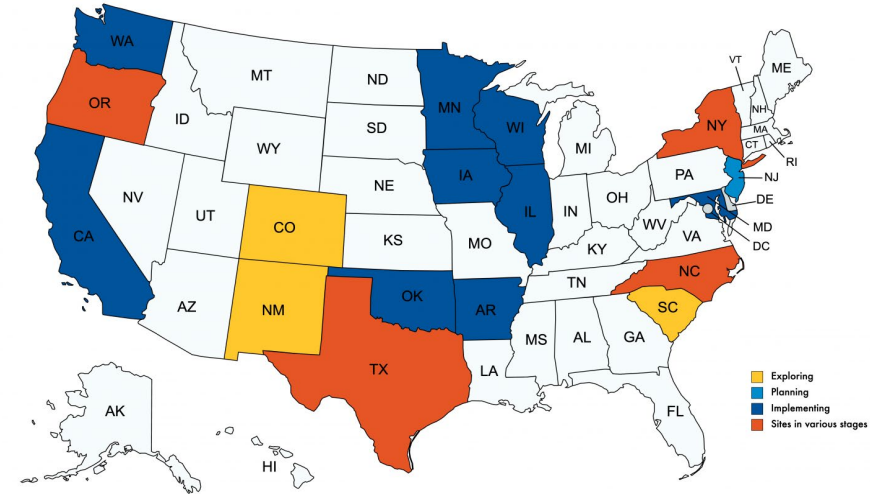
Community-wide
eligibility is essential
to population change

Does not replace intensive,
targeted programs, but
informs what families need

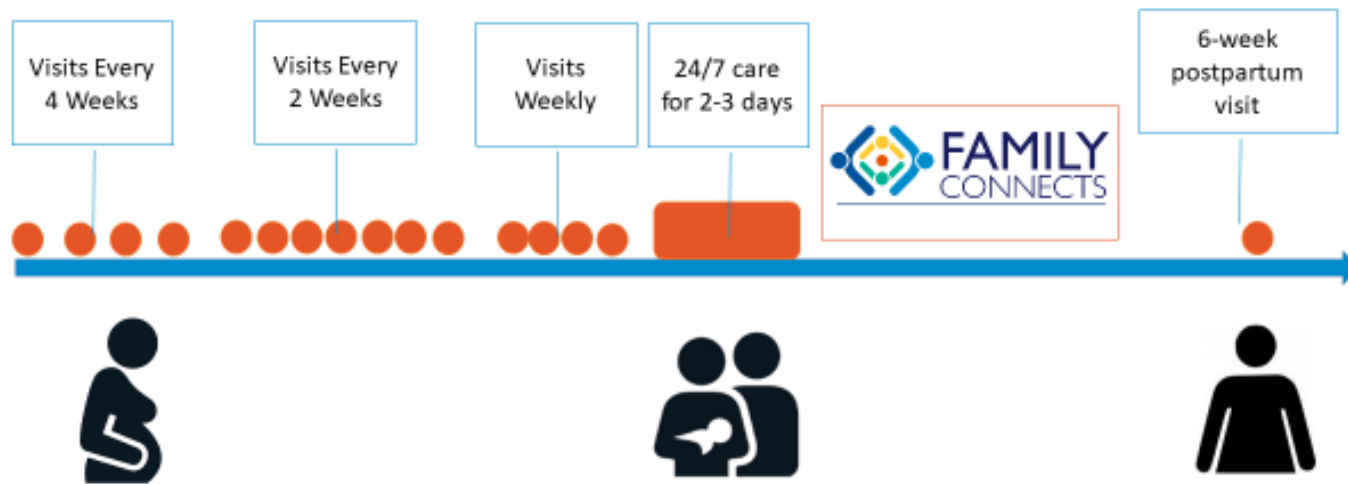



Population reach
requires both a
top down and a
bottom up approach

Identify preventative system of
care, align resources, reach all
families
Assess risk, provide intervention,
improve connections



Family Connects Intervention





Why offer Family Connects to everyone?



The Family Connects Model



FOR ALL

Helping all families regardless of income or background



THREE WEEKS

Visits are scheduled around 3 weeks after a baby's birth



NO COST TO RECIPIENTS

As an eligible recipient, you will not be charged

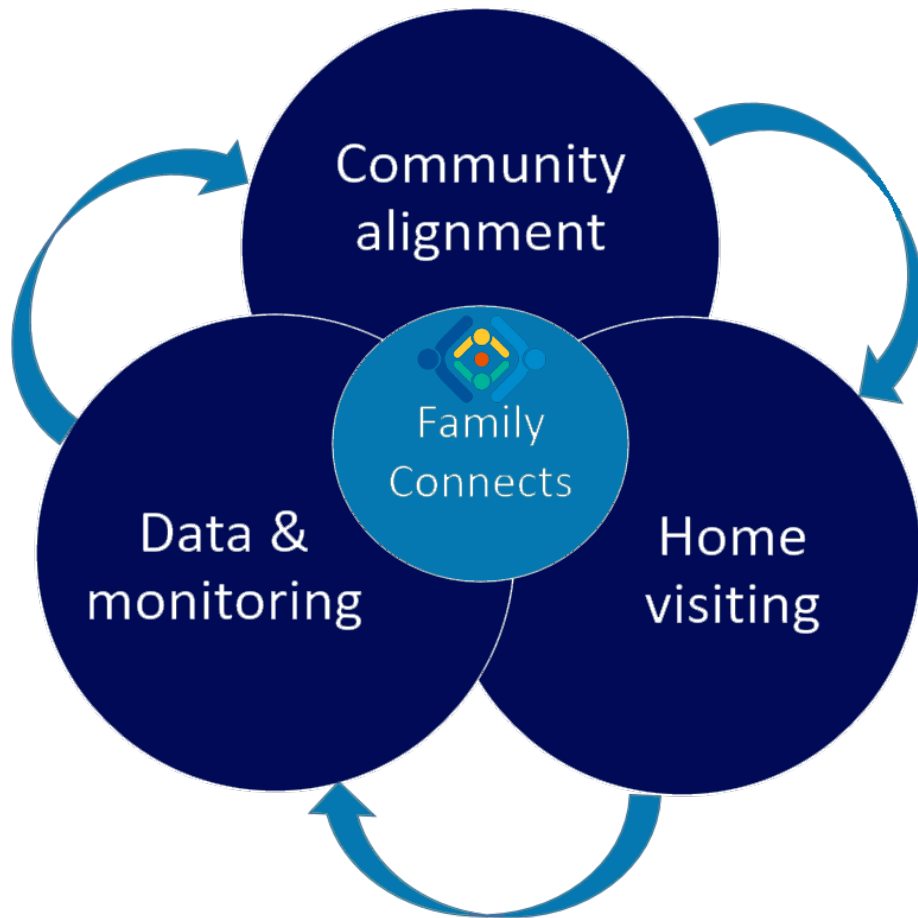


REGISTERED NURSE

All visits are made by highly trained nurses



Components of Family Connects



Public Health Home Visiting in our County



Babies First!

Because the first years last forever.



[Family Health, Pregnancy and Babies \(washington.or.us\)](http://washington.or.us)





Timeline: Family Connects-Washington County

Currently Medicaid Births

- Washington County launches June 2021 with Providence St Vincent Medical Center
- Washington County expands to Hillsboro Medical Center in May of 2022
- Working closely with Coordinated Care Organizations (CCOs) for next expansion


Commercial Insurance Progress

- OHA hired a Consultant
- [Senate Bill 1555](#) – Effective January 1, 2023 specifies reimbursement for Family Connects by commercial insurance and provides technical fix.
- Rules Advisory Committee (RAC)



Implementation in Washington County

- **Phased Implementation** – Current eligibility is Birth Hospital, Reside in our county and covered by Oregon Health Plan
- **Partnering** with Providence St Vincent Medical Center and Hillsboro Medical Center to receive referrals
 - Individual messaging to patient: *“It is part of the care you receive when you give birth at this hospital. A nurse will call you in about a week”*
- **Working with OHA** to support rules and rates for reimbursement with commercial payors by January 1, 2023.



How the
Model
Works



Nurse connects
with family and
identifies needs



Nurse connects
family to
community
resources



Parent connects
with infant



The Nurse Home Visit

Health assessment:

- Maternal vitals, including blood pressure check
- Infant vitals, including measurements of weight/length/head circumference
- Physical exam of mother as needed
- Full physical exam of infant at every home visit

Validated Screening tools:

- Social factors
- Intimate Partner Violence
- Substance use
- Perinatal mood disorders

Evidence Based Education, Recommendations and Referrals:

- Infant feeding and care practices
- Safe sleep and SIDS prevention
- Breastfeeding support
- Postpartum health warning signs
- Parent-child interaction assessment and coaching
- Reinforcement of connection to the medical home for mother and infant, to reduce unnecessary Emergency Department visits
- Assistance with obtaining health insurance coverage/enrolling in Medicaid, childcare, and social services
- Postpartum care, including scheduling postpartum appointment as needed
- Referrals related to risk for medical concerns, social drivers, intimate partner violence/safety, postpartum mood disorders, substance use treatment, tobacco cessation

Screen, Intervene and Connect



Benefits of Family Connects Visits

A nurse is in the home to meet a family for 1-2 hour visit

- *"I think it was great the nurse was able to visit my home instead of a virtual visit."*

We provide needed follow-up to assure referrals are connected

- *"The nurse helped me to enroll in WIC and Head Start for my daughter"*

Our nurses drop off needed supplies and can do up to three visits

- *"The nurse was able to provide much needed diapers"*

Nurses reinforce messages, connect family back to their providers and help keep them on appointment schedule

- *"I didn't understand a lot of the information that the hospital shared with me, but the nurse was able to assist me with this."*

Family Connects Needs Identified

- Behavioral Health supports - counseling
- Housing Navigation and Rent Assistance
- Breast pumps
- Language and Culturally Specific Resources
- Diapers, cribs
- Co-Sleeping – Cribs for Kids provided
- WIC enrollment not done prenatally
- Parent Support
- Education on safe sleep, tummy time, spoiling and PURPLE crying

Implementation in Washington County

Successes

- Targeted Case Management rate was increased for 2022 to meet cost of the program
- Using Epic for Medical Charting; promising for reporting
- Data Collection supports program, partners and the system
- Feedback from families has been positive

Challenges

- Limited messaging due to inability to offer to all families
- Establishing referral process to catch eligible families
- Challenge to onboard additional hospitals with current payors
- Contracts with commercial insurance pending work with SB 1555 Rules making and rate negotiation
- COVID Pandemic impacts to health care, community services and families

Program Data

- Completed over **110 visits** since June 2022
- **30%** Scheduling Rate
 - Reasons for declines
- **74%** Completion Rate
- **85%** Referral Connection Rate
- **96%** Satisfaction Rate
- **Over 250** Referrals & Recommendations made

Community Alignment Domains



Community Alignment - Resources

- Processes with partners to refine referral process
 - Collecting what the family will experience, expectations and requirements/needs for enrollment/application
 - Work within the Community Advisory Board to support review of data, gaps, assets and needs across Prenatal to Three services
- Building relationships with CCOs to support resources, referrals and communications
- Work with providers and hospitals to identify programs, supports and resources available (regular updates of changes)

Contact Us

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