

Case Review and Community Action

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The Process

CASE REVIEW TEAM
Reviews cases, identifies issues and reports to



- Create solutions where none exist



COMMUNITY ACTION TEAM analyzes complex issues, translates issues into interventions & reports



- Within provider groups & organizations



- Between providers & organizations



To the **COMMUNITY**



- Across the community

Action Occurs

The Challenge

- Getting to results through ACTION instead of ruminating about problems

Choosing FIMR Teams

Not a Solo but a Symphony

Who Should Participate ?



Selecting the Right Teams

- Diversity
- Influence
- Commitment
- Consumer participation

Where to Begin...

- **Community Leaders or Gate Keepers**
- **Health Care Providers**
- **Public Health**
- **Human Services Providers**
- **Consumers**
- **Advocates**

Who Should Participate?

- **Key Community Leaders**
 - **Educators**
 - **Religious leaders**
 - **Civic and fraternal groups**
 - **Business community leaders**
 - **Elected officials**

Who Should Participate?

- **Health Care Providers**
 - **Obstetricians**
 - **Pediatricians**
 - **Obstetric/Pediatric Nurses**
 - **Nutritionists**
 - **Social Workers**
 - **Hospital Administrators**
 - **Medical society representatives**

Who Should Participate?

- **Public Health Providers**
 - **City and County Health Departments**
 - **Medical Examiners**
 - **WIC**
 - **Outreach workers**
 - **Family planning clinics**

Who Should Participate?

- **Human Service Providers**
 - **Child Welfare Agencies**
 - **Substance Abuse (ATOD) Services**
 - **Housing Authority**
 - **Mental Health Services**
 - **Department of Corrections**

Who Should Participate?

- **Advocacy Groups and Consumers**
 - **March of Dimes**
 - **Healthy Mothers/Healthy Babies**
 - **Maternal and Child Health Coalitions and Networks**
 - **Perinatal-Infant Grief Professionals**
 - **Other local groups**

Who Should Participate?

- **Advocacy Groups and Consumers**
 - Bereaved parents' groups
 - Women's groups
 - Minority rights groups
 - Housing and Tenants rights groups
 - Unions and Worker's rights groups

The Process

- **The Case Review Team reviews cases, identifies issues, reports to the community action team and they take action**

Case Review Team

- **Multidisciplinary**
- **Represents community**
- **1-2 hour, closed meeting**
- **3-5 cases/meeting**
- **Average 12-15 members**
- **Hear de-identified cases, identify issues, make recommendations**

CRT Meeting Prep

- **Sign in sheets**
- **Numbered packets/cases**
- **Confidentiality pledge**
- **Deliberation sheets**
- **Food/beverages**

Review Each Meeting

- **Process of project**
- **Confidentiality**
- **Amount information/discrepancies**
- **Group facilitation**

CRT Facilitator

- **Maintains confidentiality**
- **Focused on systems**
- **Respects all members**
- **Consistent methodology**
- **Can be more than one person**
- **Directs speculation**
- **Listens for recommendations and actions**

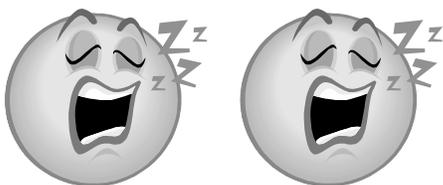
NFIMR Case Deliberation Sheet

- Factors and issues
- Linkages Health and Human Services
- Strengths in systems of care
- Service delivery/community resource issues
- Gaps
- Amount of relevant information
- Suggested actions and recommendations

Meeting Balance



Sensitivity to Participants



The Process

- The *Community Action Team* analyzes complex issues and translates issues into action

CAG Activities

- Community representation
- Open meeting quarterly or biannually
- Reviews CRT recommendations for change
- Summary of issues/not individual cases
- Wait for recommendations

CAG Activities

- Develop strategies for implementation
- Identify potential resources/change agents
- May request more information before acting

**CATEGORY: PRENATAL PATIENT
EDUCATION**

= **PROBLEM** : *Delay of pregnant women in seeking care*

RECOMMENDATION: Increase awareness of importance of early and regular prenatal care with each pregnancy; increase communication to patients for need to keep follow-up care appointments; Increase education to pregnant women regarding preterm labor prevention and recognizing and reporting decrease in fetal movement.

• **INTERVENTION 1**: Conduct a public awareness campaign on the importance of early and regular prenatal care and infant care. Contact USF for "Help Them Thrive, Birth to Five" prototypes of campaign materials (PSA's, posters, billboards). Examine existing PSAs. Translate pieces to Spanish and Creole.

Progress: Staff person to be hired. Campaign to be conducted with neighboring counties.

Issues to Actions: Ways to Get Messages Out

- Use of community
- In reach/out reach
- Newsletters
- Presentations
- Magnets
- Brochures
- Billboards
- Radio/media

FIMR Findings and Actions

- Service delivery issues
- Psychosocial issues
- Economic issues
- Environmental issues



FIMR Findings and Actions

- Service delivery issues
 - Gaps in care
 - Access to service
 - Barriers to care
 - Transportation

FIMR Findings and Actions

- Psychosocial issues
 - Social support of family members
 - Coping skills of family members
 - Life style habits of family members
 - Domestic violence

FIMR Findings and Actions

- Economic issues
 - Income at or below poverty level
 - Basic family needs

FIMR Findings and Actions

- Environmental issues
 - Community safety
 - Sanitation
 - Pollution

The Process

- The Community benefits through the development of new solutions and takes action

Evaluation-Does FIMR Work?

- Community reports favorable
- Project visibility
- Committed teams
- Raise awareness to issue
- Findings quoted
- National study

Valuable FIMR Outcomes

- For families
- For public/private agencies, institutions and providers
- For communities

FIMR Offers a Community

- A warning system that can describe effects of health care systems change
- A method for implementing continuous quality improvement (CQI)

FIMR Offers a Community

- A means to implement needs assessment, quality assurance and policy development
 - Essential public health functions, at the local level

Community Empowerment



Through the fetal infant mortality review process, the community becomes the *expert* in the knowledge of the entire local service delivery systems and community resources for childbearing families.