

COMPREHENSIVE PERINATAL SERVICES PROGRAM DEVELOPING/CUSTOMIZING CPSP PROTOCOLS

The following are the most often asked questions about CPSP protocol requirements. Please use the answers as guidelines and call the PSC office if you need clarification at _____.

Q Exactly what are protocols?

A Protocols are written procedures for how you plan to provide health education, nutrition and psychosocial services and related case coordination. The protocols need to be specific to the provider's practice site. They need to be developed within 6 months of CPSP provider status approval.

Q When are my protocols due?

A Protocols must be developed or customized to your practice, signed off, and adopted within six months of your effective date of approval as a CPSP provider. You are encouraged to begin developing/customizing CPSP protocols as soon as your approval letter has been received from the State. *You will receive a letter from the CPSP office to remind you of the due date*

Q What if I cannot complete my protocols by the six month deadline?

A Call the CPSP office prior to your protocol due date and request an extension.

Q Where do I get these standardized tools and protocols?

A There are template protocols and assessment forms available that have been developed and signed off by qualified CPSP consultants; those protocols **must** be customized to your practice. To get copy of template protocols contact the PSC office at the number above.

Q Can I develop my own protocols?

A Yes. You and your consultants can choose to develop a protocol for each of the three disciplines (health education, nutrition and psychosocial) or you can talk with the PSC about customizing template protocols to your practice site.

Q Who needs to sign my protocols?

A Customized protocols will be signed by the physician. If you develop new protocols, they must be signed by a physician, a health educator, a nutritionist, and a social worker. The names of these people must be included on the CPSP provider application.

Q Do I need to include consultants in the CPSP application if I have template protocols?

A In that case you don't need consultants for protocol approval. It is strongly recommended to include consultants in the application because those discipline-specific professionals can provide consultation and/or direct services when a CPSP client presents with complicated conditions. The protocols must state "Using 2011 [Name] County Protocols".

Q What qualifications must the health educator, nutritionist and social worker have?

A Template protocols have been already approved by qualified consultants. If you plan to develop new protocols for your practice, the approving consultants must meet the following requirements:

- Health Educator - a Masters Degree in either Community or Public Health Education from a program accredited by the Council on Education for Public Health, and one year of experience in the field of Maternal and Child Health.
- Nutritionist - a dietitian who is registered (RD), or is eligible to be registered by the Commission on Dietetic Registration, and one year of experience in perinatal nutrition.
- Social Worker - a Masters Degree or higher in social work or social welfare from a school accredited by the Council on Social Work Education; or a Marriage and Family Therapist; and one year of experience in the field of Maternal and Child Health.

Q How do I find consultants with these requirements? Do I have to hire them as staff?

A You do not need to hire consultants as staff. However, you should enter into a written agreement with them which clearly identifies what services they will provide, including protocols, quality assurance, education or high risk interventions, and an agreed upon fee schedule.

Q How much should I pay for protocol development?

A The CPSP office does not become involved in fee arrangements. Consultants are free agents and that is why we recommend a formal written agreement.

IMPORTANT POINTS TO REMEMBER

- The template protocols must be *customized for each practice site*. This includes community referrals, staffing levels, and case coordination which may differ from site to site.
- Protocols must clearly describe a system of care from entry to care through postpartum. They must include a time line for each activity, including initial assessment, the individualized care plan, reassessment, postpartum assessment, use of individual and/or group interventions, case coordination, and mandated referrals.
- New providers who use previously approved template protocols do not need to have them signed by a health educator, dietician, and social worker, **but they do need to assure that they are customized to their site**. For application to be approved without consultant names, include a statement on the application such as "Using 2009 ABC County Protocols". Protocols must be ≤ 5 years old
- If you will offer group classes your protocols should include: (1) an outline for each class offered, including learner objectives, content, methodology, and methods of evaluation, (2) a blank sign-in sheet with space for date, instructors name and topic.