

Table 16. Provider Engagement Infrastructure Examples (Attachment S)

<b>Example of Provider Engagement Activities and Description</b>	<b>1st Five Site Coordinator Infrastructure Activities and Training/Discussion Topics</b>
<p><b>Initial Outreach</b></p> <p><i>Initial outreach from the Site Coordinator may take place through a variety of formats. Phone calls, emails, mailings or virtual interactions are typical for communicating with practices and primary care providers.</i></p>	<p>The Site Coordinator communicates with practices/providers to assess ongoing support and technical assistance needs relative to screening implementation and referral support which includes:</p> <ul style="list-style-type: none"> <li>● Training/discussion of 1st Five program basics for staff (what is 1st Five, and what are the partnership expectations for both the practice and 1st Five)</li> <li>● Discussion of how to implement and sustain screening in their practice</li> <li>● Training/discussion on developmental screening tools (including how to score a screening tool)</li> <li>● Discussion of how to establish and sustain referrals to 1st Five</li> <li>● Training/discussion on how to refer to 1st Five</li> </ul>
<p><b>Introductory Meeting</b></p> <p><i>Facilitating meetings with practice staff typically includes a progression of interaction with the practice, beginning with an introductory meeting with an identified point of contact (POC). This individual is typically the clinic manager/office manager, lead nurse, or some type of clinic administrator.</i></p>	<p>Introductory meetings typically include the following focus areas:</p> <ul style="list-style-type: none"> <li>● Introduction to the 1st Five program</li> <li>● Partnership expectations including: developmental screening tool implementation and scoring training, referral to 1st Five, ongoing technical support from 1st Five, and follow up plans for referral outcomes. Site Coordinators may consider whether a Letter of Commitment (LOC) with the practice is an appropriate tool to assist with formalizing partnership with 1st Five (refer to Section D(a) and Attachment U for more information on the LOC)</li> <li>● Gathering information relative to current practice protocols of screening and surveillance and referrals for early intervention</li> <li>● Next steps to move the partnership forward</li> </ul>
<p><b>Practice Staff Meeting</b></p> <p><i>Meetings with practice providers typically follow the completion of a successful introductory meeting(s) with the practice point of contact (clinic manager/office manager, admin staff, or similar individual). This type of infrastructure activity is</i></p>	<p>There should be an emphasis on exploring the plan for screening implementation for the practice and discussing next steps to meet this goal with 1st Five:</p> <ul style="list-style-type: none"> <li>● Introduction to the 1st Five program</li> <li>● Partnership Expectations including: developmental screening tool implementation and scoring training, referral to 1st Five, ongoing technical support from 1st Five, and follow up plans for referral outcomes</li> <li>● Confirmation of current surveillance, screening and</li> </ul>

<p><i>focused on providing background information of the 1st Five initiative to the providers and practice staff.</i></p>	<p>referral processes (as gathered from the introductory meeting(s) with the office point of contact)</p> <ul style="list-style-type: none"> <li>● Exploration of the screening implementation plan for the practice</li> <li>● Next steps to move the partnership forward</li> </ul>
<p><b>Practice Staff Training</b></p> <p><i>The height of infrastructure activity for the 1st Five Site Coordinator includes the delivery of developmental screening tool training for primary care practices. Training for a practice can be approached in a variety of ways to meet the needs of the practice.</i></p>	<p>Generally, providers (and identified clinic support staff) should receive training from the 1st Five Site Coordinator on the ASQ, the ASQ:SE and/or the M-CHAT-R/F. Refer to the section on Surveillance and Screening for detailed guidance on how to organize screening training for provider and nurse groups.</p> <p>Site Coordinators should consider peer-to-peer consultation training on the M-CHAT-R/F for their engaged practices that have this need.</p>
<p><b>Ongoing Communication with an Engaged Primary Care Practice</b></p> <p><i>Follow-up interaction and engagement frequency is mutually determined by the practice and the 1st Five Site Coordinator. Practices that have recently implemented developmental screening into their workflow should receive follow up within one month of their “Go-Live” screening date to assess initial challenges with the implementation process. Fully implementing practices may require less frequent follow up, but more targeted investigation of sustainability during those interactions.</i></p>	<p>Follow up infrastructure work with a practice and providers always includes assessment and exploration of technical assistance needs:</p> <ul style="list-style-type: none"> <li>● Opening with an opportunity for the practice to express their needs</li> <li>● Identification of training opportunities on surveillance and screening tools for new staff at the practice.</li> <li>● Identification of screening challenges.</li> <li>● Identifying staff roles that are responsible for particular steps of the workflow process.</li> <li>● Identification of challenges with referral to 1st Five. <ul style="list-style-type: none"> <li>○ Review of the 1st Five referral form, how to make a referral, and what follow up looks like.</li> </ul> </li> </ul>
<p><b>Outreach Event/Engagement with a Primary Care Practice</b></p> <p><i>These events are similar to community facilitated/organized health fair events with the distinction that these health fair events are hosted by a primary care practice, and may even take place at a primary care office location. Topics to present to community members that attend this provider-organized health fair event will be the same as</i></p>	<p>Suggestions for how to improve on these relationships at this special event include:</p> <ul style="list-style-type: none"> <li>● Asking practice staff how screening is going and if there are challenges they’re aware of in the screening process</li> <li>● Asking practice staff how the referral process is going and if there are challenges they’re aware of in the referral process</li> <li>● Thanking the practice staff for their investment in 1st Five and the good work they do to make sure children are screened for delays</li> <li>● Inquiring about how to improve the relationship, or what’s needed additionally to take the partnership to</li> </ul>

<p><i>a community health fair event. Additionally, Site Coordinators should target their time at these events by seeking to engage and make connections with practice staff that also attend. This is a special and unique opportunity to connect with a practice outside of typical formal interactions.</i></p>	<p>the next level</p> <ul style="list-style-type: none"> <li>● Offering to meet individually with practice staff to check-in about their partnership with 1st Five</li> </ul>
<p><b>Less Formal Interactions</b></p> <p><i>Follow up with primary care practices and engaged providers may also include interactions that are less formal. These interactions might include requested follow up by the practice that do not require significant prep and planning by the Site Coordinator. For example, the practice calls and requests additional 1st Five referral forms, brochures, or other 1st Five supported materials important to the screening, or referral process.</i></p>	<p>These more informal interactions with engaged practices and providers will still include professional approaches to working with provider partners, including intentional focus on both:</p> <ul style="list-style-type: none"> <li>● How is screening going? Are there challenges with universal screening in the practice? If so, what are they and how can 1st Five support the practice to overcome them?</li> <li>● How is the referral process going? Are there challenges with referral to 1st Five? If so, what are they and how can 1st Five support the practice to overcome them?</li> </ul> <p>It is important that 1st Five Site Coordinators do their best to secure some type of interaction with the practice during these less formal requests. Site Coordinators should, if possible, deliver requested materials with some type of investigation of screening and referral processes as a way to maintain ongoing understanding of practice challenges and support needed.</p> <p><i>Each meeting with engaged partners should include an open opportunity to discuss practice needs and barriers.</i></p>