

## Engaging Stakeholders to Improve Pathways from Screening to Services

For any multi-stakeholder community-based quality improvement project, it is important to engage critical stakeholders to the processes in question. In OPIP’s work around this topic, we found the following specific activities to be foundational to our work:

- ✓ **Conduct Stakeholder Interviews:** Conduct interviews of people/organizations who have a role with: a) developmental screening or b) follow-up services that address risks identified by screening. Structure the interview to understand current systems and process, opportunities, barriers and hopes for this project. Make sure to ask each interviewee about who else should be interviewed in the community.
- ✓ **Convene Stakeholders in a group meeting:** Hold in-person and group-level meetings of these various stakeholders to share learnings, identify priorities, and identify next steps. These in-person meetings are critical to building rapport and understanding across entities and a shared commitment. If communities cannot do the interviews, they should consider holding stakeholder meetings at the least.
  - Below is list of key stakeholders that should be identified and engaged, acknowledging that there is variation by community:

CCO	Primary Care Providers	Early Learning Hub	ODE: Early Intervention, School District Representative	Programs That Provide Home Visiting and Early Head Start/Head Start	Child Care, Parenting Classes and Parenting Supports
<ul style="list-style-type: none"> <li>■ Medical Director</li> <li>■ Person who oversees Incentive Metrics</li> <li>■ Person that oversees engagement with the practices on Incentive Metrics</li> <li>■ Mental health director and person who oversees these services</li> <li>■ Person who oversees services for children</li> <li>■ Person who coordinates or participates in Early Learning Hubs</li> <li>■ OHA Innovator Agent for that CCO</li> </ul>	<ul style="list-style-type: none"> <li>■ Practices who see a large number of children and who are doing developmental screening, as identified by the CCO incentive metric</li> <li>■ Within the practices, make sure that interviews are conducted with at least one pediatrician/family medicine physician, care coordinator (if applicable), referral coordinator (if applicable), and practice manager. Each person has a unique perspective and level of input.</li> </ul>	<ul style="list-style-type: none"> <li>■ Director or Executive Director</li> <li>■ Staff that work on community engagement</li> <li>■ Staff that may have been involved on efforts related to developmental screening</li> </ul>	<ul style="list-style-type: none"> <li>■ Program Coordinator of the EI/ECSE within each of the local contractors that serve the community</li> <li>■ EI referral intake coordinator</li> <li>■ School District Representative</li> </ul>	<ul style="list-style-type: none"> <li>■ Public Health/ CaCoon/ BabiesFirst</li> <li>■ Healthy Families</li> <li>■ Other community services that provide home visiting</li> <li>■ When applicable: entity that manages a centralized home visiting referral program.</li> <li>■ Early Head Start and Head Start Providers</li> </ul>	<ul style="list-style-type: none"> <li>■ Childcare Resource and Referral Center</li> <li>■ Childcare centers that are doing developmental screening</li> <li>■ If applicable, entities that run the Oregon Parenting Education Collaborative in the Community</li> </ul>