



## CHANGE IDEA: Engage families in care transitions by creating a family care transition plan for services outside of the health center.

### STEP 1: GET READY (TASKS)

- A. Review your current practice for transition planning with families. Note strengths and gaps in your protocols.
- B. Define roles and responsibilities for engaging families in care transitions based on your practice's staffing patterns.

### STEP 2: PLAN AND PRACTICE

Identify your implementation process and test it. Consider starting small, with one family and one provider team (as defined by your practice staffing).

#### SAMPLE PROCESS:

- A. Create a [family care transition plan template](#) that includes:
  - The family's short- and long-term goals
  - Action steps for each goal
  - Space for clear documentation of the family's preferences
  - Formal supports (e.g., key professional contacts)
  - Informal supports (e.g., family, parent peers)
- B. [Gather feedback](#) from several families on the template to ensure content is appropriate, clear, and reflects the populations served by your practice. Note and respond to any suggestions for improvement.
- C. Design and monitor a workflow to ensure all eligible families receive a family care transition plan.
- D. [Train one medical team](#) (e.g., a provider and a care coordinator, or an early childhood specialist) on the drafted protocol, including training on the Teach-Back Method if needed.
- E. Identify one or two families to test your practice protocol by completing an individualized family care transition plan. Consider choosing families with a need for distinct types of services that require a transition plan.
- F. Use the Teach-Back Method to facilitate family understanding of goals and action steps.
- G. Follow up with families to assess completion of action steps and goals.
- H. Gather family feedback on their involvement in goal setting, whether their preferences were respected, and whether they completed the plan's goals.

### STEP 3: REVIEW AND REFINE

Participants in Step 2 huddle to review the results and adapt process steps as warranted.

## STEP 4: EXPAND

Once the review is complete and any adaptations are made, the team can begin to scale implementation with additional families and provider teams. Hold periodic huddles to ensure the process works across circumstances and families.

## STEP 5: SUSTAIN

Once the process has been tested and is ready to be adopted by your community health center, ensure the process becomes part of your day-to-day workflow. Ensure all staff understand their roles. Standardize the transition planning protocol and review it periodically. Gather family feedback on the quality of the transition planning and respect for their preferences in the process. Use data reviews and/or case studies to identify further improvements.