NYSAC Fall Seminar

Early Intervention Family Outcomes & State Systemic Improvement Plan (SSIP)

Marie Ostoyich & Katie Reksc : Bureau of Early Intervention

September 13, 2017
NYS Early Intervention Program (EIP) Description:

• Part of the national Early Intervention Program for infants and toddlers with disabilities and their families.
• First created by Congress in 1986 under the Individuals with Disabilities Education Act (IDEA)
• Administered by the New York State Department of Health through the Bureau of Early Intervention.
• In NYS, the EIP is established in Article 25 of the Public Health Law and has been in effect since July 1, 1993.
• To be eligible for services, children must be under 3 years of age and have a confirmed disability or established developmental delay, as defined by the State, in one or more of the following areas of development: physical, cognitive, communication, social-emotional, and/or adaptive.

Website: https://www.health.ny.gov/community/infants_children/early_intervention/
NYS Early Intervention Program

- Serving 68,000 children & their families each year
- 1,200 billing and 14,000 rendering providers
- Across 57 Counties and NYC
- Birth rate of almost 250,000
- 50% of children reside in NYC
NYS State Systemic Improvement Plan: (SSIP)

• History
• Successes
Previous Successful
NYS Systemic Improvement Plans: Part 1

NYS Perinatal Quality Collaborative (NYSPQC) Safe Sleep Project

- September 2015-July 2017
- Safe sleep practices to reduce infant mortality
- 78 birthing hospitals at all levels participated
- Documentation of safe sleep education having occurred during the birth hospitalization increased by 10%
- Infants in safe sleep environment during birth hospitalization increased by 41%
- Percent of caregivers who understood safe sleep prior to discharge from the birth hospitalization increased by 21%

NYSPQC Obstetrical Improvement Project – Phase 1 – Regional Perinatal Centers

- September 2010- June 2012
- Reduce scheduled deliveries without a medical indication between 36 0/7 and 38 6/7 weeks gestation
- Percent of scheduled deliveries without a medical indication decreased by 73%
  - Percent of scheduled inductions 36 weeks gestation without a medical indication decreased by 70%
  - Percent of scheduled C-sections 36 weeks gestation without a medical indication decreased by 76%
- Percent of primary C-sections 36 weeks gestation without a medical indication decreased by 90%
- Percent of maternity patients counseled on the maternal/fetal risks and benefits of scheduled delivery 36-38 weeks gestation increased by 66%

- NOTE: Resources & tools developed by the project and its participants were used to create a Toolkit, as well as a manuscript published in the Maternal & Child Health Journal in December 2016
Previous Successful
NYS Systemic Improvement Plans: Part 2

**NYSPQC Maternal Hemorrhage & Hypertension Project**

- April 2014- September 2015
- To advance improvements in identifying & providing education on maternal hemorrhage & preeclampsia, eclampsia & severe hypertension
- Administration & documentation of maternal hemorrhage risk assessment completed on admission to the birth hospitalization improved by 71%
- Patient education on signs & symptoms of post-partum preeclampsia prior to discharge from the birth hospitalization improved by 58%

**NYSPQC Neonatal Intensive Care Unit (NICU) Central Line Associated Blood Stream Infection (CLABSI) Reduction Project**

- October 2013- September 2015
- To improve newborn outcomes by reducing CLABSIs in NICU patients through increased use of standardized central line bundle checklists
- NICU central line bundle checklist use increased to 95%
- Incidence rate of NICU CLABSIs dropped by 31%
- Use of central line bundle checklist significantly decreased Gram –positive, but not Gram-negative CLABSIs
New York State
Systemic Improvement Plan (SSIP):
Bureau of Early Intervention:

➢ Improve Early Intervention Outcomes for Infants, Toddlers and Their Families
➢ Required by the US Department of Education Office of Special Education Programs (OSEP)
NYS SSIP: Family Outcomes

Helpfulness of the Early Intervention Program to:

- Communicate better with people who work with their child & family
- Know about the child’s and family’s rights concerning EI
- Understand the child’s special needs
- Feel that the family has services and supports that are needed

- Connect with parents of children with similar needs
- Take part in typical activities in the community
- And many more important outcomes…
### Hardest for Families to Agree to

<table>
<thead>
<tr>
<th>State Standard</th>
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<tbody>
<tr>
<td>Early Intervention services helped me and/or my family....</td>
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<tr>
<td>connect with parents of children with similar needs.</td>
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<tr>
<td>take part in typical activities for children and families in my community.</td>
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<tr>
<td>cope with stressful situations.</td>
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<tr>
<td>support the needs of other children in the family.</td>
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<tr>
<td>feel welcome in the community.</td>
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<tr>
<td>involve my child’s doctor in early intervention services.</td>
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<tr>
<td>cope with the emotional impact of having a child with a disability.</td>
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<tr>
<td>find resources in the community to meet my child’s needs.</td>
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<tr>
<td>find information I need.</td>
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<tr>
<td>make changes in family routines, like mealtime or bedtime, that will be good for my child with special needs.</td>
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<tr>
<td>know where to go for support to meet my family’s needs.</td>
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<tr>
<td>use services to address my child’s health needs.</td>
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<tr>
<td>feel less isolated.</td>
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<tr>
<td>know how to keep my child healthy.</td>
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<tr>
<td>be better at managing my child’s behavior.</td>
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<tr>
<td>improve my family’s quality of life.</td>
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<tr>
<td>learn how to work on my child’s special needs during daily activities like getting dressed.</td>
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<tr>
<td>feel more confident in my skills as a parent.</td>
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<tr>
<td>communicate better with the people who work with my child and family.</td>
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### Easiest for Families to Agree to

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<tr>
<td>help my child to be more independent.</td>
</tr>
<tr>
<td>understand how to change what I’m doing to help my child as he/she grows.</td>
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<tr>
<td>understand the roles of the people who work with my child and family.</td>
</tr>
<tr>
<td>help my child to be more independent.</td>
</tr>
<tr>
<td>feel more confident in my skills as a parent.</td>
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<tr>
<td>communicate better with the people who work with my child and family.</td>
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<tr>
<td>have confidence in my ability to care for my child with a disability.</td>
</tr>
<tr>
<td>feel that I can get the services and supports that my child and family need.</td>
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<tr>
<td>understand what services my child will get when he/she goes into the preschool special education program.</td>
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Percent of Families Meeting NYIFS State Standard >=576

Data from 2008-2013
Family-Centered Services

• Early Intervention Services Should be Family-Centered
• Focus of our State Systemic Improvement Plan (SSIP)
• National Technical Assistance Center*- Engaged Families & Stakeholders
• Developed a Family-Centered Services Scale
  – Statements about the family’s experience with Early Intervention (strongly agree to strongly disagree)
  – Incorporated into a survey completed by families

*NCSEAM: National Center for Special Education Accountability Monitoring
<table>
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<th>Hardest for Families to Agree to</th>
<th>Easiest for Families to Agree to</th>
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<tr>
<td><strong>State Standard</strong></td>
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<table>
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<tr>
<th>Family-centered Services Scale Items</th>
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<tr>
<td>Someone from the Early Intervention Program went out into the community with me and my child to help get us involved in community activities and services.</td>
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<tr>
<td>My family was given information about ways of connecting with other families for information and mutual support.</td>
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<tr>
<td>Someone from the Early Intervention Program asked whether other children in the family needed help in understanding the needs of the brother or sister with a disability.</td>
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<tr>
<td>My family was given information about community programs that are open to all children.</td>
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<td>My family was given information about where to go for help or support if I feel worried or stressed.</td>
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<tr>
<td>My family was given information about opportunities for my child to play with other children.</td>
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<tr>
<td>Someone from the Early Intervention Program asked if I was having any problems getting the services I needed.</td>
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<tr>
<td>My family was given information about how to advocate for my child and my family.</td>
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<tr>
<td>My family was given information about the public school system's programs and services for children age three and older.</td>
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<tr>
<td>My family was given information about what my options are if I disagree with a decision about my child's services.</td>
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<tr>
<td>Someone from the Early Intervention Program asked if the services my family received met our needs.</td>
</tr>
<tr>
<td>I was given help in preparing for the IFSP meeting.</td>
</tr>
<tr>
<td>The IFSP kept up with my family's changing needs.</td>
</tr>
<tr>
<td>My family was given information about activities that I could do with my child in our everyday lives.</td>
</tr>
<tr>
<td>My child transitioned from early intervention (birth to 3 program) to preschool special education without a break in services.</td>
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<tr>
<td>My family was given information about the rights of parents regarding early intervention services.</td>
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<td>I was given information to help me prepare for my child's transition.</td>
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<tr>
<td>My child received all the supports for transition listed in our IFSP.</td>
</tr>
<tr>
<td>I was offered the chance to meet with people from the Early Intervention Program and the committee on preschool special education to plan for my child's transition to preschool special education.</td>
</tr>
<tr>
<td>I knew who to call if I had problems with the services and supports my child and family are receiving.</td>
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<tr>
<td>Written information I received was written in an understandable way.</td>
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<tr>
<td>My family's daily routines were considered when planning for my child's services.</td>
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<tr>
<td>I felt part of the team when meeting to discuss my child.</td>
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How will we improve?

- Use Quality Improvement Science
- Breakthrough Series Methodology (IHI framework)
  - Small changes implemented in daily routines/interactions
  - Supported by outside experts and peers as coaches
  - Plan (look at data, identify an issue, review evidence-based strategies)
  - Do (implement the change)
  - Study (collect data and review routinely – daily, weekly, monthly)
  - Act (adopt if it works, adapt if needed or abandon if it doesn’t)

P D S A

*IHI: Institute for Healthcare Improvement*
PDSA Example:

- https://youtu.be/-ceS9Ta820
Sequential Building of Knowledge
Includes a Wide Range of Conditions in the Sequence of Tests

Key: The changes will be embedded in every day interactions with families.

Test on a small scale
Test a wider group
Test new conditions
Implement
Breakthrough Results
Evidence & Data
Learning and improvement

Theories, hunches, & best practices
Participants (16 Teams)

- Pre-work

In-Person Meeting → Call 1 → Call 11 → Break through

Participants: 16 Teams

Pre-work:

In-Person Meeting

Call 1

Call 11

Break through
Regions:

- New York City/Long Island
- Hudson/Capital/North East
- Central/Western

Approximately: 42 teams each year for two years, 14 Teams per Region, Teams have 3-6 participants

Every County will Participate
Local Teams

Participants:
• Early Intervention Officials/Designees
• Service Coordinators
• Quality Assurance Officers
• Early Intervention Providers/Therapists
• Families

Requirements:
• One day In-Person Learning Sessions (start)
• Monthly Coaching Webinars (11 months)
• Conference Calls, Webinars, Email Contact
Municipalities:

Objective 3 of Municipal EI Work Plans:

- Participate
- Support
- Assist with Recruitment of TEAMS
Top 10 Benefits/Investments of Participation

1. Teaming with Colleagues by County or Region
2. Discuss Challenges, Barriers & Successful Strategies, Best Practices
3. Opportunities to Connect with Other Teams
4. Project Website
5. Data Collection & Clearinghouse
6. National Technical Assistance Support
7. Regional Center & Advisory Group Expert Support
8. In-Person Learning Sessions
9. Coaching Webinars
10. Additional Quality Improvement Beyond the Scope of the Project
Regional Centers of Excellence

- Learning Collaborative Establish & Support
- Communication Strategies
- Evidence-Based Practice Repository
- Data Collection & Sharing
- Coaching/Mentoring & Training
- Website Content
- Change Package of Improvement
- Evaluation
UCEDDs

• University of Rochester
  – 518 Hylan Building RC Box 27040, Rochester, NY 14627
  – Contact Person: Kelley Yost

• Montefiore Medical Center
  – 111 East 210th St, Bronx, NY 10467
  – Contact Person: Deborah Meringolo

• Westchester Institute for Human Development
  – 20 Plaza West, Valhalla, NY 10595
  – Contact Person: Jenna Lequía
UCEDD Regions: By County

- Rochester
- Westchester
- Einstein/Montefiore
Regional Meetings: Possible Sites Statewide
SSIP Timeline

- Fall/ Winter 2017: Recruit First Teams
- Spring/Summer 2018: Recruit Second Teams
- Fall 2018- Summer 2019: Second Teams Start
SSIP Advisory Group:

- Stephen Anderson - Provider
- Linda Beers - Essex County
- Evelyn Blanck - Provider
- Marie Casalino - NYC, EICC Member
- Lisa Chester - Niagara County, EICC Member
- Sherry Cleary – Provider
- Amy De Vito - Parent, EICC Member
- Judy Gerson - Provider, EICC Member
- Steven Held - Provider, EICC Member
- Bradon Josephson - Provider
- Talina Jones - Parent, EICC Member
- Paola Jordan - Parent, EICC Member
Stakeholder Engagement

• NYSACHO
  – May 6, 2016 Webinar
  – April 6, 2017- In Person Presentation
• All-County Monthly Calls with Early Intervention Officials
  – February 23, 2017
  – April 27, 2017
• LEICC Meeting in-person presentations
SSIP Outreach

- EI Family Initiative
- Parent to Parent of NYS
- Parent Training & Information Centers (PTIs)
- Non-English Speaking Families
- Other Local Early Intervention Coordinating Councils (LEICCCs)
- Provider Groups
Local Early Intervention Coordinating Councils (LEICC):

- SAY2 Network- Regional Early Childhood Coalition: April 2017
  - Cayuga, Chemung, Monroe, Ontario, Seneca, Schuyler, Steuben, Tompkins, Wayne, and Yates.
- EIP West: June 2017
  - Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Monroe, Niagara, Orleans, and Wyoming
- NYC : July 2017

Pending:
- Rensselaer: September 2017
- Downstate Early Childhood County Officials (DECCO): To be Determined
SSIP Recruitment Efforts:

• Brochure Development
• Brochure Available in: English, Spanish & Chinese
What is this About?
The New York State Department of Health is working with each county to improve the Early Intervention Program (EIP) experience for families and children.

What is the Project?
This is the State Systemic Improvement Plan (SSIP) Early Intervention Family Outcomes Project. It focuses on improving the family’s Early Intervention Program experience.

Team Members:
Teams will be made up of 3 to 6 people, including Early Intervention Program providers, service coordinators, county Early Intervention officials, and parents/family members.

Be Part of a Team:
We need your help. We are looking for parents/family members whose children are currently enrolled in or have received Early Intervention Services in the last year. Parents/family members are invited to participate in a unique opportunity over a 12-month period to improve the quality of EIP services and family-centered practices of the EIP in the county. We will work with local teams of families, Early Intervention Program providers, and county Early Intervention officials to better support families. State and national experts will assist each team.

Three Part Project:
- Phase 1. Plan
  Pre-work with team to identify goals and strategies
- Phase 2. Collaborate
  In-person learning session and monthly webinars with teams and experts
- Phase 3. Action Period
  Time to make changes

What is Expected?
- Participate in a one day in-person session
- Participate in monthly interactive online sessions
- Share experiences and ideas

What are the Benefits of Joining the Team?
- Be a part of the team
- Improve services for other children and families
- Work with Early Intervention experts
- Help make positive changes
- Connect and meet other parents of children who have received Early Intervention services
- Provide family perspective and voice for parents
- Improve advocacy and leadership skills

*Results will be shared on the Department of Health website.
Recruitment Application:

• Parent

• Provider

• **NOTE:**

Early Intervention Officials/Managers- Designees **do not** need to apply
Next Steps

- Continue to Engage Stakeholders
- Brochure Distribution to Counties
- Recruit Teams – Spring/Summer 2017
- Implement Learning Collaborative:
  - First cohort – Fall/Winter 2017
  - Second cohort – Winter/Spring 2017
Resources

NYS Early Intervention Program:

http://www.health.ny.gov

Family-Centered Services Scale:

http://ectacenter.org

Quality Improvement Breakthrough Series:

http://www.ihi.org
Questions:

- Bureau of Early Intervention:
  - (518) 473-7016
  - marie.ostoyich@health.ny.gov
  - kirsten.siegenthaler@health.ny.gov
Thank you!

Marie Ostoyich: 
Marie.Ostoyich@health.ny.gov

Katie Reksc
Katherine.Reksc@health.ny.gov