

Table 21. *Tips for Preventing Loss-to-Follow-Up* (Attachment Z)

Tips for Preventing Loss-to-Follow-Up	Why is this important to promoting successful contact with the child referred to 1st Five?
<p>Assure that the practice and healthcare staff understand the purpose and goal of the 1st Five initiative - including:</p> <ul style="list-style-type: none"> ● 1st Five is not long-term case management, but will in fact connect clients to these services if long-term support is needed ● 1st Five is short term developmental support for connections to early interventions, community resources, and community providers ● 1st Five does not provide direct services (i.e., conduct home visits to the client) but rather connects clients to resources and early intervention programs needed to support healthy development of the referred child 	<p>1st Five engaged primary care providers and staff should understand the purpose and goal of the program so that during the referral process, the practice can appropriately prime the parent/caregiver with accurate expectations of what they can expect when working with 1st Five.</p> <p>Misunderstanding of what 1st Five offers, how referral support works, or what is included as a result of referral to 1st Five can be a barrier. It can take away from the confidence that the parent/caregiver should follow through with 1st Five to discuss services.</p>
<p>Assure that the practice and healthcare staff know how to complete the 1st Five referral form - including:</p> <ul style="list-style-type: none"> ● Having the parent/caregiver sign the Release of Information portion of the referral form ● Direct parents to complete the referral form with most up-to-date contact information including name, address, telephone number, best times to reach them and any language needs 	<p>1st Five engaged primary care providers and staff should understand how to make a 1st Five referral so that the information on the 1st Five referral form includes current and accurate contact information. This promotes successful connection with the 1st Five clients when contact is attempted to discuss referral support.</p>
<p>Assure that the practice and healthcare staff know how to coach the 1st Five client so that they are responsive to 1st Five attempts to contact after the referral is made. The Site Coordinator coaches healthcare staff that are responsible for discussing the referral to 1st Five and completing the referral process to 1st Five. Coaching scripts may include:</p> <ul style="list-style-type: none"> ● After reviewing the results on the completed ASQ/ASQ:SE/M-CHAT-R/F there are some areas of development that might benefit from some follow up and additional evaluation. We work with a program called 1st Five to coordinate 	<ul style="list-style-type: none"> ● It is important that the practice and healthcare staff understand how to coach a 1st Five referral to be responsive to 1st Five when 1st Five attempts to connect with the parent/caregiver. Oftentimes loss-to-follow up can be caused by insufficient discussion during the well-visit about why the referral is being made, what the parent is expected to do as a part of the referral process, and what 1st Five is. ● If during the developmental support process parents are sharing that they weren't told what 1st Five is when the

those evaluations and provide connections to developmental services for our pediatric population. 1st Five is free, and after we make a referral to 1st Five for your child they'll call you to discuss next steps for coordinating any evaluations, and connecting you to services for your child.

- Next, update the provider on how services are going, what evaluations have been completed and what additional needs the family may share during these connections.
- The healthcare staff should ask the parent/caregiver if there are any questions about the referral being made, and share why the referral is being made and why it is important to work with 1st Five. It is very important that the parent/caregiver understands that 1st Five is an extension of the well-care visit process and should expect a phone call from 1st Five to begin discussion of services.

referral was being made or what to expect as a result of the referral to 1st Five, then the Site Coordinator may need to provide additional guidance to the practice. This might include sample scripts to assist with preparing the parent/caregiver for the referral. This can help the parent/caregiver know what to expect after the referral is made.

- If a breakdown in communication is suspected during the referral process, the Site Coordinator may ask healthcare staff how they currently handle making a referral to 1st Five. Based on this information the Site Coordinator can clarify the referral process.
- Quality Improvement utilizing Plan, Do, Study, Act (Attachment Ab) Cycles can be helpful in developing a pathway for improving loss-to-follow-up of 1st Five referrals. Site Coordinators should consider interventions for improving successful contact with 1st Five clients beginning with their relationships with the practice healthcare staff and the information they provide clients being referred to 1st Five.