Child Care Health Consultation

Strengthening Our System in King County

Summit Three – June 26, 2019

Funded by King County Best Starts for KIDS
Welcome

• Welcome everyone!
• We are pleased to bring people together
• We appreciate your passion and insights
• We have a great team
• You’re part of the team too!
Looking through a Racial Equity Lens

Who benefits? Are there unintended consequences?
How are power, access, and resources allocated?

Some sources:
• King County Children and Youth Advisory Board Equity Statement
• King County Racial Equity Theory of Change
• King County Racial Equity Definitions
• Early Learning Advisory Council Essential Racial Equity Questions
Introductions

• Briefly share your name, organization, and role
Our Plans for the Day

Agenda
✓ Welcome
✓ Exploring how we are situated
✓ Learning from our colleagues
✓ Break
✓ Evaluating this effort
✓ Envisioning our preferred system (Part 1)
✓ Lunch
✓ Envisioning our preferred system (Part 2)
✓ Break – Gallery walk
✓ Selecting some potential early wins
✓ Naming next steps

Packet Materials
• PPT Slide Handout
• Summit Outline
• Revised Charge
• Early Findings Document
• Preferred System Framework and Worksheet
• Evaluation
Our Purpose

Develop an accessible system through which different people offering child care health consultation services are connected, supported, well-trained, and working together to address unmet needs and alleviate race- and place-based inequities.
<table>
<thead>
<tr>
<th>Summit 1</th>
<th>Summit 2</th>
<th>Summit 3</th>
<th>Summit 4</th>
<th>Summit 5</th>
<th>Summit 6</th>
<th>Summit 7</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objectives</strong></td>
<td><strong>Objectives</strong></td>
<td><strong>Objectives</strong></td>
<td><strong>Objectives</strong></td>
<td><strong>Objectives</strong></td>
<td><strong>Objectives</strong></td>
<td><strong>Objectives</strong></td>
</tr>
<tr>
<td><strong>Kinderling:</strong></td>
<td><strong>Kinderling:</strong></td>
<td><strong>Kinderling:</strong></td>
<td><strong>Kinderling:</strong></td>
<td><strong>Kinderling:</strong></td>
<td><strong>Kinderling:</strong></td>
<td><strong>Kinderling:</strong></td>
</tr>
<tr>
<td>• Convenes early learning stakeholders as a call to action</td>
<td>• Present initial findings from public engagement activities</td>
<td>• Present initial findings from public engagement on preferred CCHC system elements</td>
<td>• Present first draft of CCHC logic model</td>
<td>• Present refined CCHC logic model</td>
<td>• Present final CCHC logic model</td>
<td>• Present stakeholder feedback on logic model and systems roadmap</td>
</tr>
<tr>
<td><strong>Summit participants:</strong></td>
<td><strong>Summit participants:</strong></td>
<td><strong>Summit participants:</strong></td>
<td><strong>Summit participants:</strong></td>
<td><strong>Summit participants:</strong></td>
<td><strong>Summit participants:</strong></td>
<td><strong>Summit participants:</strong></td>
</tr>
<tr>
<td>• Reflect on the history of CCHC in WA</td>
<td>• Confirm group change</td>
<td>• Respond to Kinderling’s initial public engagement findings on preferred system</td>
<td>• Respond to and refine Kinderling’s first draft of logic model for systems change</td>
<td>• Work groups present updates and progress of process improvements and early-win projects</td>
<td>• Work groups present updates and progress of process improvements and early-win projects</td>
<td>• Work groups present final report of process improvements and early-win projects</td>
</tr>
<tr>
<td>• Brainstorm “what most needs to change to realize the system that children need”</td>
<td>• Begin defining child care, health, and consultation</td>
<td>• Organize goals, strategies and actions</td>
<td>• Provide feedback on refined CCHC logic model</td>
<td>• Provide feedback on refined CCHC systems Road Map</td>
<td>• Confirm recommended CCHC systems Road Map</td>
<td>• Confirm recommended CCHC systems Road Map</td>
</tr>
<tr>
<td>• Reflect on race equity questions and framework</td>
<td>• Prioritize early-win opportunities</td>
<td>• Express interest on early-wins for potential work groups</td>
<td>• Respond to Kinderling’s CCHC Road Map</td>
<td>• Respond to Kinderling’s CCHC systems Road Map</td>
<td>• Hear King County’s plans for next steps</td>
<td>• Hear King County’s plans for next steps</td>
</tr>
<tr>
<td>• Establish meeting norms</td>
<td>• Consider how choices and action towards the preferred CCHC system advance racial equity</td>
<td>• Consider how choices and action towards the preferred CCHC logic model and systems roadmap</td>
<td>• Consider how choices and action towards the preferred CCHC system advance racial equity</td>
<td>• Consider how choices and action towards the preferred CCHC system advance racial equity</td>
<td>• Consider how choices and action towards the preferred CCHC system advance racial equity</td>
<td>• Consider how choices and action towards the preferred CCHC system advance racial equity</td>
</tr>
</tbody>
</table>

**Community Engagement**

Kinderling holds community cafes, focus groups, and interviews with providers, caregivers, and families (first for developing findings, then to vet strategies prioritized in summits and developed in work groups).

**After Summit 7 (12/2020):**

Kinderling delivers final report of CCHC Systems Development project to King County.
Summit 3

Objectives

**Kindering:**
- Present initial findings from public engagement on preferred CCHC system elements

**Summit Participants:**
- Respond to Kindering’s initial public engagement findings on preferred system
- Organize goals, strategies, and actions
- Prioritize early-win opportunities
- Express interest in early-wins for potential work groups
- Consider choices and actions to the preferred CCHC system to advance racial equity
Community Agreements

- **Participate** - Stay curious, ask questions, and share your thoughts and opinions in ways that work for you.

- **Be present** - We encourage you to be mindful of feelings. Practice good self-care.

- **Practice reflective listening** - Try to understand others’ perspectives and confirm that you understand. Assume good intent.

- **Be respectful** – Think about how you interact with others here.

- **Stay focused on children** - We are here to serve children and their families.

- **Embrace discomfort** - Acknowledge and accept that discomfort may help create opportunities for real change.
# Building Insights - Those We Have Engaged So Far

<table>
<thead>
<tr>
<th>Focus Groups</th>
<th>Community Cafés</th>
<th>Interviews</th>
<th>Conferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coalition for Safety and Health in Early Learning (CSHEL)</td>
<td>Somali caregivers (2 groups)</td>
<td>County and State early learning representatives and health professionals</td>
<td>Participants completed surveys at the following conferences:</td>
</tr>
<tr>
<td>Snohomish Health District</td>
<td>Chinese caregivers</td>
<td>Private health consultants</td>
<td>• Elevate Child Care</td>
</tr>
<tr>
<td>African American Child Care Task Force</td>
<td>Latinx caregivers</td>
<td>Other states with CCHC systems</td>
<td>• WA Association for the Education of Young Children (WAEYC)</td>
</tr>
<tr>
<td>Early Achievers coaches (3 groups)</td>
<td>African American caregivers</td>
<td>Wellspring Family Services</td>
<td>• CCR Provider Conference</td>
</tr>
<tr>
<td>King County child care licensors and administrators</td>
<td>Child Care Directors Association of Greater Seattle (CDAGS)</td>
<td>Odessa Brown Children’s Clinic</td>
<td>• Washington State Family Child Care Association</td>
</tr>
<tr>
<td>Public Health-Seattle/King County Child Care Health team</td>
<td>Educaroras ABC (Spanish-speaking providers)</td>
<td>Open Doors for Multicultural Families</td>
<td>• Infant and Early Childhood Conference (IECC)</td>
</tr>
<tr>
<td>King County CCHC consortiums (2 groups)</td>
<td>South King County Family Child Care Home Association</td>
<td>King County Library Fiestas Program</td>
<td></td>
</tr>
<tr>
<td>BSK CCHC Service delivery grantees</td>
<td>Kaleidoscope Play &amp; Learn (KP&amp;L) facilitators</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>King County Library KP&amp;L facilitators</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Health-Seattle/King County CCHC consortiums</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>County and State early learning representatives and health professionals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Private health consultants</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other states with CCHC systems</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wellspring Family Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Odessa Brown Children’s Clinic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open Doors for Multicultural Families</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>King County Library Fiestas Program</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>County and State early learning representatives and health professionals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Private health consultants</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other states with CCHC systems</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wellspring Family Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Odessa Brown Children’s Clinic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open Doors for Multicultural Families</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>King County Library Fiestas Program</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Exploring How We Are Situated

Activity 1 – Exploring Racial Equity Terms

• Work at your tables
• Match the definitions to the terms
• Check your accuracy and discuss observations and insights
• Consider sharing
Exploring How We Are Situated

Activity 2 – Explore a Scenario

• Work at your tables
• Review the scenario for your group
• Consider the situation of the family
• Use the prompts to identify options that are available
• Consider sharing
Considering Our Opportunities

Hear from our colleagues

• Private consultants
  • Peggy King
  • Sheila McMahan
KEY ELEMENTS OF MY APPROACH

- Population Health/Public Health:
  - Support the health of the center as a whole.
  - Provide education, mentoring and resources that support the staff.
  - Honor the value of the work that they do.
WHAT MUST A CONSULTANT KNOW AND DO:

- Must know child care structure, challenges, strengths and weakness.
- Must know the WAC and other state/federal laws that apply.
- Must know public health principles that apply to group care.
- Must know research and theory on all the topics you are addressing.
- Must know growth and development and referral criteria.
- Must like people and be able to connect with them.
- Must be culturally humble and be open to learn.
- Must listen first, and then speak.
- Must be able to assess, synthesize and make a plan.
Key Elements of My Approach

- Never lose sight of the goal….keeping children safe and healthy!

- Meet people “where they are”, and work together to increase skills/capacities.

- Recognize the strengths in people, and build on them.

- Be direct, be clear, and check for understanding.
What a Consultant Must Know and Do

- What must a Nurse Consultant know and be able to do to be successful?
- Must have a strong clinical foundation.
- Have an open mind to accept new ideas and evolving evidence based practices.
- Know the various WACs, County Health policies, and Best Practice recommendations from appropriate organizations.
- Must be flexible! (But also have good boundaries!)
- Must be organized (keeping contracts, payments, visits, documentation, communication, license, insurance, etc. on track).
- Must value and respect children.
Questions and Highlights

What questions do you have for our colleagues?
Best Starts for Kids
Child Care Health Consultation Evaluation

Avanthi Jayasuriya, MPH, Evaluation and Program Manager
Evaluating BSK Grant Services

• Seven grantees throughout King County

• Two service delivery approaches
  • Community informed
  • Public health

• Process and impact evaluation questions
  • Gathered and informed by how the work has been going and what has been happening in the field so far
Evaluation is to understand two different service delivery approaches. Question development was informed by several groups:

- Grantee evaluation plans
- Child Care Health Consultation Evaluation Committee (CEC)
- BSK
Evaluation Objectives

- Describe the core programmatic elements and values of CCHC and the unique programmatic elements of the public health and community-informed approaches

- Identify facilitators and barriers to implementation of the public health and community-informed approaches

- Explore how CCHC contributes to child care provider outcomes, including improving parent conversations, increasing provider knowledge of supports and resources, and increasing provider ability to improve the child care environment
Process Questions

• What are the core programmatic elements of CCHC and the unique programmatic elements of the public health model and community-informed pilot approaches? (Type and dosage of training, consultation, resources, other support. Who is being served by the two approaches)

• What are facilitators and barriers to implementation of CCHC?
Impact Questions

- How do programmatic elements of CCHC contribute to increasing child care providers’ knowledge and use of supports and resources?

- How do programmatic elements of CCHC contribute to increasing child care provider knowledge and ability to:
  - Improve provider/parent conversations
  - Manage challenging behaviors
  - Identify and use developmental screening tools and resources
  - Understand child development and plan developmentally appropriate activities
  - Increase the health and safety?
CCHC Evaluation Methods

Data Collection

Five Primary Tools to Collect Quantitative Data

• Child Care Provider Intake and Assessment
• CCHC Consultation Summary Form
• Child Care Provider Follow-up Assessment
• Training Log
• Retrospective Pre/Post Training Surveys
CCHC Evaluation Methods

Data Collection

Qualitative data collection of both BSK grantees and child care providers receiving services:

• Focus groups
• Key Informant Interviews
• Open ended questions on the quantitative data collections tools
## CCHC Evaluation Methods

### What we are doing

<table>
<thead>
<tr>
<th>Activity</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed in-person site visits with seven BSK grantees</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed BSK grantee individual evaluation plan development</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gathered information about current data collection tools and systems used by BSK grantees</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drafted evaluation plan (evaluation questions, methods, logic model, logistics). Finalized plan with stakeholder review and feedback</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data collection tool development – matrix of BSK grantee data collection elements currently in place</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### CCHC Evaluation Methods

#### What we are doing

<table>
<thead>
<tr>
<th>Activity</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form and convene the CEC</td>
<td>Quarter 1</td>
</tr>
<tr>
<td>Draft, review and finalize data collection tools with CCHC grantee and CEC input incorporated</td>
<td>Quarter 2</td>
</tr>
<tr>
<td>Train and support implementation of data collection processes with CCHC grantees</td>
<td></td>
</tr>
<tr>
<td>Provide ongoing support and TA for CCHC grantee data collection processes</td>
<td></td>
</tr>
<tr>
<td>Set up data transfer processes with CCHC grantees</td>
<td></td>
</tr>
<tr>
<td>Analyze data</td>
<td></td>
</tr>
</tbody>
</table>
What’s Next?

Developing the final data collection processes to answer the impact questions
  • Child Care Provider Follow-up Assessment
  • Qualitative data collection

Receiving first data submission for service data from grantees in July

Work to clean/merge/analyze data sets
  • Bring back early findings to grantees to review/improve/understand

Continue to support data collection
Thank You!
Designing Our Preferred System – Our work-to-date
Early Findings

Current System

Potential solutions to address gaps in system

Potential strategies

to realize preferred system

Preferred System

Goals and Outcomes

Summit 2  Summit 3
Five Goal Categories

1. Equitable
2. Supported
3. Accessible
4. Well-trained
5. Working cohesively
Finding #1
It’s challenging to find a nurse consultant

Current System

Preferred System
Goal: Accessible
All child care providers and caregivers have access to CCHC

Support or create online centralized access point
Support and expand – statewide database of health consultants through MERIT
First Reactions

At your tables, read and review *Preferred System Goals and Outcomes Framework and Worksheet*

• What is your initial reaction?

• What do you think about how this is organized?
Refining Outcomes Tied to Our Goals

Consider:

• What outcomes (future state) describe our preferred system?

• **EFFECT** - Do the outcomes reflect more equitable access and outcomes for children, families, providers, caregivers and consultants of color?

• **IMPROVED CONDITIONS** - Do the outcomes reflect changed underlying conditions that allow all children, families, providers, caregivers and consultants to benefit?

• **EQUITABLE CHANGE** – Do the outcomes reflect equal access to power, opportunities, and resources?
What refinements did you decide to share?
Lunch
Brainstorming Potential Strategies

Please stay in the same groups

Consider your revised outcomes and match the draft strategies below to them

• Are important strategies and sub-strategies missing?
• Are the strategies necessary to achieve the desired outcomes all listed?
Brainstorming Potential Strategies

Report Out
Consideration & Refinement

• Might there be any unintended consequences for kids, families, early learning providers, and consultants of color?

• When you consider what it takes to work respectfully and effectively with diverse kids, families, early learning providers, and consultants, is there guidance about how a specific strategy should be pursued?
Getting An Early Win

• Long-term recommendations
• Early actions that we can take between now and October 2020
• Early wins that might be completed in months
Improvement Principles

• We convene people who ENGAGE in the process to IMPROVE the process

• The focus starts by being clear on the PROBLEM we’re trying to solve

• Trystorm - Actively engage in small but frequent changes to learn WHAT works for WHOM under WHICH conditions

• Apply a validated learning cycle
Learning Cycle

- Try again
- Try at another site
- Try with another group

 проблемы
- Change process
- Change team structure
- Try a new tool

процесс
- Improve process (e.g., reduce time, improve experience, etc.)

измерение
- Quantify change
Example: “Needless Pain”

**Problem**: Children are exposed to harm through needle sticks

- Can we eliminate needle pain?
- Will it require longer visits?
- Do patients/families value this?
- Could we lower cost & harm?
- Which methods are most effective?
- Can we scale to other areas?
Example: “Needless Pain”

**Test:** 1 needle stick team, 1 week (IV Team)

- Observed patients & families receiving needle sticks
- Designed approach & toolkit
  - Standard process (enter the room, set up)
  - Family communication & involvement
  - Standard supplies (wands, bubbles, numbing cream)
Example: “Needless Pain”

Measure/Learn:

• Lower scores on Pain Scale
• Faster needle sticks
• Almost no redo
• Ready to test in the lab
Break

Gallery Walk

• Authority to act
• Capacity to move the strategy
• Enough time to complete it before October 2020
Selection of Projects

• Explore prioritized ideas
• Email for feedback/input
• Provide opportunity to participate in at least one early-win project
• Online work groups before summit 4
• Draft logic model for further exploration
Summit 4  
October 23, 2019

Objectives

Kindering:

• Present first draft of CCHC logic model

Summit Participants:

• Respond to and refine Kindering’s first draft of logic model for systems change
• Work groups present updates and progress of process and early-win projects
• Consider how choices and action towards the preferred CCHC system advance racial equity
Next Steps

• Proceedings from today

• Next Summit
  • October 23rd 9:00a - 3:30p

• Evaluate the day