

# Assessing SPoC Impact

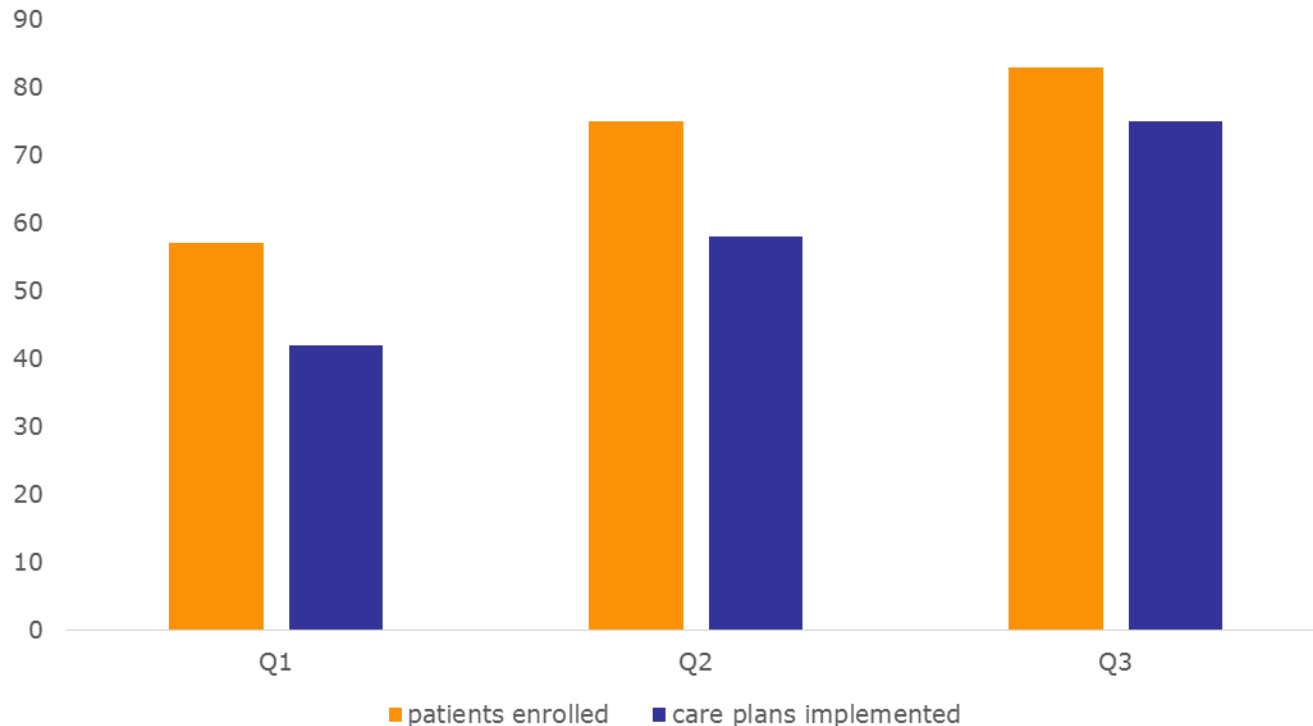
*2017 Q1-Q3*

*Survey Data Highlights*

- Care team surveys
- Family surveys

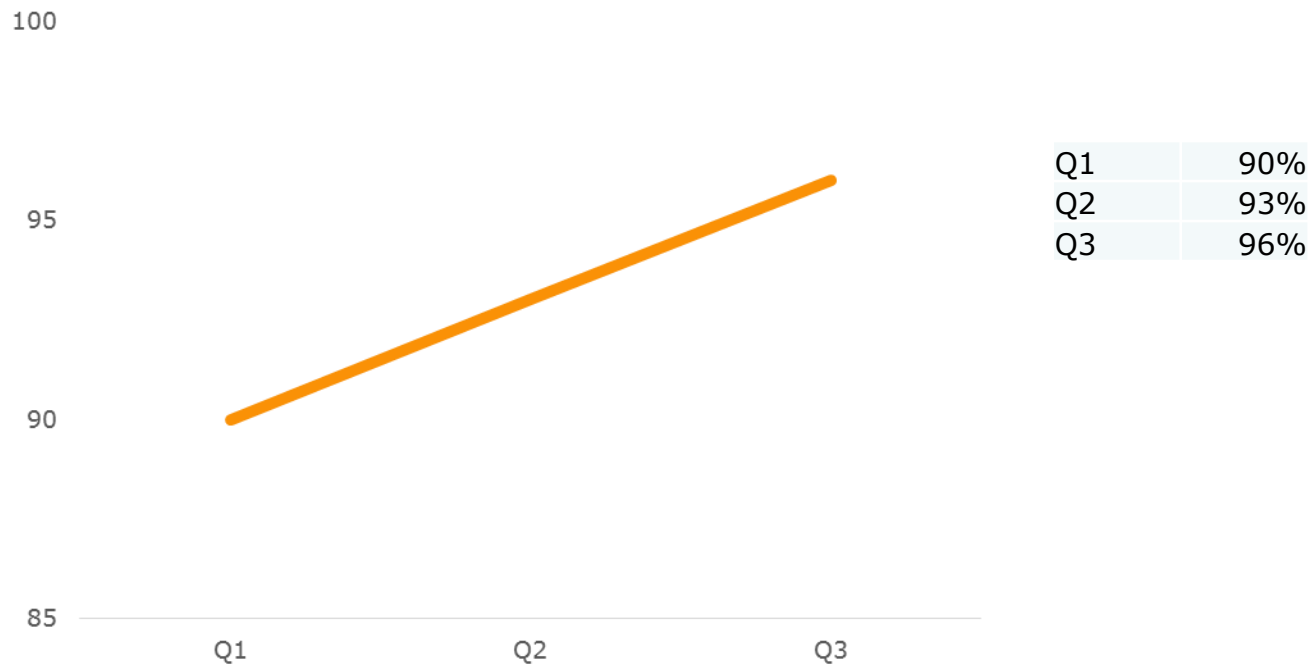
# Care Team Survey Results (Q1-Q3)

Enrollment and care plan implementation by quarter



# SPoC Quality

Percent developed jointly with family and care team



# Sharing and accessibility

Percent shared with and accessible to **families**



Q1	93%
Q2	95%
Q3	100%

Percent shared with and accessible to **care team members**



Q1	98%
Q2	95%
Q3	88%

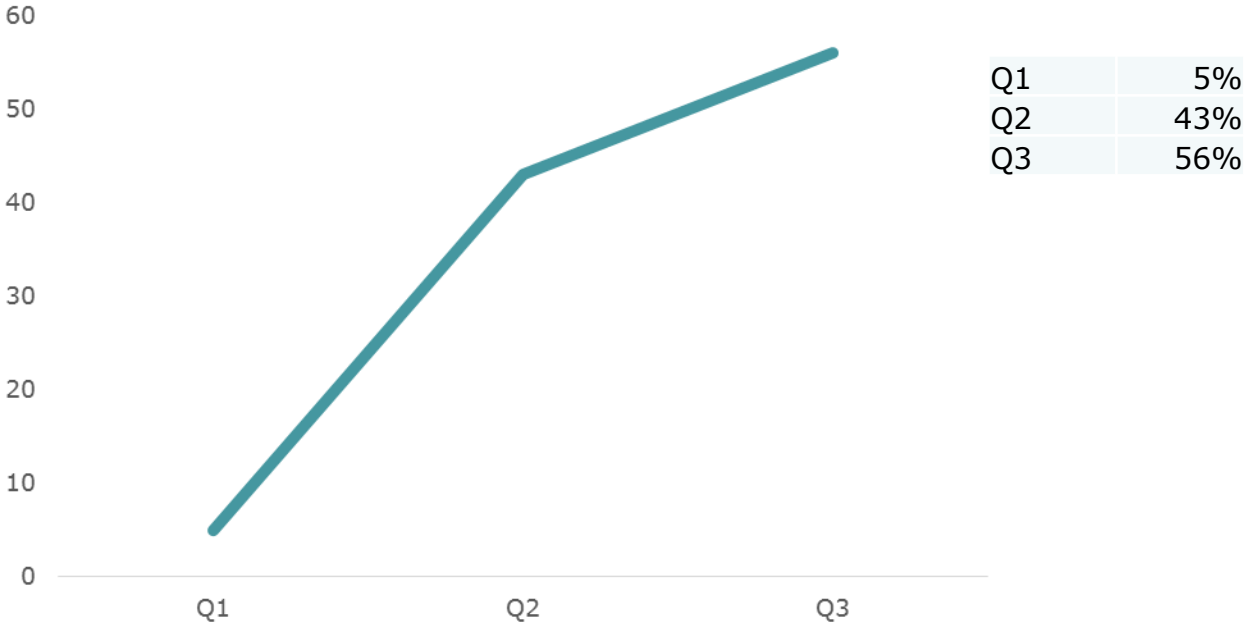
Percent shared with and accessible to **other clinics/programs**



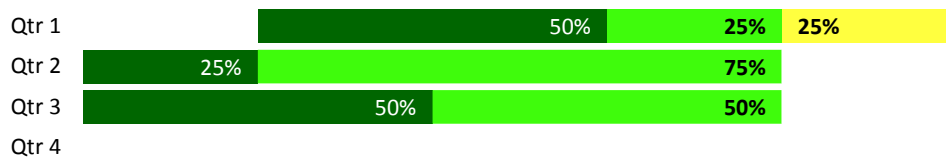
Q1	36%
Q2	76%
Q3	68%

# Reviewing and updating

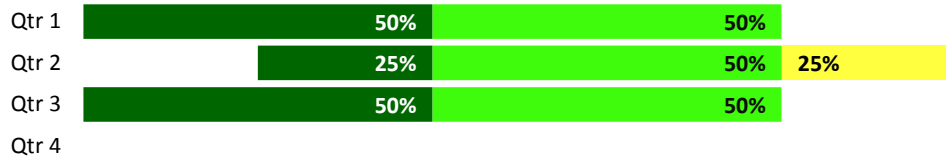
Percent SPoC reviewed/updated



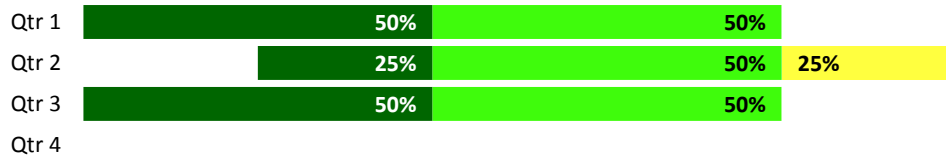
# Care Team Communication



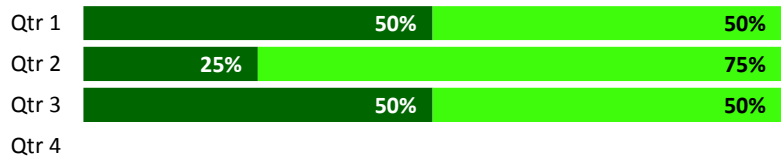
**More Frequent Communication**



**More Timely Communication**



**More Accurate Communication**



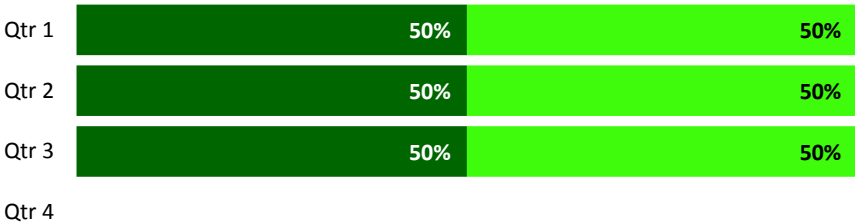
**More Efficient Communication**



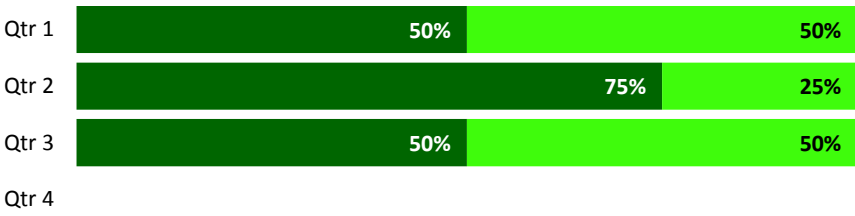
**Better Family Communication,  
Partnership & Engagement**



# Coordination with Health Care Counterparts & Comm Partners



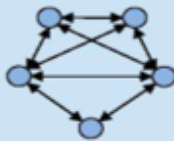
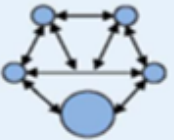
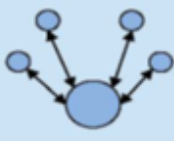
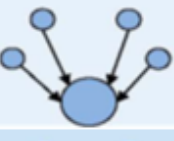

Better coordination with counterparts across health care system



Better coordination with community partners



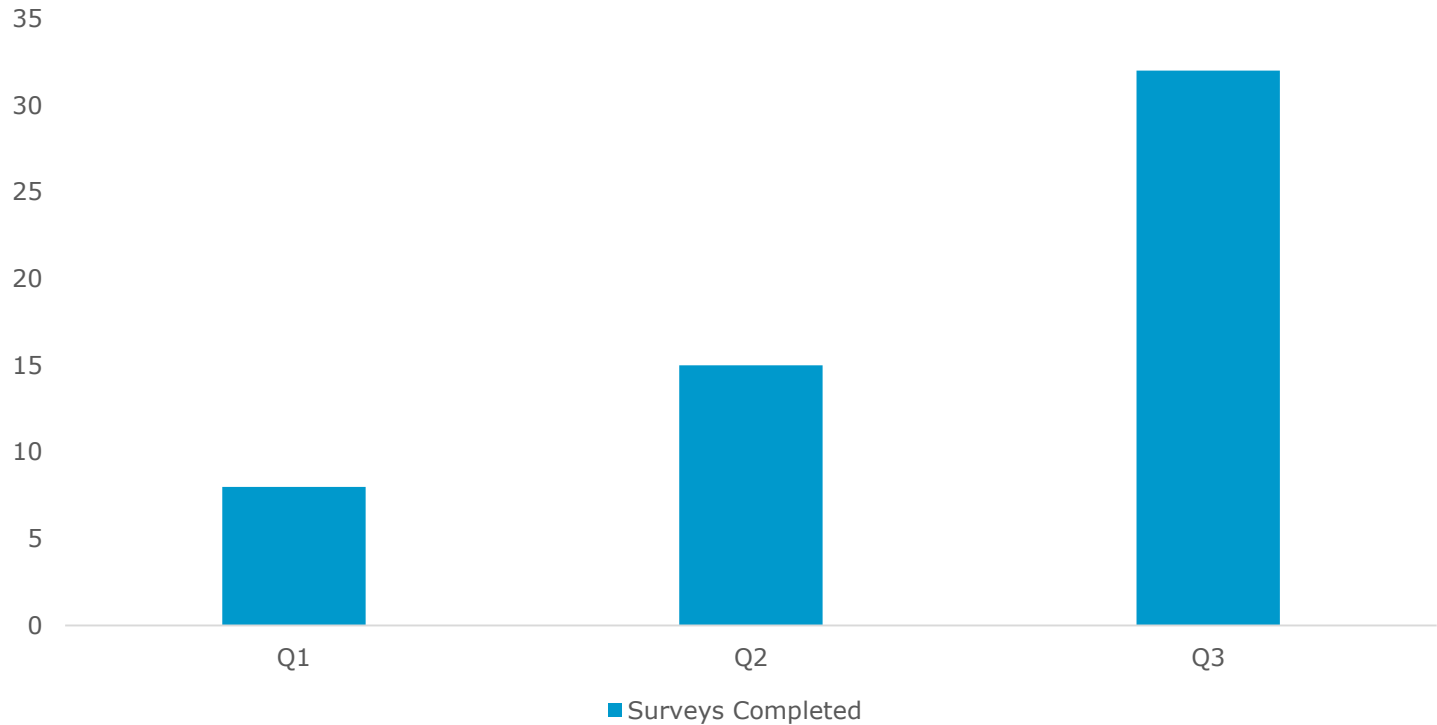
# Family Engagement Type (Q3)

Engagement categories		Definitions	How families were engaged			
			# sites	# sites	# sites	
Partner		Patients are full participants	Ongoing team member	Governance board	Improvement work group	(1)
			1	0	0	
Involve		Patients are advisors	Ongoing patient feedback panels	Patient advisory councils	Patient safety rounds	(2)
			0	2	0	
Discuss		Patients are in dialog with providers and clinic staff	Focus groups	Interviews	Informal conversations	(4)
			1	0	3	
Gather		Patients are informers	Surveys	Suggestion boxes	Other	(3)
			3	0	0	
Inform/Educate		Patients are recipients of information and education	Brochures/written materials	Electronic communication	Events	(7)
			4	2	1	

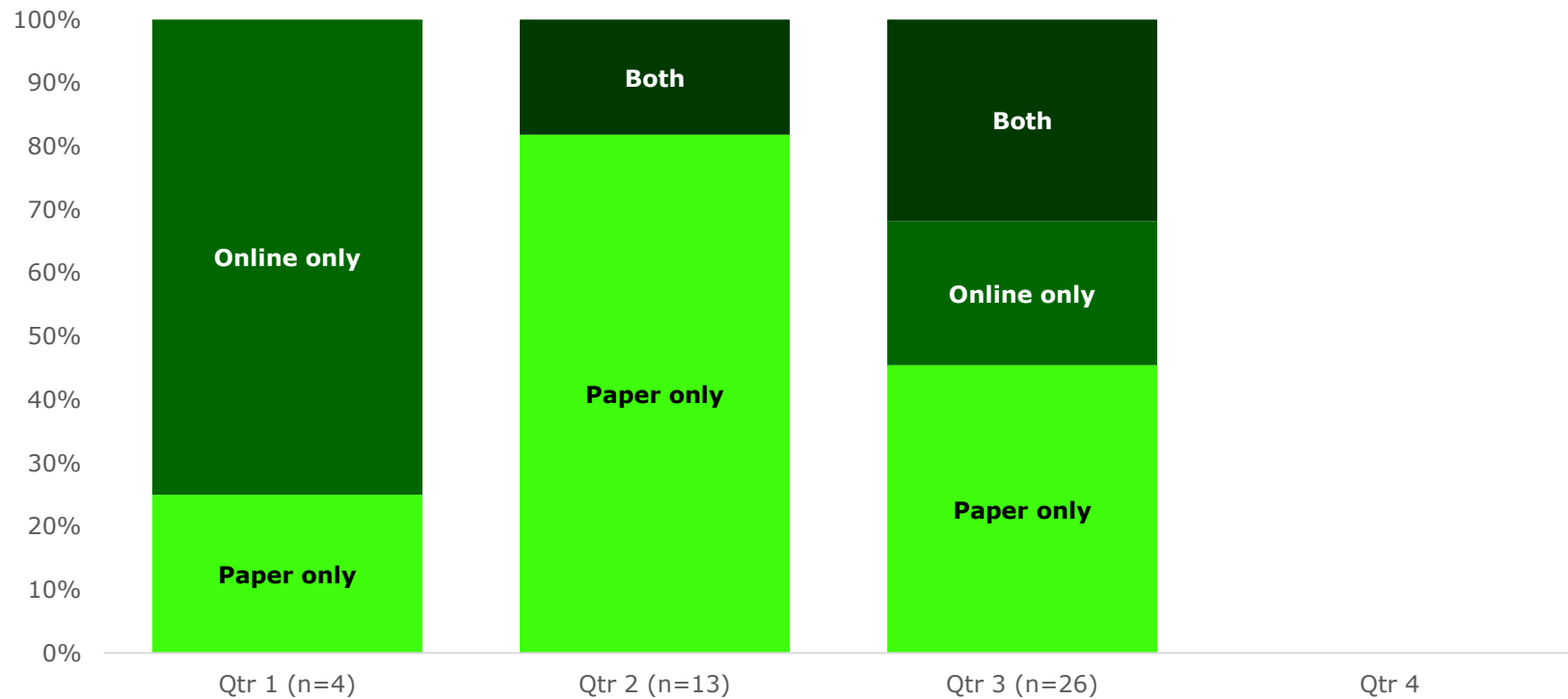


# Family Survey Results (Q1-Q3)

Family Surveys Completed



# Type of Access to SPoC



# Family Inclusion in the SPoC

Figure 1:

Reported Family Help in Developing the Shared Plan of Care

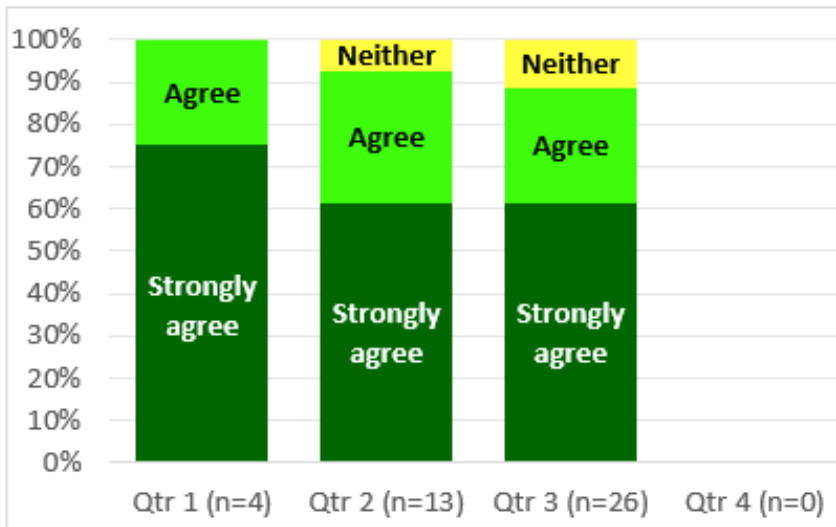
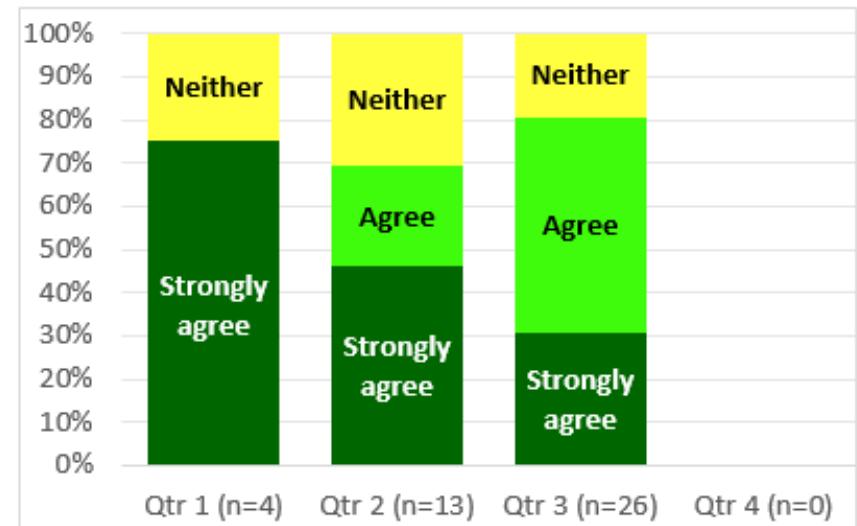
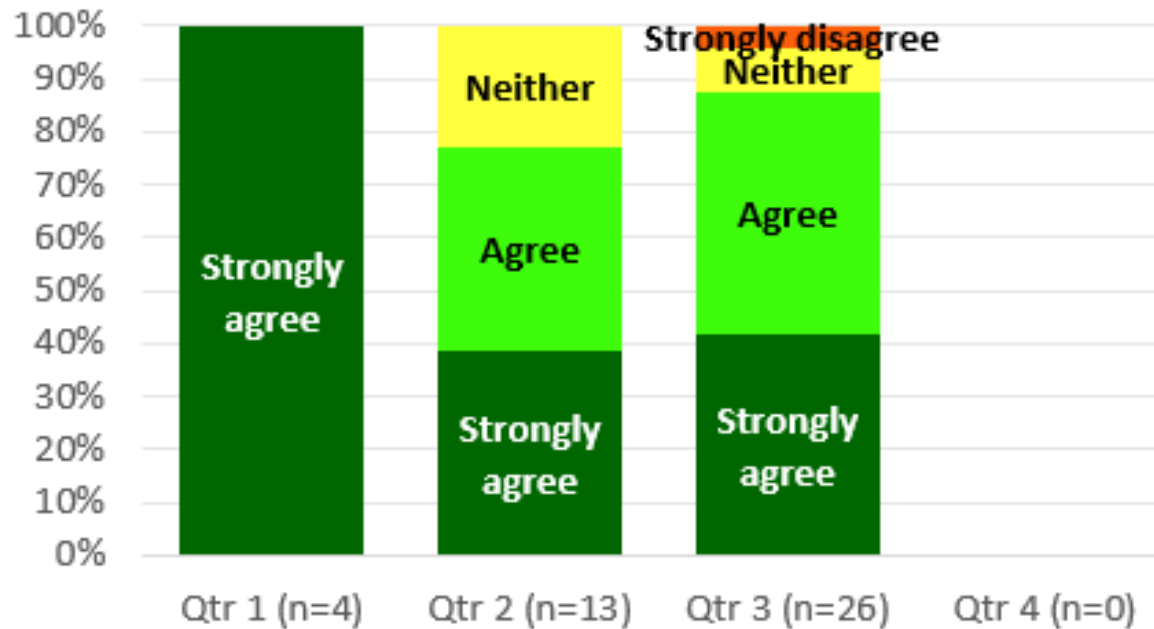


Figure 2:

Reported Inclusion of Family Likes/Dislikes in the Shared Plan of Care



# Impact on Ensuring More of Child's Needs are Met



# Impacts of the SPoC in the Family's Words....

*"Amazing help when going to camps (both day camps and overnight ones), as well as getting the new district nurse up to speed with [child] moving to the [new] school this year."*

*"It has made all the difference ... for the better. After eight hospitals and over 100 specialist, we finally have a team to help us navigate our world living in the unknown. Thank you!"*



***Questions?***

# Project Team Discussions

## 1. **Sharing the SPoC with partners**

Provide an example of a partner with whom you've shared the SPoC. Consider discussing how it was shared, what went well, what could be improved.

## 2. **Sharing the SPoC with families**

Consider discussing how the SPoC is shared, what's going well, what could be improved.