Improving the Screening Process for Employability

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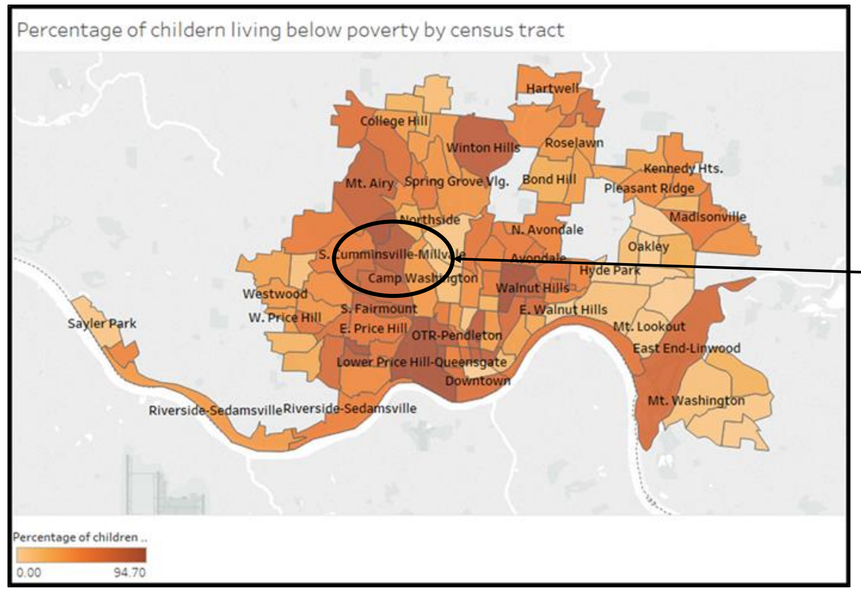
Hopple Street Health Center

BACKGROUND



The population Hopple Clinic mainly serves are among those living in **HIGHEST POVERTY.**

Unemployment Estimates for This Area

There are the unemployment estimates for the zip codes from the 2017 American Community Survey (ACS) 5 year estimates (2013-2017).

Hamilton County is around 7% as a whole.

Area Zip Code	Estimate	Margin of Error (confidence interval 90%)
45203	13%	7%
45204	15%	5%
45205	16%	4%
45214	22%	8%
45217	10%	3%
45220	9%	3%
45225	**26%**	5%
45229	15%	4%

where Hopple Clinic is located

This the overall unemployment rate, 16 years and up.

And this area has some of the **HIGHEST UNEMPLOYMENT** estimates.

Improving Screening Process for Employability Key Driver Diagram (KDD)

Project Leader(s): Lisa Leace, LISW-S, LCSW

Global Aim

Help families to obtain employment sustainability

SMART Aim

Increase screening for Career Resiliency and Employment Stability from 0% to 75% by May 16, 2019.

Population

Parents of newborn patients at Hopple Clinic

Key Drivers

- Motivated and engaged families
- Encouraged and informed parents
- Activated staff to help with screening and triage
- Sufficient time to connect and work with families on employment
- Available resources to help families with employment issues
- Demonstrated desire for employment
- Strong community partnerships

Interventions (LOR #)

- Administer ROMA (Career Resiliency and Employment Stability) as a high level initial screen (LOR #1)
- Proactive screening of all newborn moms (LOR #1)
- Add employment screener to newborn bags (LOR #2)
- Incorporate screening questions onto tablets
- Just do it: Networking with community partners to build referral database
- Adopted: Develop in depth f/u employment history, career resiliency, & readiness for change screens (LOR #1)
- Adopted: Develop Career Action Plan based off Career Assessment screen (LOR #1)
- Adopted: Train MA staff on social screener "trigger" question and referral to SW CM (LOR #1)
- Abandoned: Sit with parent to go through social screener explaining what is being asked in the question (LOR #1)
- Adopted: Present screener as a useful tool that will help guide and direct parent's employability (LOR #1)
- Adopted: Work with registration staff to flag patients who answer "yes" to lack of employment (LOR #1)

Legend

- Potential intervention
- Active intervention
- Adopted/Abandoned intervention

Note: LOR # = Level of Reliability Number, e.g., LOR 1

LEARNING CYCLES

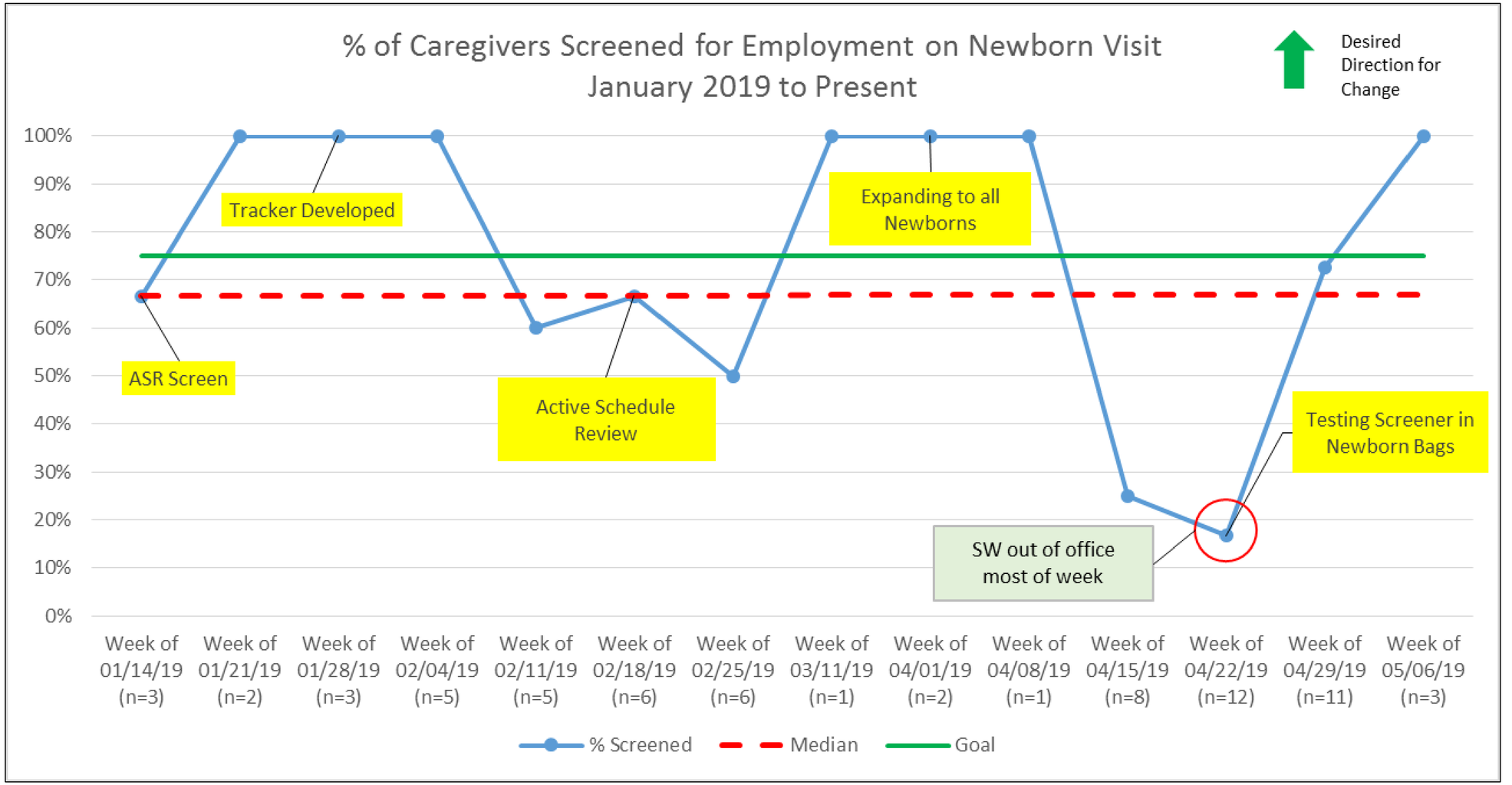
PDSA Ramp Name: Employment Screening		Test Cycle 1	Test Cycle 2	Test Cycle 3
PLAN	Test Description:	One month follow-up	Screen every available one month visit	Screen at every available visit children <2 months
	Objective:	Meet with mom during visit and administer employment assessment	Meet with mom during visit and administer employment assessment	Meet with mom during visit and administer employment assessment
	Prediction:	I predict that I will be able to meet with mom and this will give me clarity on employment history and why t had difficulties with stable emp	I predict that I will learn how to best utilize the tool and how to better create the career action plan	This will be feasible to administer regardless of patient age
	How will success of the test be measured?	Number of assessments comp		
	Plan details:	• Meet with mom at one mo • Will administer career asse to parent • Will develop plan of action step with parent based on screening results		
DO	Was the test carried out as planned? Yes/No	Yes		
	Test Results (data & observations):	The career assessment solicited goo information to begin creating a caree		
STUDY	Did results match prediction? Yes/No	Yes		
	Learning:	Continue with the career assessmer make needed changes as parents re them		
ACT	Adapt, Adopt or Abandon:	Adopt: Process gets us the right info		

PDSA Ramp Name: Employment Screening		Test Cycle 1	Test Cycle 2	Test Cycle 3
PLAN	Test Description:	ROMA	ROMA	ROMA
	Objective:	Meet with parents to administer the ROMA scale	Increase the number of parents of parents at newborn visit that receive the ROMA so this will help establish a baseline of where this patient is at this time	Same as test cycle 2
	Prediction:	This will give us preliminary information to help solidify the career assessment questions	This will give us a better understanding if this will be a high level effective tool and allow us to plot patient's journey over time.	It will be helpful and inform if parents have made progress over time
	How will success of the test be measured?	Answers gathered will reflect questions on the career assessment	Number of completed ROMAs	Number of completed ROMAs
	Plan details:	• Meet with parents who were not introduced to SWCM during initial newborn visit • Administer Roma • Determine the ease of administering a scale or assessment during clinic	• Meet with parents who were not introduced to SWCM during initial newborn visit • Administer Roma • Determine the ease of administering a scale or assessment during clinic • Keep ROMA to plot results over time	• Administer at Roma at either initial visit or time of career assessment • Will continue to administer Roma periodically over time.
DO	Was the test carried out as planned? Yes/No	Yes	Yes	
	Test Results (data & observations):	The Roma does not really impact information for the Career Assessment nor does it give a concise reading of how easy the career assessment would be to administer	The Roma does not really impact information for the Career Assessment nor does it give a concise reading of how easy the career assessment would be to administer	
STUDY	Did results match prediction? Yes/No	No	No	
	Learning:	Roma will give outcome information if used as a pre and post measurement	Roma will give outcome information if uses as a pre and post measurement	
ACT	Adapt, Adopt or Abandon:	adapt	Adapt: acknowledge that I want to keep using but make changes to how and when the tool is administered.	

Tested our way into being able to screen all newborn moms.

Recognized where there were weaknesses in the process and tested new methods to mitigate that risk.

RESULTS



- Prior to the start of this project, no employment screenings were being done.
- Of the 41 screened, 13 (32%) have completed an in-depth Career Assessment and have received a Career Action Plan.

MOST PROUD

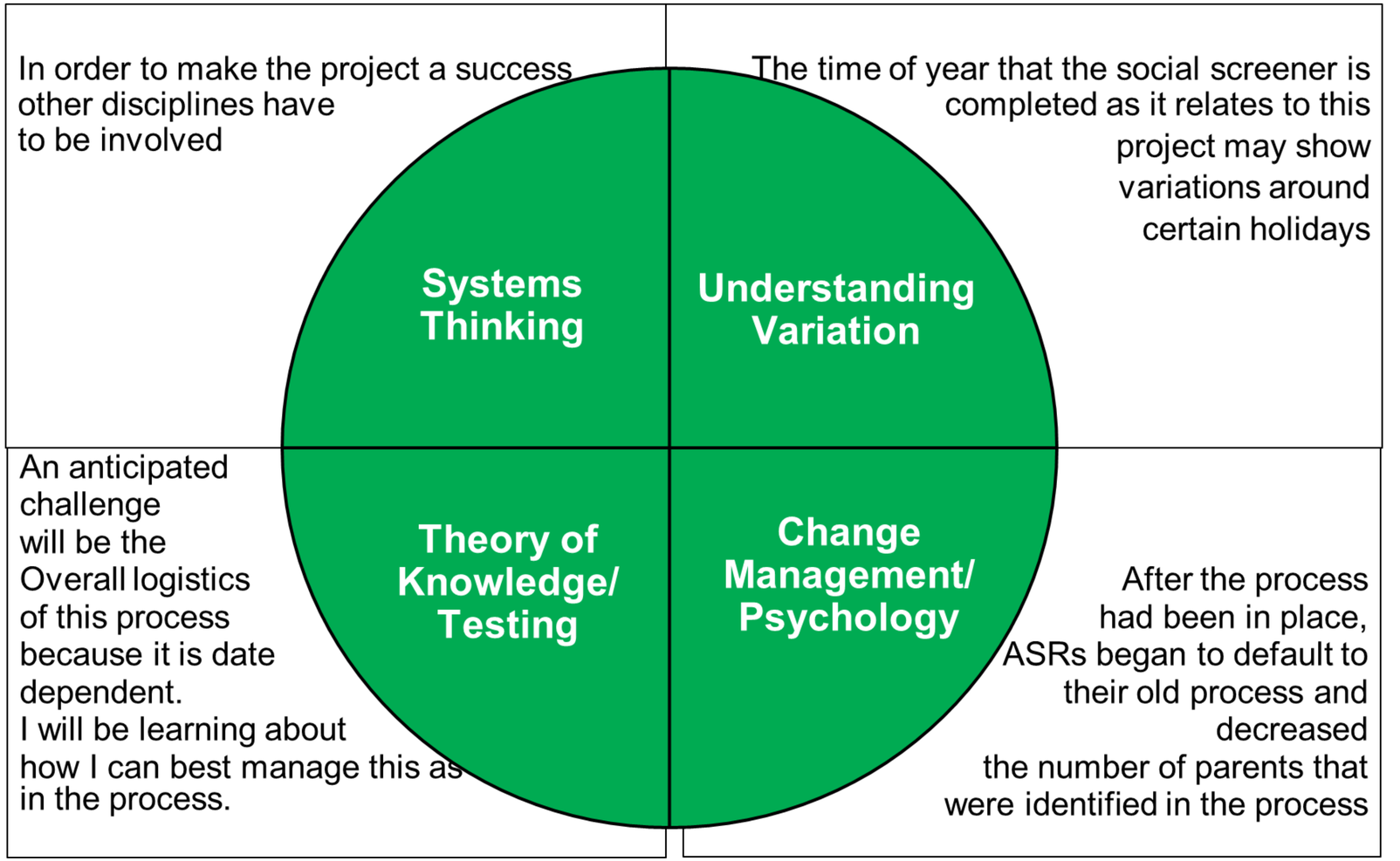
- Being able apply **improvement science** to different aspects of my work (personal and professional)
- I now “think” QI all the time and see **QI opportunities** everywhere
- Most **proud of and excited to apply QI** to my new community based organization Sistahs Sowing Seeds!

SISTAHS SOWING SEEDS
THE TRIPLE “S” FACTOR

MISSION STATEMENT

We are a compassionate group of women with a collective goal and desire to strengthen our community by working to develop young ladies into “Women with a Passion” by uplifting, empowering and motivating through groups and activities focused on building a stronger sense of self that promotes independent thinking while on the journey to future success.

GREATEST CHALLENGE



TEAM MEMBERS

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