



USING LEGAL SERVICES
AS PART OF A
COMMUNITY STRATEGY
TO IMPROVE
MATERNAL AND CHILD HEALTH



HRSA

Health Resources & Services Administration



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Housekeeping

When you log in, please remember to reference the **breakout room sheet** and **change your display name to reflect your room number.**



Example: "1 - Jane Doe"



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Hospital Center



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Health Justice Alliance



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Center for Children's
Advocacy

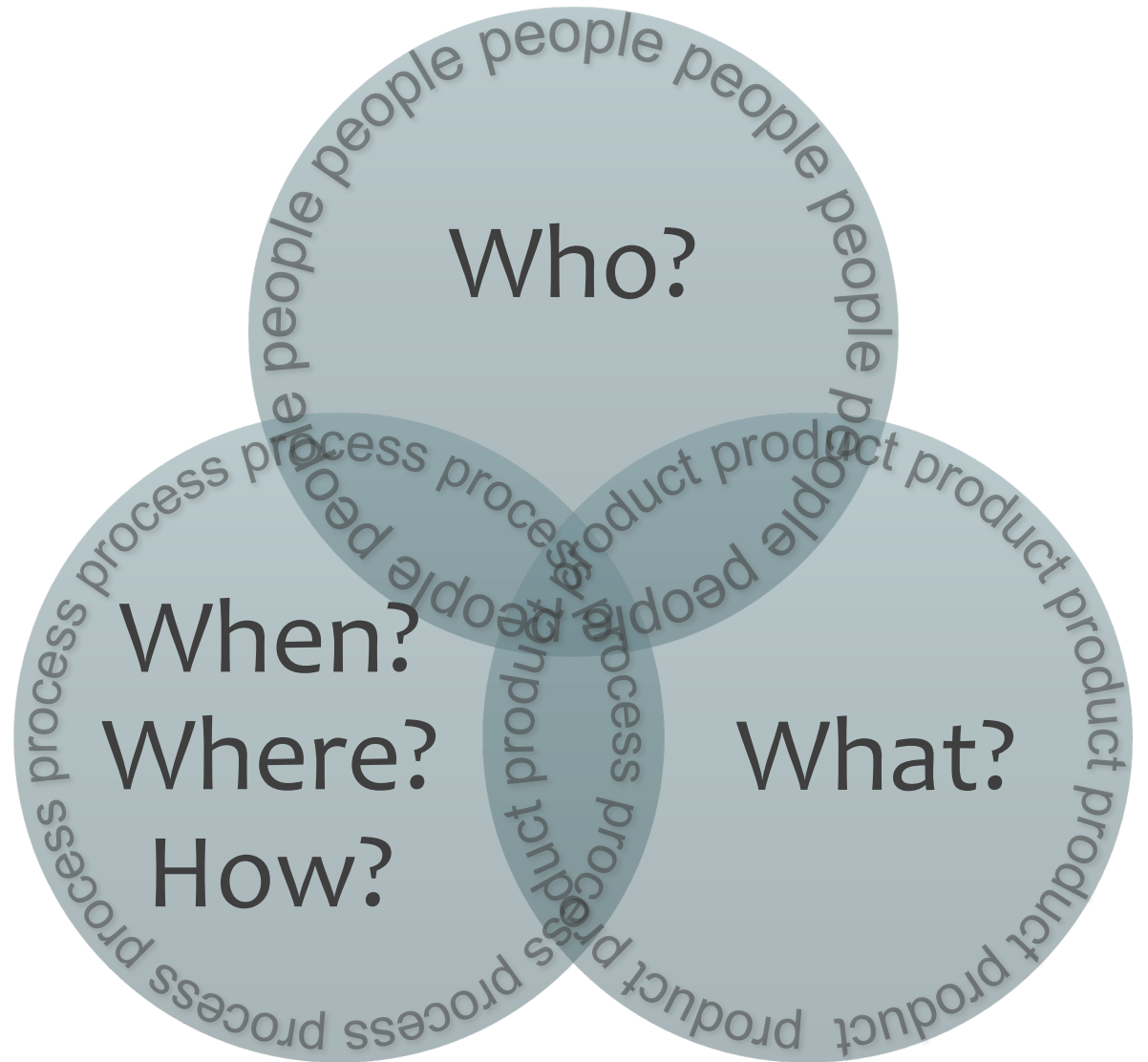
Agenda for today

- Legal issues impacting children's health - what makes child MLP's different?
- Patient story - MLP in action
- Nuts and bolts of YNHCH CCA MLP
- Tackling your wishes / pain points
(aka Implementation strategies for your site)

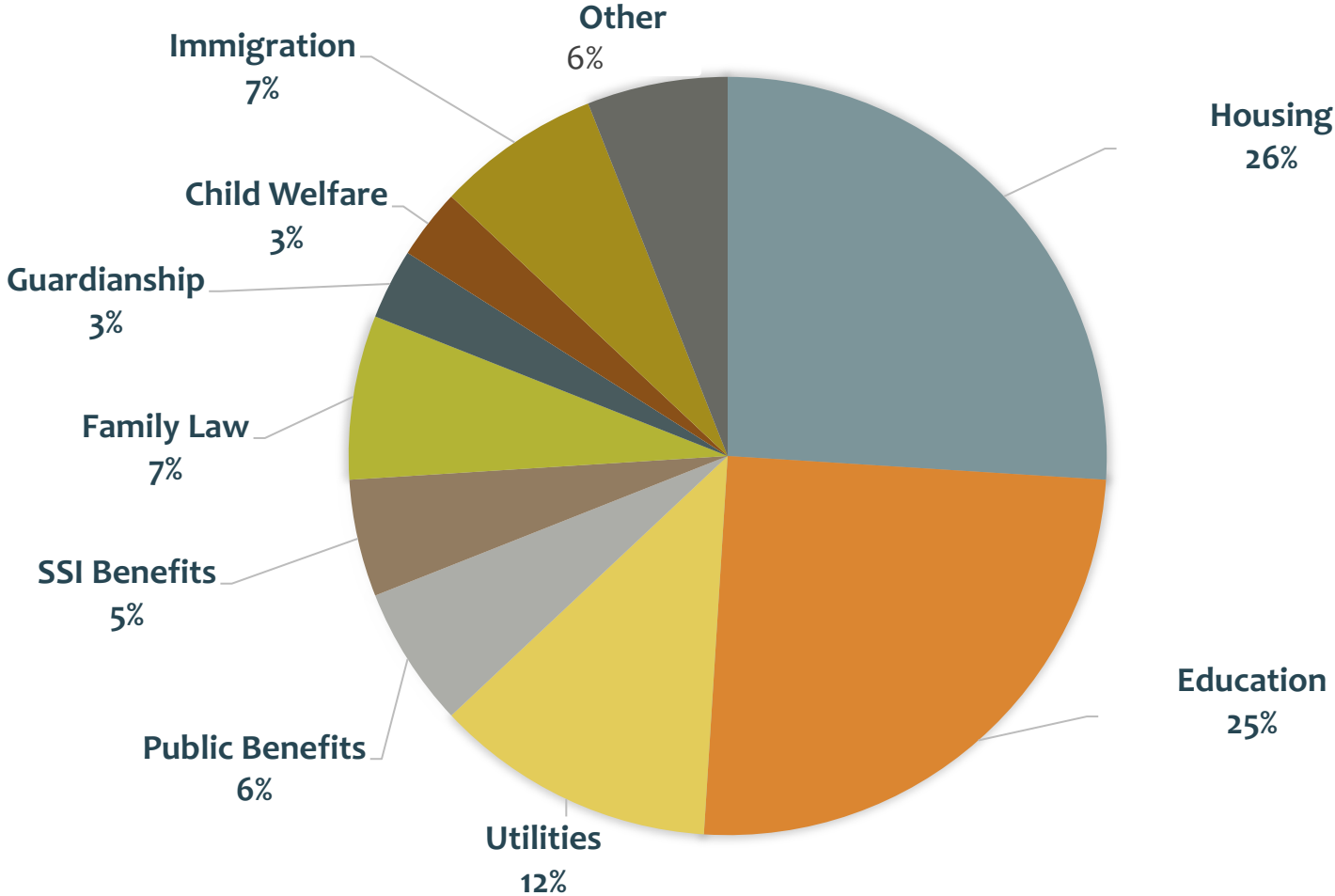


Brainstorm

- What makes children's MLPs different?
- What are some legal issues impacting children's health?



Legal Issues @ CCA/YNHCH



Patient Story

- Joey — a 15-year-old patient with severe respiratory, gastrointestinal, autoimmune, neurologic, and psychiatric disorders
- Multiple hospital admissions annually
- Frequently absent from school and continually has school failure
- Mother kept fighting with the school district but finally asked for help from the medical providers

<u>Admissions</u>	<u>ED visits</u>
12/2014	6/2015
1/2015	9/2015
2/2015	9/2015
2/2015	3/2016
5/2015	11/2016
6/2015	
9/2015	
11/2015	
2/2016	

The 3-Legged Stool of MLP

Addressing Patient's
Health Harming
Legal Needs



**Education
& Training**

Didactics
Experiential
Resources

**Consultation &
Representation**

Consultation to Providers
Direct to families

**Systemic
Advocacy**

Translate patient advocacy
to systemic change

The 3-Legged Stool of MLP

Addressing Patient's
Health Harming
Legal Needs



**Education
& Training**

- *30 presentations/year, including medical students, residents, fellows, social work, community trainings
- *TransYouth Know Your Rights Guide
- *COVID resource guide for patients
- *Advocacy track for residency
- *statewide MLP conference
- *6 published journal articles

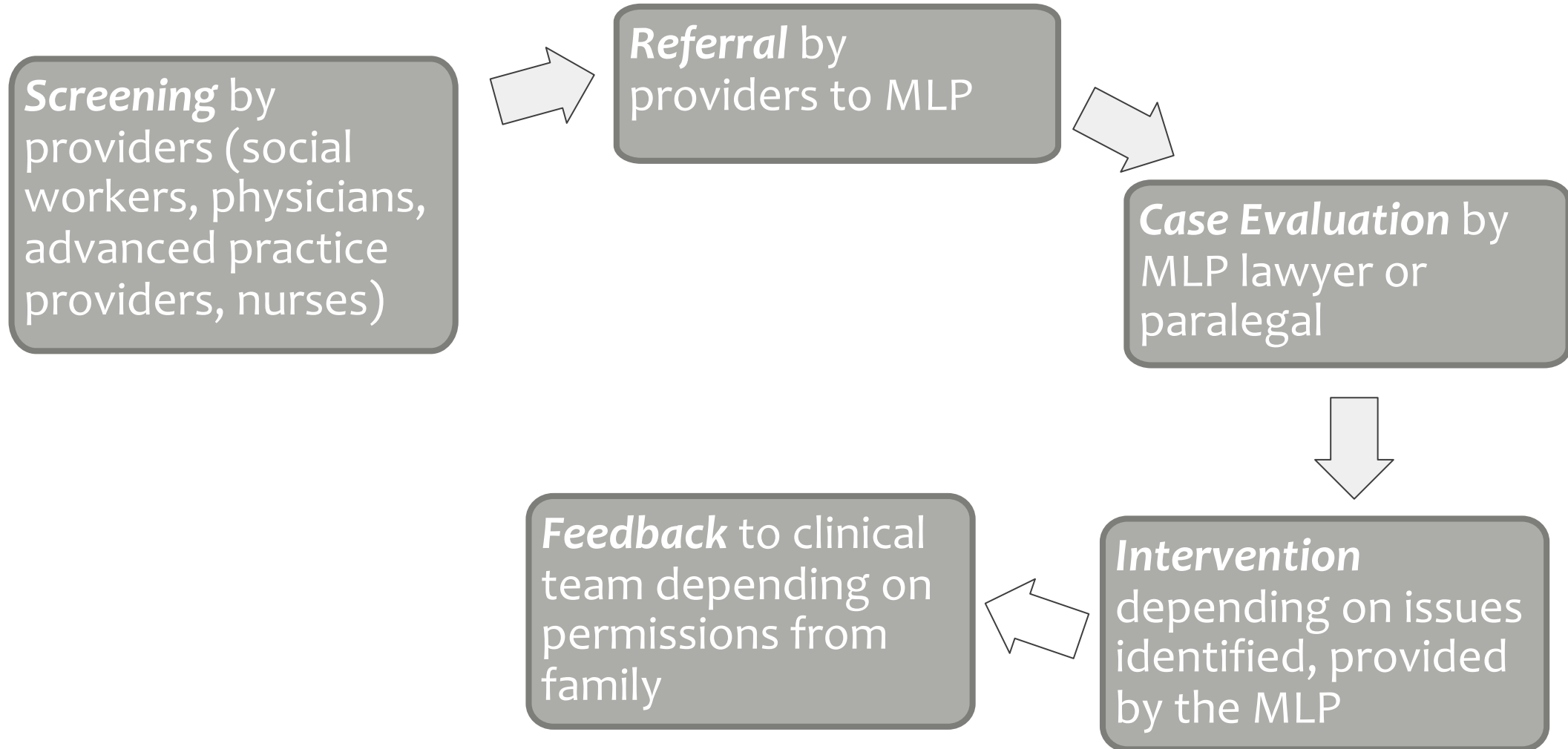
**Consultation &
Representation**

*498 patient referrals, including issues of housing, benefits, education, utilities, guardianship

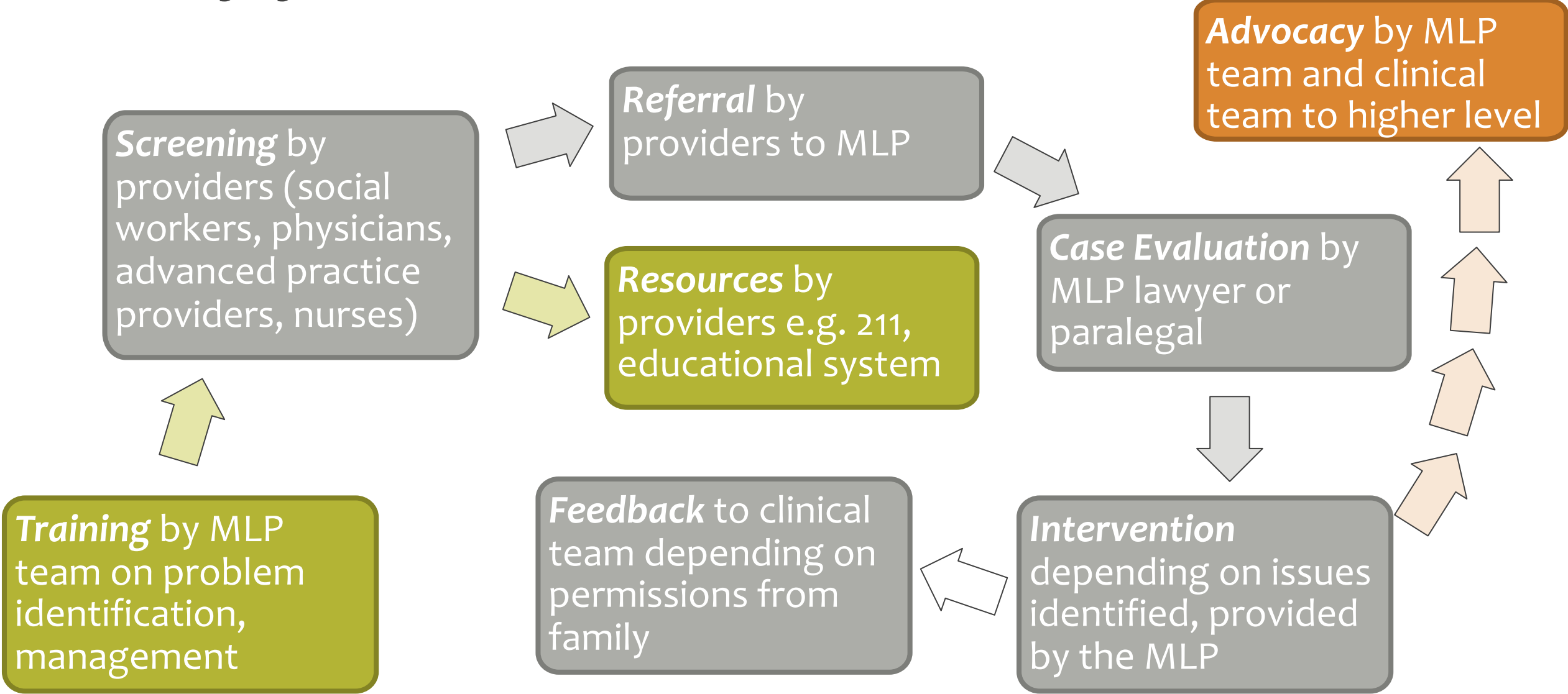
**Systemic
Advocacy**

*Legislative advocacy, including children's immunizations, right to counsel in housing, and immigrant children's healthcare
*NHPS collaboration on truancy and health

Clinical MLP work



Why you need education and advocacy



Patient Story

- Joey — a 15-year-old patient with severe respiratory, gastrointestinal, autoimmune, neurologic, and psychiatric disorders, multiple annual admissions, school failure
- MLP Lawyer advocated with school district for therapeutic special education school at a PPT, with additional support from child psychiatry.
- School placed him in an appropriate special education placement, decreasing anxiety and health improved.

<u>Admissions</u>	<u>ED visits</u>
12/2014	6/2015
1/2015	9/2015
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5/2015	11/2016
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9/2015	
11/2015	
2/2016	



<u>Admissions</u>	<u>ED visits</u>
3/2017	3/2017
4/2017	

Tackling your wishes / pain points



Homework was...

Identifying Interventions

- What do you wish you were doing now that you are not?
- Identify a MLP action that you are really hoping to do in the next 2 months.

Write a goals statement!

Homework was...

Identifying Interventions

- Deciding what's important to you - what's the Wish/Pain Point?
 - What bugs you?
 - What bugs your patients or clients?
 - What is working but could work better?
- Putting it in a doable way - a SMART goal
 - S Specific
 - M Measurable
 - A Achievable
 - R Relevant
 - T Time-bound

Within 3 months we have clients referred at a rate of 5 per week.

Within 3 years we will obtain grant funding that will fund 80% of our costs.

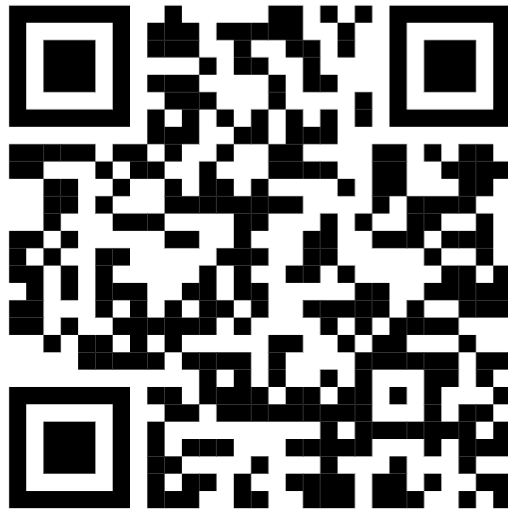
Within 6 months we will increase the rate at which screeners get documented by 50%

Homework was...

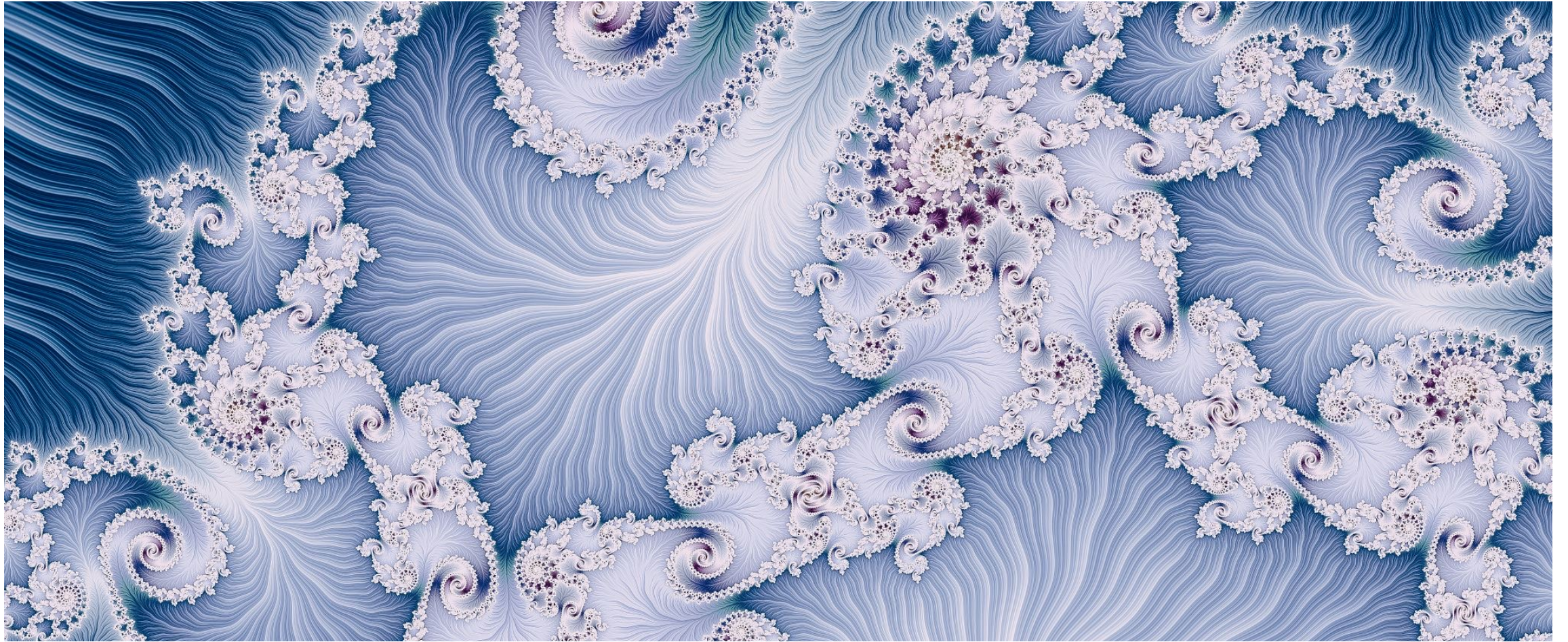
Identifying Interventions

- 2 min: Write down a wish/pain point
- 5 min: Share with a colleague - help each other come up with a good SMART goal that includes something you can measure!

Specific
Measurable
Achievable
Relevant
Time-bound



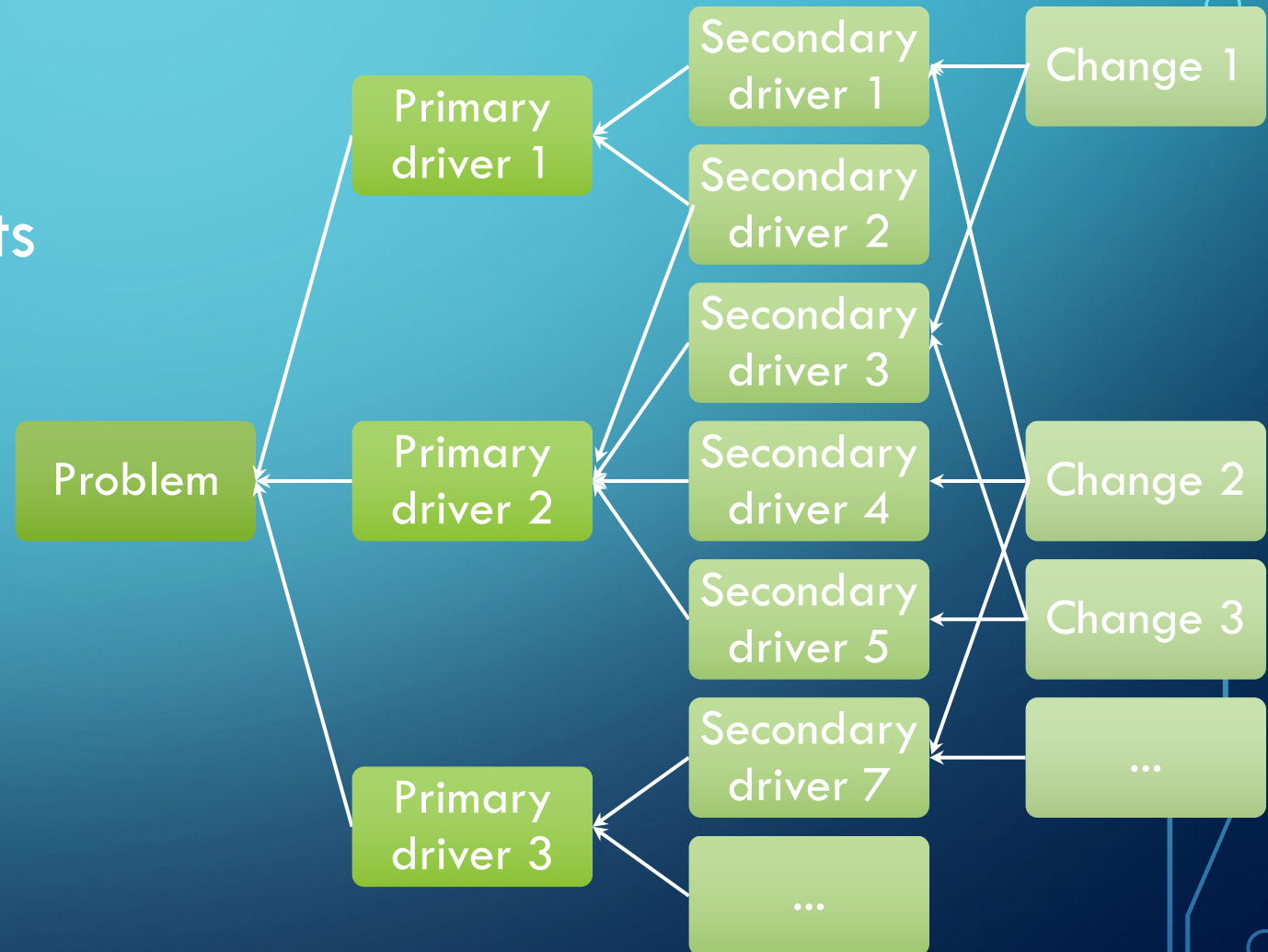
From identifying to taking action...



HOW TO DECIDE WHAT CHANGES TO MAKE

Key drivers:

- What are the main points in the system that will create change?
- How do you affect those main points?



Smart Goal

Primary Driver

Secondary Driver

Change ideas

Need to get COVID Vaccination >80% by July 2021

Fear of vaccines

Distrust of government

Cost of vaccines

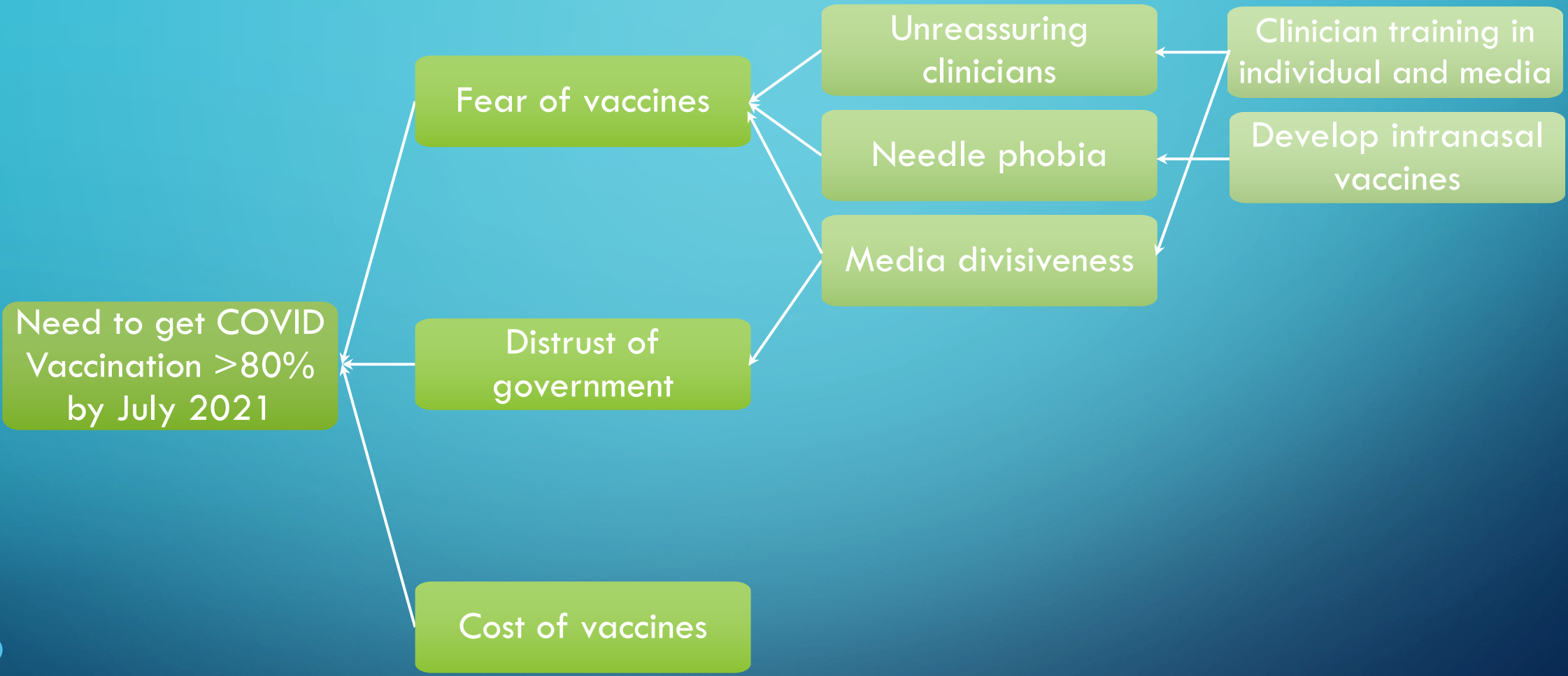
Unreassuring clinicians

Needle phobia

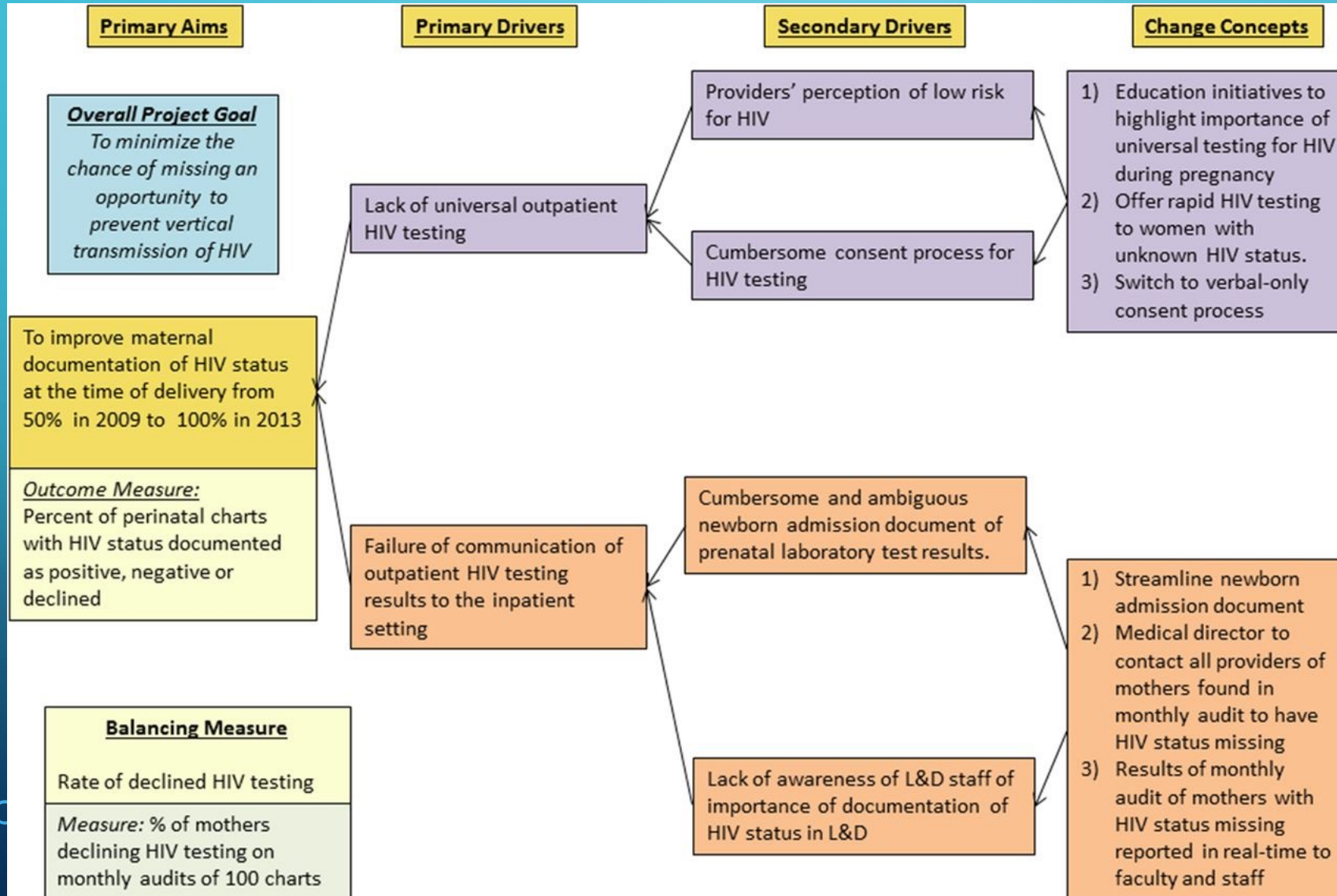
Media divisiveness

Clinician training in individual and media

Develop intranasal vaccines

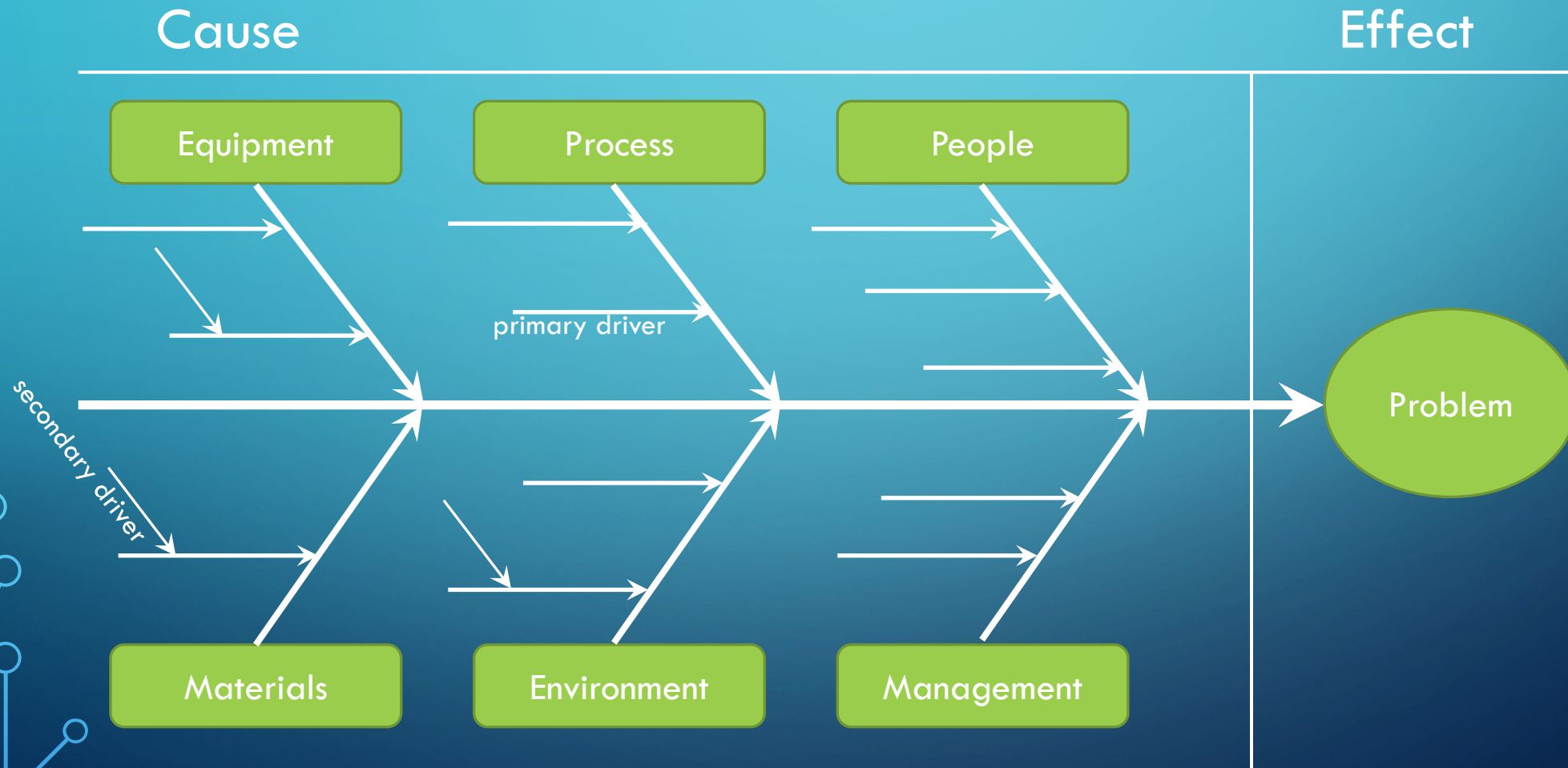


DRIVER DIAGRAM EXAMPLES



Paydar-Darian N et al. Improvement in Perinatal HIV Status Documentation in a Massachusetts Birth Hospital, 2009–2013. *Pediatrics* 2015, 136(1)

FISHBONE DIAGRAM (ISHIKAWA DIAGRAM)



Smart Goal

Primary Driver

Secondary Driver

Change ideas

Need to get COVID Vaccination >80% by July 2021

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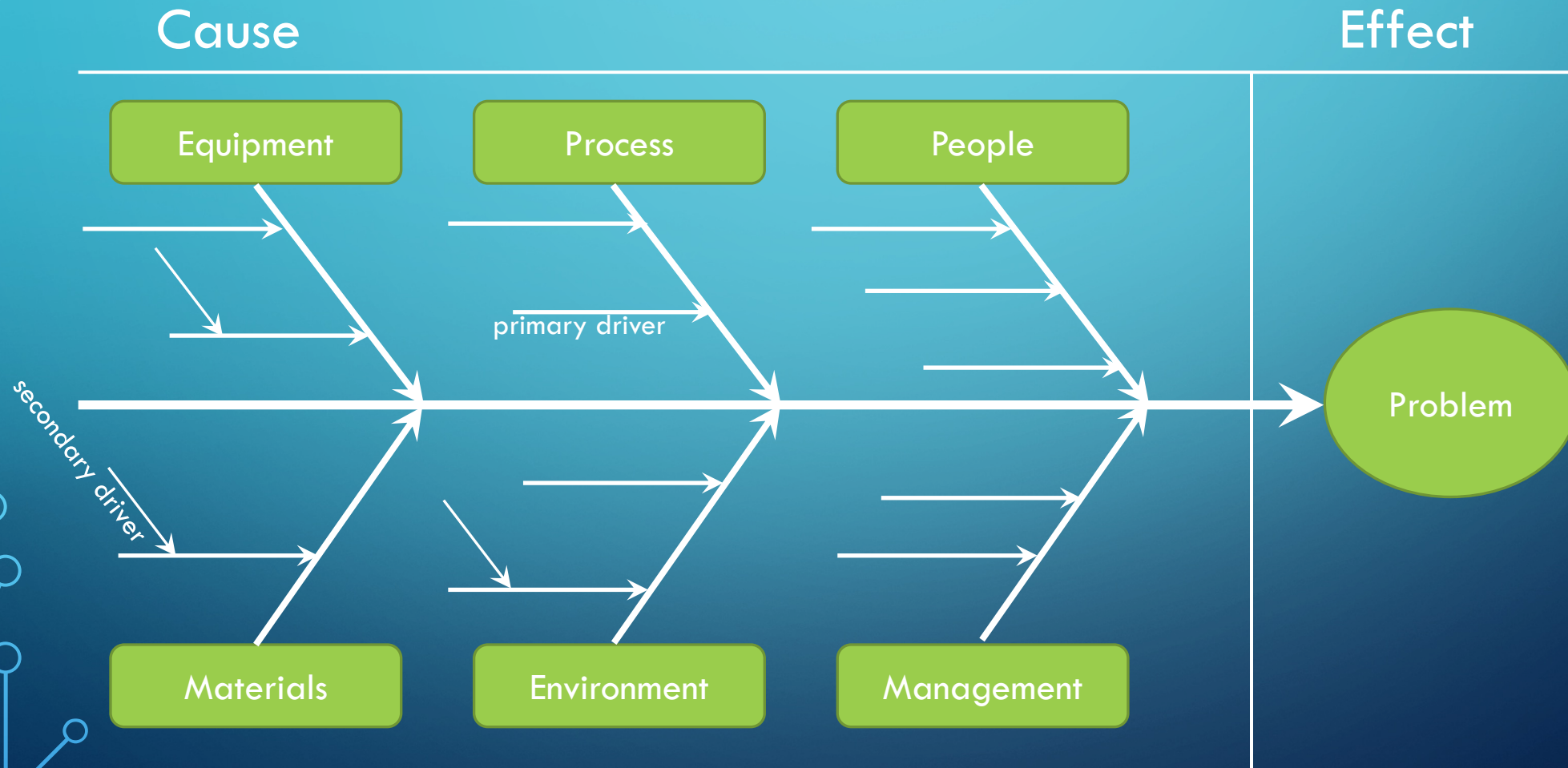
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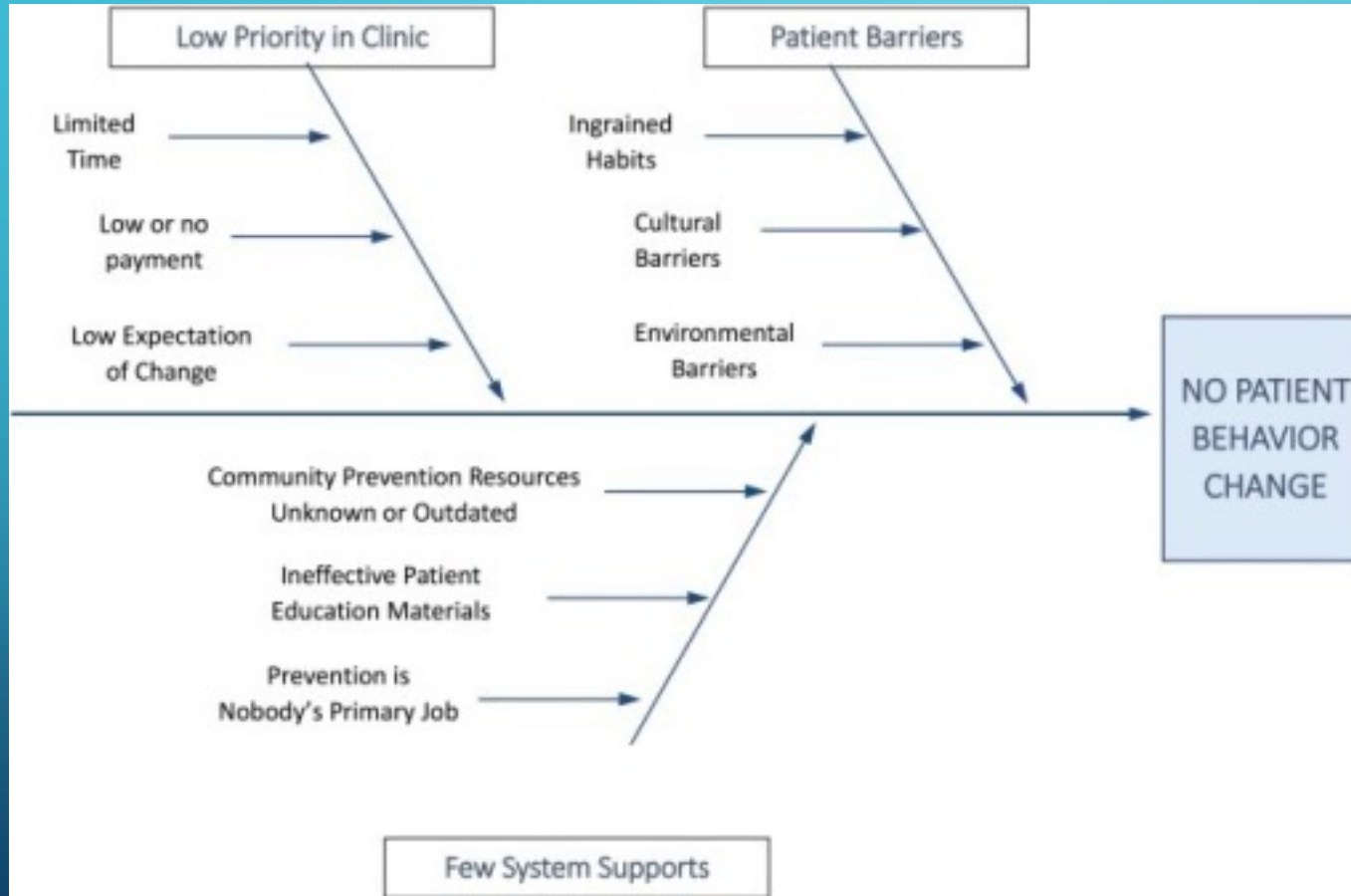
Clinician training in individual and media

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FISHBONE DIAGRAM (ISHIKAWA DIAGRAM)

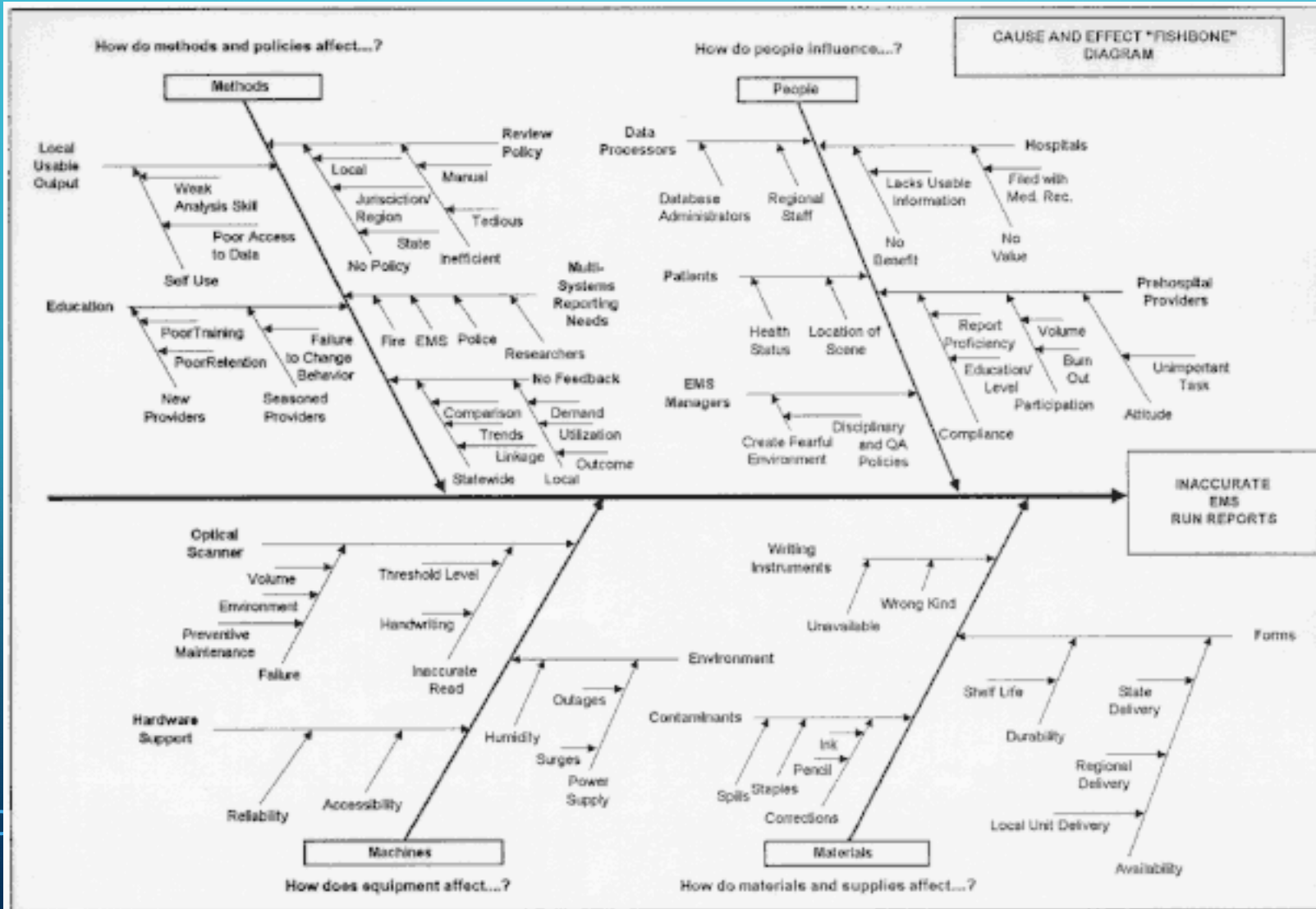


FISHBONE EXAMPLE



Davidoff F et al. Demystifying theory and its use in improvement. BMJ Quality and Safety. 2015. downloaded 3/2017 from: <https://openi.nlm.nih.gov/>

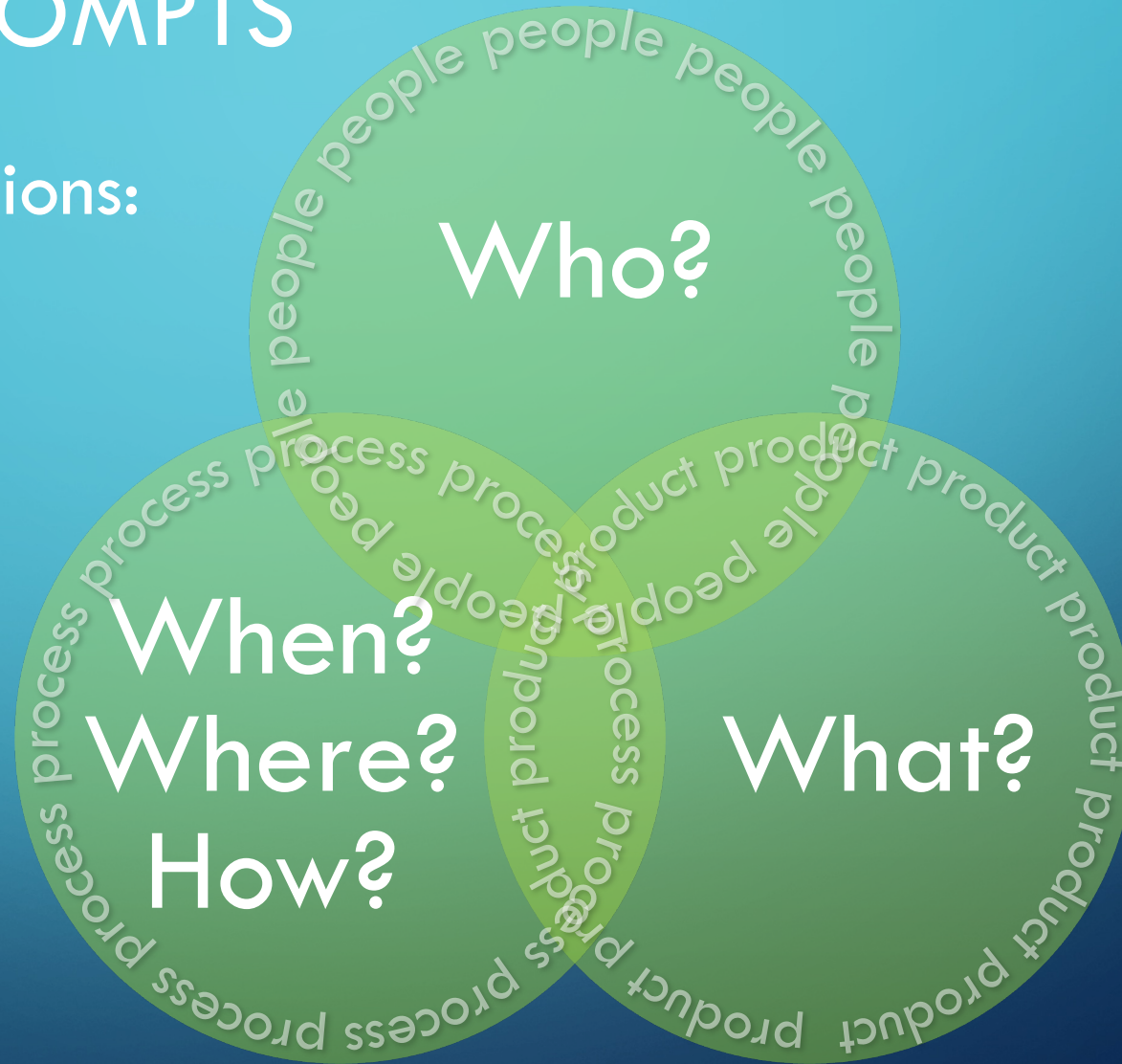
FISHBONE EXAMPLE



USDOT/NHTSA. A Leadership Guide to Quality Improvement for Emergency Medical Services (EMS) Systems. downloaded 3/2017
<https://one.nhtsa.gov/people/injury/ems/Leaderguide/index.html>

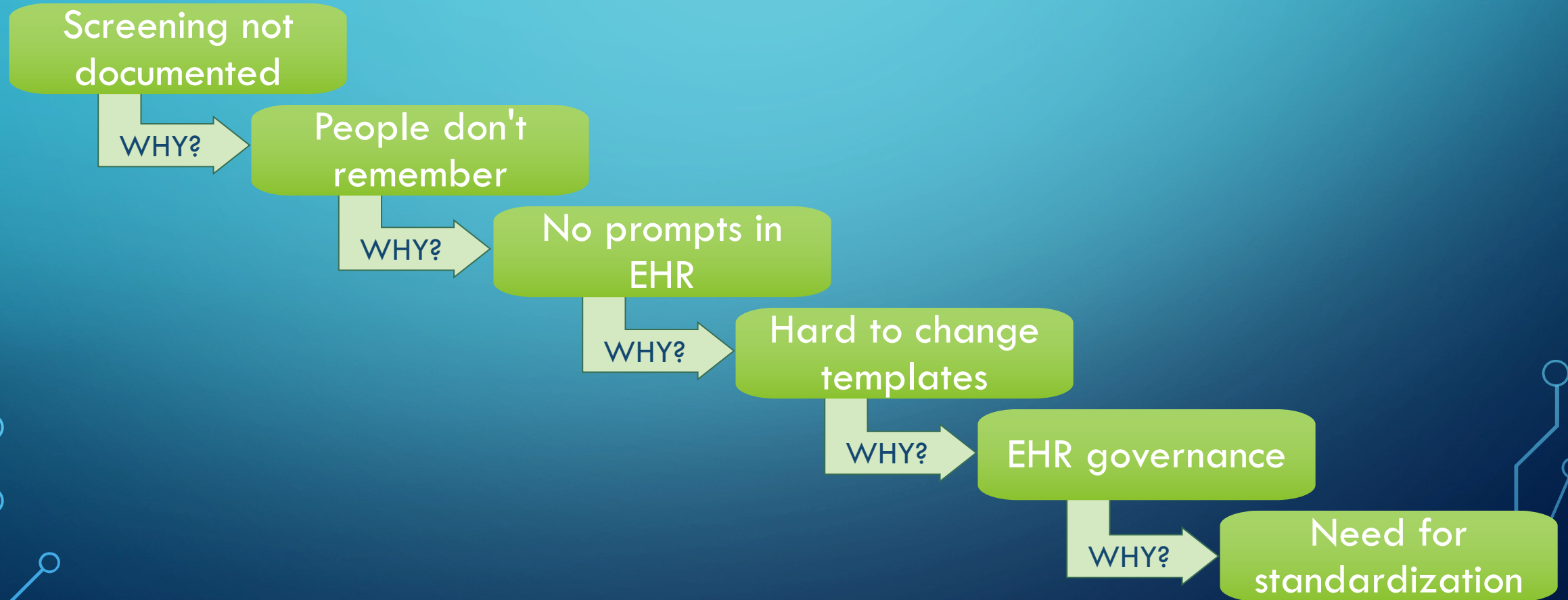
KEY DRIVER PROMPTS

- Newspaper questions:



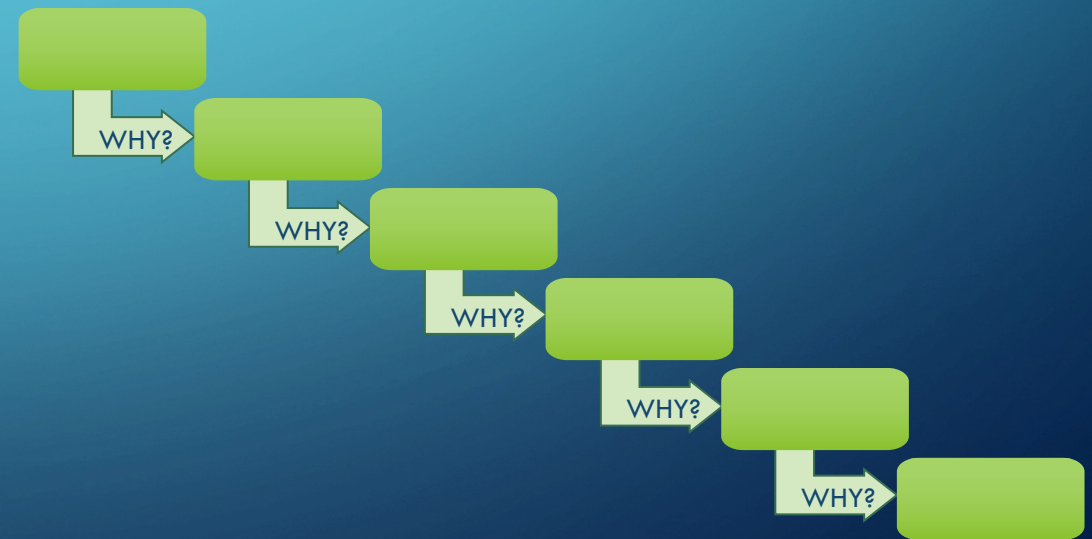
KEY DRIVER PROMPTS

- Ask 5 “Why”s

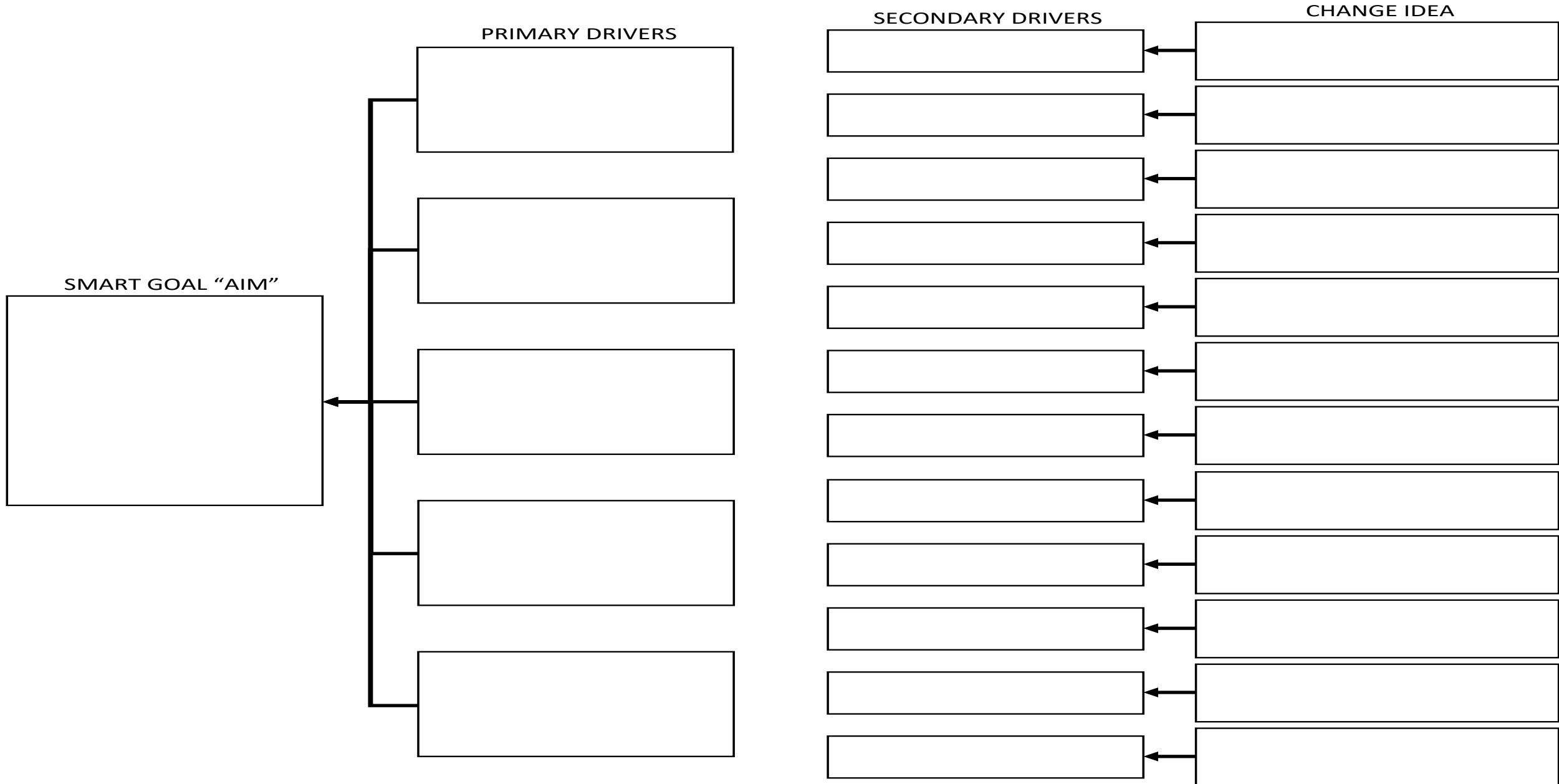


BREAKOUTS: LET'S MAKE A KEY DRIVER DIAGRAM FOR ONE OF OUR PROBLEMS

- 2 min – Discuss some wishes within the group, choose 1 to work on
- 18 min – Work on ONE person's key driver diagram (if time, can start another...)



Driver Diagram Template



* NCMLP will email an updated Welcome Packet with the homework after every session.

Action Items for Next Session

1. Review your goals statement and a series of objectives
2. Complete the Post-Attendance Evaluation

Contact Danielle Rahajason nrahajas@gwu.edu for assistance.



Homework

Review your Goals statement and a series of objectives:

Goal: We plan to [insert your overall SMART goal]

Objective: In the next [time period] we will [list how you will achieve your above goal]

To get to these consider:

- Who are your possible partners to engage in integrating medical and legal help?
- What are some of the processes you will need to emplace? (e.g. screening, referral, feedback to medical providers)
- How will you track the data (evaluate how it's going)?

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National Center for Medical  Legal Partnership
AT THE GEORGE WASHINGTON UNIVERSITY

 Center for Children's Advocacy
Yale New Haven Health
Yale New Haven Children's Hospital
 GEORGETOWN UNIVERSITY
HEALTH JUSTICE ALLIANCE



Thank you!
We'll See You at our Final Session
April 14, 2022, 2-3 PM ET
for wrap up!

Contact Danielle Rahajason nrahajas@gwu.edu for assistance.