

FIMR Staff Workshop

Preparing for Community Action

Maryland Department
of
Health and Mental Hygiene



CAT: What is it?



The Community Action Team hears findings from the Case Review Team, and makes recommendations for change. The team is made up of community leaders who can help create this change.

Community Action: Sources of Information

- Case Level Data
- Review Team Findings
- Population Data
- Research Literature



Building a Successful CAT

- A successful CAT should consist of a diverse group of individuals representing organizations and institutions in the larger community.
- Membership should include those who are influential or able to mobilize resources on behalf of their organizations, and are committed to change.
- It is important that every member be an equal partner in the process.



Separate Teams

- Advantages:

- Can tailor staffing and membership to skills required

- CAT group may be able to carry out an activity with a single focus – from resource generation to conducting activity.

Separate Teams (cont.)

- Disadvantages:

- Must create communication links between the two groups
 - Participation of one or more staff or members on both teams
 - Shared minutes and action plans, etc.
- May pose a burden on staff or members to attend multiple meetings and follow-up
- May be difficult to keep case review findings and recommendations linked to community action

Potential Members

Mayor or County Executive
Religious Leader
Business Leader
Chamber of Commerce
MCO/HMO Representative
Medicaid
EMS
Hospital Administration
Bereaved Parents Group
Social Workers
WIC Supervisor

Child Welfare Agencies
Substance Abuse Services
Mental Health Services
Housing Authority
Transportation Authority



Structure of the Community Action Team

- Structure:
 - Facilitator
 - Staff
 - Abstractor
 - Interviewer
 - Case Presenter
 - Recorder



Structure of the CAT: Depends on the Action

- Facilitator's role:

- Observes group process and intervenes as needed to assist the group in meeting its goal of effective case review

- Encourages full participation

- Establishes ground rules and procedures

- Promotes a climate of openness, trust, and cooperation

- Provides structure and focus to the discussion

Structure of the CAT, cont'd

- Consider applying the following facilitating techniques:
 - Set ground rules
 - Structure the discussion
 - Try coaching, modeling
 - Gate-keeping
 - Clarifying, eliciting consensus

Structure of the CAT, cont'd

- The group discussion should be:
 - Kept on-track
 - Focused on systems issues
 - Respectful of members and case subjects
 - Consistent from case to case
- Group dynamic problems that may arise:
 - Poor or late attendance
 - Side discussions
 - Uneven participation; dominance
 - Hierarchy
 - Inability to focus
 - Same issues keep arising

Structure of the CAT, con't

- How to correct these problems:
 - Rearrange the room or relocate to another room
 - Assign seating
 - Change membership
 - Training
 - Conflict management
 - Use different techniques:
 - FIVE HATS

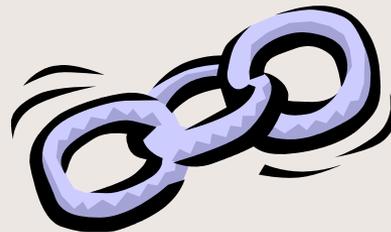
Care and “Feeding” of Members

- Keep members active
- Show appreciation for their time and effort
- Serve refreshments at meetings when possible
- Public recognition of accomplishments



Maintaining a Link to Case Reviews

- Important to maintain active communication between the Case Review and Community Action Teams.
- Easiest way is to have at least one member of the Community Action Team also participate in the case review process.
- FIMR action priorities emerge from case reviews and translating the findings into action requires some shared knowledge of both processes.



Making a Difference By Taking Action

Step 1:

Develop priorities
based on FIMR and
CFR findings and
recommendations

Step 2:

Identify key
community and
institutional partners
to engage in efforts.

Making a Difference By Taking Action

Step 3:

Identify means to
implement activities
to improve systems
of care.

Step 4:

Facilitate
implementation of
activities.



Examples of Community Action in Maryland

Bereavement Support

Developed protocol for hospitals to follow in event of perinatal loss or very low birth weight birth.

Pre-Term Labor Prevention

Educated pregnant women on the signs of pre-term labor by distributing magnets and wallet cards

Examples of Community Action in Maryland (cont.)

Back to Sleep

A safe sleeping campaign and other care takers (Grandparents) reminding them that babies sleep safest on their backs

ABC

Another safe sleeping initiative reminding parents that babies sleep safest Alone, on their Backs, and in a Crib

Examples of Community Action in Maryland (cont.)

Post-partum Health

Encouraged local maternity services to make post-partum appointments for mothers with doctors' orders.

Encouraged WIC, Healthy Families and IPO staff to provide lactation consultation.

Substance Use Cessation

Funded nicotine patches for pregnant women and their families.

Provided addiction screening tools to pediatricians, school nurses, and obstetricians.