

HENRY J AUSTIN HEALTH CENTER (HJA) CENTERING FAMILIES (CENTERINGPARENTING PROGRAM)

MOVING CENTERINGPARENTING GROUPS TO A VIRTUAL FORMAT



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Henry J Austin Health Center, Trenton, NJ

AGENDA

- **HJA Centering Families – Overview**
- **Recruitment and Enrollment**
- **Interactive learning/Community Building and Clinical Assessment**
- **Virtual Groups**
- **Billing/reimbursement**
- **Vaccines**
- **Lessons Learned**



HJA CENTERING FAMILIES – OVERVIEW

- Henry J Austin Health Center (HJA) is a Federally Qualified Health Center (FQHC), in Trenton, New jersey.
- HJA Centering Families:
 - Kickoff – January 2020
 - Group start – February 2020
 - Paused Groups – March
 - Resumed Virtual groups – Last week of April
- Starting Wednesday, April 22, 2020 - 1 virtual group every Wednesday (10:00 am - 12:00 pm)
- Currently - 10 Cohorts (Total 31 babies)



RECRUITMENT AND ENROLLMENT

- Recruitment tool:**

The Centering calendar is used for recruitment and is accessible to the team.

After every session - update the calendar for the f/u visits.

Focus – Age/Language

	A	B	C	D	E	F	G	H	I	J	K	L
1	HJA Centering Families Calendar 2020-2022 (WEDNESDAYS)											
2	February 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020		
3	26 - COHORT 1 6 months, English (9:00 am)	22 - COHORT 2 2 months, English (10:00 am) VIRTUAL	06 - 13 - 20 - COHORT 1 9 months, English (10:00 am)- VIRTUAL F/U 27 -	10 - 17 - 24 - COHORT 2 4 months, English (10:00 am) VIRTUAL F/U	01 - 08 - 15 - 22 - 29 -	5 - 12 - 19 - COHORT 1 12 months, English (10:00 am) VIRTUAL F/U 26 - COHORT 2 6 months, English (10:00 am) VIRTUAL F/U	02- 09- 16 - 23 - 30	07- 14 - 21 - 28 -	4 - 11 - 18 - COHORT 1 15 months, English (9:00 am) F/U 25 - COHORT 2 9 months, English (9:00 am) F/U	02 - 09 - 16 - 23 - 30 -		
4												
5	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021
6	06 - 13 - 20 - 27 -	3 - 10- 17 - COHORT 1 18 months, English (9:00 am) F/U 24 - COHORT 2 12 months, English (9:00 am) F/U	03 - 10 - 17 - 24 - 31	07 - 14 - 21 - 28 -	05 - 12 - 19 - 26 - COHORT 2 15 months, English (9:00 am) F/U	02 - 09 - 16 - 23 - 30 -	07 - 14 - 21 - 28 -	04 - 11 - 18 - COHORT 1 24 months, English (9:00 am) F/U 25 - COHORT 2 18 months, English (9:00 am) F/U	01 - 08 - 15 - 22 - 29 -	06 - 13 - 20 - 27 -	03 - 10 - 17 - 24 -	01 - 08 - 15 - 22 - 29 -
7												
8	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022
9	05 - 12 - 19 - 26 -	02 - 09 - 16 - 23 - COHORT 2 24 months, English (9:00 am) F/U										



HJAHHC

HENRY J. AUSTIN HEALTH CENTER CENTERING FAMILIES

WHAT IS HENRY J. AUSTIN HEALTH CENTER'S CENTERING FAMILIES ALL ABOUT?

HJA Centering Families is a group care model of the Centering Healthcare Institute (CHI). The Centering Parenting model combines one-on-one child health assessment, interactive learning and community building in a postnatal group setting.

HJA Centering Families will bring a group of 5 to 6 mom and baby pairs for care during their first two years of life. Based on the well-child visits schedule, in the 9 group sessions, the providers will provide well child care and also attend to health and safety issues of mothers. Each group session will be for 2 hours.

WHAT ARE THE BENEFITS?

- No waiting – the mom or caregiver and their baby simply walk into the HJA Centering Families room for their appointment.
- Groups start and end on time.
- More time with the baby's care providers.
- Encourages mom to fully engage in healthcare.
- Empowers mom or caregiver to make sound decisions and efficiently take care of their baby.
- Higher well-child visit rates.
- Higher immunization rates.
- Higher and extended breastfeeding rates.

HOW DO I SIGN UP?

Contact our HJA Centering Families Coordinator, Preeti Bhandari at preeti.bhandari@henryjain.org or call 609-278-6009.

You can also visit us at 321 N. Warren Street, Trenton, NJ 08618.



HOW DOES IT WORK?

- A group of babies, around the same age, and their mom or caregiver meet together with their healthcare providers in regular sessions.
- All group sessions will be held in the beautiful brand new HJA Centering Families room and conducted in a circle where everyone can share experiences, advice and ask questions.
- The moms or caregivers actively participate in the screening of their babies with the healthcare provider present.
- Each mom or caregiver will receive Centering Parenting notebook with ample information to read, and pages to track the baby's growth and the health and wellness of the moms.
- The facilitative group sessions include a primary provider facilitator and a clinical or non-clinical co-facilitator.
- The group sessions are relaxed and include interactive, exciting activities and food!
- The two hour sessions also include one on one private time with the provider and receiving scheduled immunizations.

OUTREACH AND SCHEDULING:

- Point person for outreach - Bilingual receptionist
- Explain the program to her –share all the information regarding the program
- Provided a script to help with outreach (different for virtual)
- She attends ZOOM centering sessions.
- Based on the calendar (age and language)- Create a list of eligible centering patients and provide the list to the bilingual receptionist for outreach.
- The list for outreach and enrollment - upcoming 2 sessions.
- She calls and schedules the patients (based on age/language).
- Constant communication with her for any questions/concerns.

Henry J. Austin Health Center Centering Families is supported by Centering Healthcare Institute (CHI) and generously funded by The Burke Foundation, The Nicholson Foundation, The Henry and Marilyn Taub Foundation and New Jersey Department of Health and Central Jersey Family Health Consortium.

Images used with permission from CHI.



INTERACTIVE LEARNING/COMMUNITY BUILDING AND CLINICAL ASSESSMENT

- We use 2 platforms ZOOM and Doxy.me
- **ZOOM Session:**
 - MA sends the ZOOM meeting information to the parents and helps them to log in successfully.
 - 9:45 am – 11:00 am (extra 15 min to address any issues while logging in)
 - Session starts at 10 am
 - Attendees – Moms/Dads/Caretakers and babies, Facilitator/Co-facilitator, MA, Interpreter, Lactation Consultant, Centering Coordinator
 - Educational, activities
 - Community building
 - Facilitating discussions
 - Sharing resources
 - Q&A



VIRTUAL GROUPS

- Welcome - centering program/ virtual centering
- 3 Breaths/Introductions
- Share screen– group guidelines
- If self assessment equipment available – ask/guide parents to take the weight, temperature, length, HC
- Activity 1 – facilitate discussion
- Ask if they have any questions
- Activity 2 – facilitate discussion
- Ask if the group has any additional questions
- Share the pictures of our centering room: benefits – no wait time, food available, uninterrupted 2 hours' with other parents and the healthcare team.
- Closing

MA sends them the provider's doxy link. Once patients confirm of receiving it we all sign off.

The babies are seen in doxy for their individual assessment.



BILLING AND REIMBURSEMENT

- The group visits occur via ZOOM.
- After ZOOM each patient has a virtual visit with the medical provider on our telemedicine platform (doxy.me).
- We submit billing for the individual medical visit as appropriate—generally preventive codes for well visits.



VACCINES

- We have a separate nursing schedule and on site work flow for vaccines.
- After patients are seen for virtual centering visits, they are scheduled to come on site just for vaccines using best distancing and infection control practices for the safety of the patients and their families.



LESSONS LEARNED

- The ZOOM session starts exactly at 10:00 am but the log in time is 9:45 am.
- The extra 15 minutes helps the team to address any last minute issues and ensure all patients are successfully logged in.
- Team huddles are important. In addition, tools like centering calendar, cohort calendar and attendance sheet are extremely helpful.
- Start the group even with 2 babies and keep adding babies to the Cohort.
- Role of social media – important for community awareness and engagement

Facebook live event

Marketing the program in various social media platforms



COHORT - CALENDAR



COHORT 3

(SPANISH)



HJA Centering Families
Calendar

2020-2022

	<u>BABY'S AGE</u>	<u>GROUP DATES</u>
1	2 MONTHS OLD	5/6/2020
2	4 MONTHS OLD	7/8/2020

Facilitators- Carmen & Sam
 Opening- Page 56- Good/bad advice
 Conversation starter-
 Page 57- Who does what? (Page 50)
 Activities-
 Page 58-Reducing Stress. (page 51)
 Closing—Page 64 Visualization w/ music

3	6 MONTHS OLD	9/9/2020
4	9 MONTHS OLD	12/9/20
5	12 MONTHS OLD **HAPPY 1 ST BIRTHDAY**	3/10/21
6	15 MONTHS OLD	6/9/2021
7	18 MONTHS OLD	9/8/2021
8	24 MONTHS OLD **Happy 2 nd Birthday**	3/9/2022 END OF COHORT

ALL GROUPS WILL MEET PROMPTLY AT 9:00-11:00 AM ON WEDNESDAYS

VIRTUAL CENTERING: 9:45 AM – 12:00 PM



ATTENDANCE SHEET

	A	B	C	D	E	F	G	H	I
1	COHORT 1 - Centering (Warren) - Feb 26, 2020 9:00 am - 11:00 am								
2	Patient ID	Patient Name	DOB	Age in months	Patient Language		Facilitator	Co-facilitator	
3									
4									
5									
6	COHORT 2 - VIRTUAL Centering - April 22, 2020 10:00 am - 12:00 pm								
7	Patient ID	Patient Name	DOB	Age in months	Patient Language		Facilitator	Co-facilitator	
8									
9									
10									
11									
12	COHORT 3 - VIRTUAL Centering - May 06, 2020 10:00 am - 12:00 pm								
13	Patient ID	Patient Name	DOB	Age in months	Patient Language		Facilitator	Co-facilitator	
14									
15									
16									
17									
18									
19	COHORT 4 - VIRTUAL Centering - May 13, 2020 10:00 am - 12:00 pm								
20	Patient ID	Patient Name	DOB	Age in months	Patient Language		Facilitator	Co-facilitator	
21									
22									
23									
24									
25	COHORT 1 - VIRTUAL Centering - May 20, 2020 10:00 am - 12:00 pm								
26	Patient ID	Patient Name	DOB	Age in months	Patient Language		Facilitator	Co-facilitator	
27									
28						F/U - Feb 26			



SOCIAL MEDIA

- Link to the video (Facebook Live Event) <https://www.facebook.com/HJAHCNJ/videos/689985471567501/>



Centering Parenting Live Q&A



Henry J. Austin Health Center was live.
May 27 · 🌐

If you have additional questions please contact Centering Parenting coordinator, Preeti Bhandari at Preeti.Bhandari@henryj.austin.org or 609-278-6009.



Henry J. Austin Health Center added an event.
May 22 · 🌐



WED, MAY 27

Centering Parenting Live Informational Q&A

LIVE on our Facebook Page

📍 Health





THANK YOU

