



# Frederick County Health Department

Program Size: 45 staff  
Population served: ~ 700 children/year

**Public Health**  
Prevent. Promote. Protect.

## Quality Improvement Story Board for: Frederick County Infants and Toddlers Program Serving Target Population Birth to Age 3

**Team Members:**  
Frederick County Infants and Toddlers Program Staff

### Plan

Identify an Opportunity and Plan for Improvement

#### 1. Develop AIM Statement

Frederick County Infants and Toddlers Program (FCITP) will meet or exceed the Maryland target for serving 3% of children in Frederick County ages birth to three years by June 30, 2015.

#### 2. Assemble the Team

Frederick County Infants and Toddlers Program Staff

#### 3. Examine the Current Approach

FCITP has had ups and downs in meeting this mandated level of service to the community. In analyzing the data, it appears that the greatest fluctuation in numbers of children served are those children between ages birth and one. Most of these very young children are referred by their parents or the hospital, especially FMH NICU. When staffing changes at FMH NICU, referrals may increase or, more likely, decrease until new relationships are made.

#### 4. Identify Potential Solutions

- Regular contact with FMH NICU Discharge Planning Staff
- Increasing public awareness activities aimed at parents of very young children
- Educating pediatricians, FMH, and community providers about FCITP

#### 5. Develop an Improvement Theory

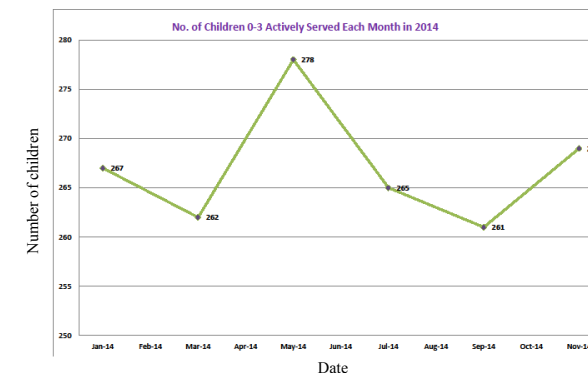
Informing potential referral sources about FCITP on a regular basis will result in more consistent referrals and a higher number of referrals overall. Assuming that the children referred demonstrate a developmental delay, atypical behavior, or have a diagnosis that puts them at high risk, more children are eligible for service and it is likely that we will meet the mandate for serving 3% of Frederick County children ages birth to three years.

### Do

Test the Theory for Improvement

#### 6. Test the Theory

- Ongoing meetings with FMH NICU
- Discharge Social Worker
- Development and distribution of a new program brochure



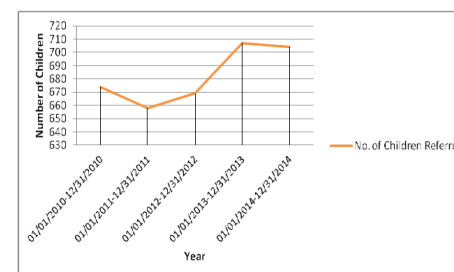
In 2014, we are consistently serving over 260 children age birth to three as measured by “snapshot” counts on the first day of each month. This puts us over 3% each month for the target age group!

### Study

Use Data to Study Results of the Test

#### 7. Study the Results

In 2014, we had more than 700 referrals to the Infants and Toddlers Program!



### Act

Standardize the Improvement and Establish Future Plans

#### 8. Decide next steps: Adopt, Adapt, or Abandon

FCITP will adopt regular communication with referral sources, especially FMH NICU and pediatricians.

#### 9. Establish Future Plans

Two forums for communicating with pediatricians are coming in the next year (May and November 2015)

