



# CQI Storyboard

## Using a Team Approach from the Start

CHIP of New River Valley, a Parents as Teachers affiliate, provides visits in the home to pregnant women and families with children through age 6 in supporting positive health outcomes, parent education, and self-sufficiency. These services are provided by a nurse and a family educator team.



[At pre-enrollment] I think it's great that we both see them on the same day at the same time so we can discuss any red flags one or the other may not pick up on. I think it also helps to show the team approach and they understand our roles from the beginning. -RN



When families had multiple or long visits with the family educator for pre-enrollment without the nurse in attendance, the program realized families were not building that same relationship with the nurses. CHIP of NRV tested out strategies in order to increase caregiver engagement with nurses from the start and help families understand the nurse role and the importance of screenings.

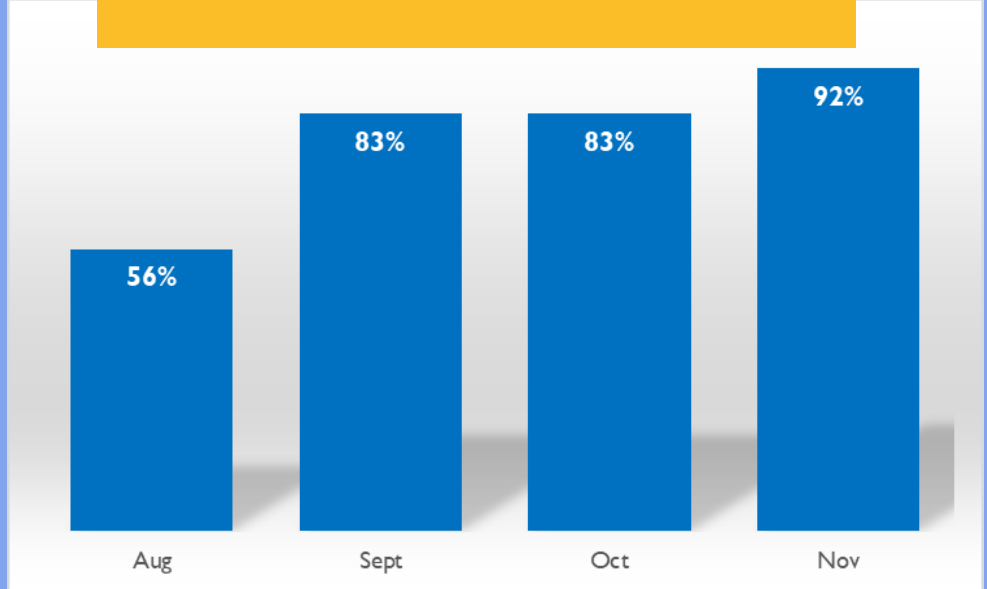
### STEPS TO IMPLEMENT QUALITY:

- Discussed strategies at staff meetings
- Trained nurses to attend all pre-enrollment visits
- Regular communication between staff about pre-enrollment visits
- Tracked the number of pre-enrollment visits that nurses attended with family educators



It has made me more aware of the referrals coming in. -RN

### PRE-ENROLLMENT VISITS WITH TEAM APPROACH



By using this team approach, nurses are able to build strong relationships with families at the start and explain their role and the importance of developmental screenings. CHIP of NRV has found this has increased caregiver engagement with the nurse but also fostered the collaboration between the nurse and family educator to support families.

For more information email us at [info@earlyimpactva.org](mailto:info@earlyimpactva.org)

### NURSES SAY:

I feel like this cuts down on playing phone tag to get pre-enrollment visits scheduled easier and faster. -RN

