

Broward Healthy Start Coalition, Inc.

Healthy Start Program - Outcomes and Performance Measures

Statewide outcomes and performance measures are required by the Florida Department of Health (FDOH) and Agency for Healthcare Administration (AHCA) via BHSC’s agreement with the Healthy Start MomCare Network, therefore all BHSC contracted service providers are expected to meet or exceed them. Results of the measures listed below are based on a review of Well Family System reports, case record reviews, and participant satisfaction surveys. All services are required to comply with Florida’s Healthy Start Standards and Guidelines (HSSG). BHSC reserves the right to add additional Performance Measures and details at the time of contracting.

1) Quarterly Performance Expectations:

- a) At least **85%** of Healthy Start participants will report satisfaction with services based on Client Satisfaction Survey results.
- b) No more than **10%** of all birth outcome indicators will be classified as “Unknown” in Well Family System (WFS).
- c) At least **95%** of participants referred to Healthy Start services will receive an Initial Assessment or an attempt to assess within five (5) working days of receipt of referral.
- d) At least **95%** of records with a documented Initial Assessment will contain documentation of an Individualized Plan of Care at the Initial Assessment.
- e) At least **80%** of Healthy Start participants will have a Family Support Plan developed and updated as outlined in HSSG.
- f) At least **80%** of Healthy Start participants with prenatal or postpartum substance use involvement will have a Plan of Safe Care developed at the Initial Assessment or first subsequent visit and updated at least every 90 days or more frequently as needed.
- g) The percentage of Healthy Start participant records reviewed and in compliance with HSSG is at least **80%**.
- h) A minimum of **80%** of Healthy Start services will meet the screening timeframe and intervention requirements of the Healthy Start Prenatal, Infant, and Interconception Screening and Intervention Pathways provided to participants as listed below:

1	At least 80% of Healthy Start participants enrolled in the Prenatal or Infant-Child Pathway shall be screened for depression using the Edinburgh Postnatal Depression
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	Screen according to the schedule outlined in the Perinatal Depression Screening Intervention Pathway in HSSG.
2	At least 80% of Healthy Start participants who were screened for depression and had a positive score shall be referred to available services for depression based on the Perinatal Depression Screening & Intervention Pathway in HSSG.
3	At least 80% of Healthy Start infants enrolled in the Infant Pathway will be screened using the ASQ-3 and ASQ-SE tools based on the schedule outlined in the Developmental Screening & Intervention Pathway in HSSG.
4	At least 80% of infants who score below the cut-off value on the ASQ-3 and/or ASQ-SE shall be referred to the available services for infant development based on the Developmental Screening & Intervention Pathway in HSSG.
5	At least 80% of Healthy Start prenatal or postpartum participants enrolled in the Prenatal or Infant-Child Pathway shall be screened for substance use according to the schedule outlined in the Substance Abuse Screening & Intervention Pathway in HSSG.
6	At least 80% of Healthy Start participants who were screened for substance use will be referred to intervention services based on their score and the Substance Use Screening & Intervention Pathway in HSSG.
7	At least 80% of Healthy Start participants enrolled in the Prenatal, Interconception or Infant-Child Pathway shall be screened for tobacco use according to the schedule outlined in the Tobacco Use Screening & Intervention Pathway in HSSG.
8	At least 80% of Healthy Start participants who were screened for tobacco and identified as tobacco or tobacco-product users will be educated on tobacco use and offered or referred to tobacco cessation services according to Healthy Start Standards and Guidelines in HSSG.
9	At least 80% of Healthy Start participants enrolled in the Prenatal Interconception or Infant-Child Pathway shall be screened for intimate partner violence according to the schedule outlined in the Intimate Partner Violence Screening & Intervention Pathway in HSSG.
10	At least 80% of Healthy Start participants who were screened for intimate partner violence and had a positive score shall be referred to services based on the Intimate Partner Violence Screening & Intervention Pathway in HSSG.
11	At least 80% of postpartum women enrolled in the Interconception Care Pathway shall receive education on the Florida Family Planning Waiver.