### A logo for a health company Description automatically generatedA blue and white background Description automatically generated**Organization Assessment Tool for Enhancing Postpartum Care**

### Developed by the UI Health Two Gen Clinic

**The Purpose of this Worksheet**

This document has been created to use as an evaluative worksheet for your organization to assess its capability in supporting enhanced postpartum care while also exploring areas of improvement. As discussed in the UI Health Two-Gen Model [hyperlink], these questions for consideration cover five components of Care Delivery imperative to supporting postpartum care*: Primary Care, Behavioral Health, Care Management, Patient Education,* and *Lactation Consultation*.

This document also includes consideration questions for three key workflow areas to help you evaluate postpartum care enhancement in your organization: *Co-Scheduling Visits and Reducing Care Burden, Intake and Comprehensive Screenings,* and *Care Team Meetings, Training, and Clinical Support.*

**We’re Here to Help!**

The UI Health Two-Gen team is pleased to support other health centers in learning more about Two-Gen and identifying ways that you can enhance postpartum care in your organization. This link [hyperlink] can direct you to a form to submit any inquiries that you may have.

**Care Delivery**

### ***Primary Care***

Who in your organization provides care to postpartum mothers, and who provides care to infants? Are these the same providers?

Are there providers in your organization with a passion for maternal and infant health who may serve as champions of enhanced postpartum care?

Do patients of your organization consistently see the same primary care provider (PCP) across visits? If not, how are patients matched with providers when scheduling appointments?

How do PCPs communicate about patients they care for collectively? (e.g., electronic medical record, in-person meetings, phone, etc.) Are these communication methods effective? Why or why not?

### ***Behavioral Health***

What is your organization’s behavioral health provider complement?

What mental or behavioral health offerings are currently available for your organization’s patients?

Do any behavioral health providers in your organization have a passion for maternal and infant health care who may be champions of an integrated approach to care?

What behavioral health screenings or assessments are currently built into visits for parents of infants and young children? Would it be possible to add such assessments to standard practice for postpartum mothers and infants?

What community or other clinical partners are available who can provide behavioral and mental health support and services for mothers, infants, and families?

### ***Care Management***

Who provides care management services in your organization, including coordination of care and providing support for social needs? If there are no individuals in your organization who are available to provide these services, is there a community organization that could fill this role for Two-Gen patients? Do you have connections with an organization that provides family case management or home visiting such as [Healthy Start](https://mchb.hrsa.gov/programs-impact/healthy-start) or [MIECHV](https://mchb.hrsa.gov/programs-impact/programs/home-visiting/maternal-infant-early-childhood-home-visiting-miechv-program)?

How does your organization communicate with patients outside of the healthcare visit setting? Are there mechanisms to help patients schedule visits, remind patients of upcoming visits, or allow them to ask questions or get help?

If many of your patients have Medicaid insurance, is there a Medicaid Webpage or Medicaid Toolkit available in your state that provides clear information on how to access transportation services?

If your organization is in a state with a high degree of Medicaid Managed Care, is information about Medicaid covered transportation available on the websites of each Managed Care entity?

### ***Patient Education***

Who in your organization provides health education to adult patients? To caregivers of infants and small children?

What education is currently provided to patients regarding maternal health, infant feeding and safety, parenting education, and other relevant topics?

Are there individuals in these roles in your organization who have knowledge and passion for maternal and child health education?

At what moments within the delivery of care to mothers and infants might additional education be introduced?

1. ***Lactation Consultation***

Who in your organization currently provides lactation resources or support for breastfeeding mothers? Who might be able to provide ongoing lactation services for patients? If no one can provide such services, who might be trained for this role?

If lactation consultation or services cannot be provided directly by your healthcare organization, what community-based lactation support resources are available? Is a partnership possible with these community-based organizations?

What is the connection of your organization to the [WIC](https://www.fns.usda.gov/wic) sites in your community? Are you able to partner with WIC for lactation consultation for your patients?

**How It Works: Key Workflows**

### ***Co-Scheduling Visits and Reducing Care Burden***

How are postpartum mothers and their infants referred to your organization now? What referral pathways might be needed to better meet the needs of postpartum families?

Does your organization have the scheduling capability to co-schedule visits for mothers and infants, either with the same provider or different providers?

Does your organization have the capacity to schedule visits with families at the recommended pediatric well-child cadence? If not, for how many months might this be feasible?

How might your organization integrate behavioral health services and/or support for social needs immediately before or after primary care visits?

If your organization provides behavioral health services, which services are offered in a virtual format? Can other services be offered virtually to reduce care burden for families?

1. ***Intake and Comprehensive Screenings***

What screenings are typically conducted with postpartum patients at your healthcare organization?

What screenings and/or population-specific questions could be added to the current screenings for postpartum families in your organization to ensure a more comprehensive assessment of needs? How and when might those be conducted?

Does your organization have the capacity to address the results of the screening or have partnerships with community- based resources to connect patients?

### ***Care Team Meetings, Training, and Clinical Support***

How do clinical care and other providers in your healthcare organization communicate and collaborate across disciplines?

Do providers at your healthcare organization have the capacity to meet regularly to review care plans and communicate about the needs of Two-Gen patients?

How does your healthcare organization provide training on new substantive content?

Who helps to support the implementation of new programs or initiatives?

How does your healthcare organization train and disseminate new approaches and workflows to clinical providers and other personnel? Who in your organization might direct, facilitate, or coordinate these activities?