HOME VISITING: Discovering what works for increasing referrals

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The UNM Prevention Research Center (PRC) would like to acknowledge the extensive collaborative work accomplished through ongoing, coordinated and aligned efforts by multiple community stakeholders (e.g., the Bernalillo County Home Visiting Work Group, individual home visiting (HV) and early intervention programs, Children Youth and Families Department, SHARE NM, UNM Development & Disabilities Information Network, and others) to improve outcomes for children and families in New Mexico through HV. The HV research conducted by the UNM PRC was designed to be a collaborative component supporting these comprehensive efforts.

RESEARCH OVERVIEW

Purpose:

- Identify barriers providers may experience to referring patients to home visiting (HV) programs
- Determine potential intervention strategies to increase provider referrals, initially in Bernalillo County (BC)

Persons interviewed:

- Persons knowledgeable about HV system and process in BC
- Community health workers
- Home visitors
- HV program managers
- Providers

Barriers identified:

- Lack of knowledge
- Concerns about stigma
- Lack of HV promotional skills
- No internal referral process
- Time constraints
- Limited feedback (about referrals)
- Concerns about funding

NEXT STEPS FOR THE UNM PRC

1. Messaging:

- Develop de-stigmatizing HV talking points for providers
- Encourage universal referrals for pregnant women and new parents
- Examine current referral form
- Use multiple channels for message distribution
- Create provider- and family-focused video clips of home visits

2. Education:

- Include HV education in medical school and residency programs
- Provide HV presentations at grand rounds and provider meetings
- Provide education about the benefits of HV at conferences in NM

3. Engagement:

- Cultivate HV champions among medical providers
- Encourage HV programs to work within clinics
- Collaborate with HV programs to determine practicality of providing referral feedback to providers

4. Technology:

- Determine feasibility of including HV referrals in electronic medical records

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