

# Newborn Enrollment, Assignment and Continuity of Care

*Aliados Health  
Promising Practice*

## PROMISING PRACTICE OVERVIEW

La Clínica has implemented a streamlined workflow to ensure continuity of care for newborns by ensuring that Primary Care Physician (PCP) assignment forms are completed in the early stages of newborn care. By scheduling the first appointment at La Clínica while the baby is still on the mother's insurance and providing a Partnership assignment form, most newborns are seamlessly assigned to a PCP. Even for those arriving without a PCP assignment or Medi-Cal, La Clínica offers a 30-day gateway service with concurrent enrollment support. This ensures all newborns receive timely care and minimizes disruptions due to insurance transitions and PCP assignments. To streamline this, La Clínica formed a collaborative relationship with NorthBay, their referring hospital. La Clínica standardized the referral process by training their Care Coordinator to capture referrals via phone and directly add them to their schedule. To ensure weekend newborns receive timely care, La Clínica implemented a strategy of placing a hold on two appointment slots on Mondays, Tuesdays, and Thursdays specifically for them.

## AIM

La Clínica aims to achieve seamless continuity of care for all newborns by ensuring every infant receives essential newborn care, is successfully linked to a permanent PCP, and is enrolled in Medi-Cal within two months of discharge. The workflow created by La Clínica bridges the gap between initial care and ongoing care for Newborns through the assignment of a PCP and enrollment in Medical.

## MEASURES

### W15 Incentive Program

The incentive program begins at newborn visits.

Patients who complete their 2, 4, and 6-month visits will receive a \$50 gift card

If the 9 and 12-month visits are completed before the 15<sup>th</sup> month birthday a second gift card is received

- La Clínica is tracking the W15 measure for patient compliance.
- CIS Childhood Immunizations

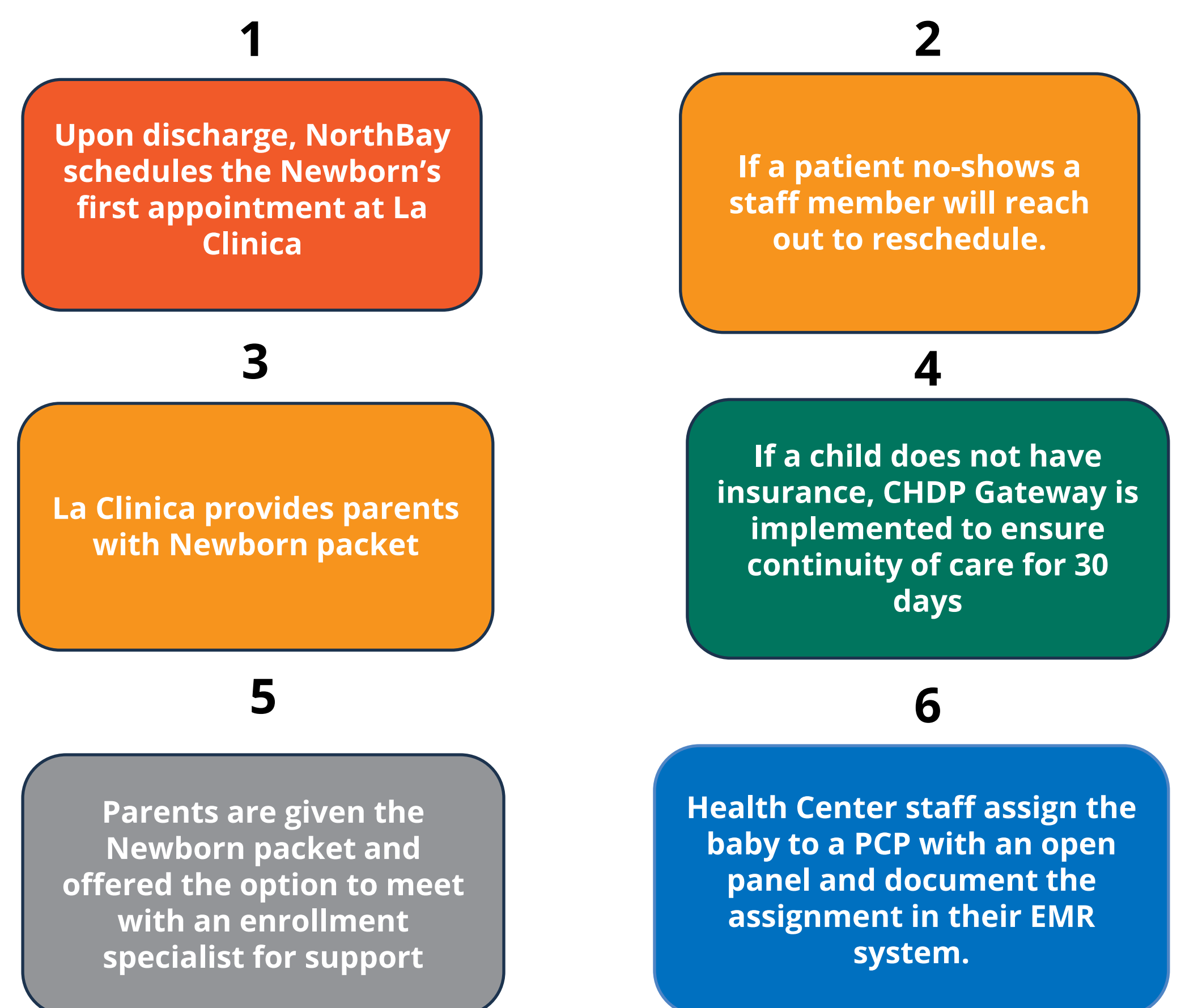
## ACTIONS TAKEN

1. La Clínica formed a relationship with NorthBay (a referring hospital). NorthBay schedules the Newborn's first appointment with La Clínica, regardless of whether the baby is still attached to the mom's insurance.
3. La Clínica PCPs have two open slots for kids who are born over the weekend. The slots are available on Mondays, Tuesdays, and Thursdays, ensuring Newborns are never turned away, and they get assigned to a PCP at La Clínica. Parents are given a Partnership HealthPlan assignment form, so the newborn is assigned to a PCP at La Clínica.
4. If a 2-month-old baby comes into La Clínica without Partnership, La Clínica provides a CHDP gateway, which serves as an entry point for children to enroll in ongoing health care coverage through Medi-Cal. Simultaneously, La Clínica will also offer an appointment with their enrollment specialist, who will walk parents through the process of assignment and enrollment in Medi-Cal and help them complete the paperwork in person or via phone.
5. A protocol is in place for newborns who show up without an appointment. Front desk staff will inform their supervisors or providers, and the newborn will be seen even if they are not assigned to La Clínica.

## Collaboration Process Between La Clínica and NorthBay:

- ✓ NorthBay calls La Clínica's Care Coordinator.
- ✓ The Care Coordinator adds the Newborn to the schedule after requesting the newborn's record.
- ✓ If NorthBay calls and a member of La Clínica's team cannot answer, they will encounter a voicemail prompting them to leave the newborn's name, and the parent's name, address, and phone number. Voicemails are checked twice a day, and calls are returned within two hours during weekdays.
- ✓ Once a staff member reviews the voicemail, they will request the baby's records and add them to the schedule for that day or the following.
- ✓ If a patient calls over the weekend, they will be prompted to provide the same demographic information for the parents and newborn before receiving a call back during business hours.

## WORKFLOW



## RESULTS TO DATE

Through the implementation of this workflow, La Clínica was to improve significantly and is on their way to achieving full point threshold at 90<sup>th</sup> percentile

## LESSONS LEARNED

- Having parents complete the newborn packet while the baby is still attached to the mother gives a 50% or more chance that they will be assigned to your practice.
- Taking the time to own a patient in the Health Center's EMR allows health center staff to advocate for assignment should any errors in paperwork occur at the State level.
- La Clínica PCPs partnered with their Care Coordinator to ensure that when a Newborn is scheduled, their medical records are requested and available for their appointment.
- La Clínica emphasized the importance of training phone staff to capture a newborn's parents' information, such as name and phone number, to combat losing track of newborn patients due to no-shows.

NorthBay Mother Baby clerk will call mother's preferred primary care site, per following:

- **NORTH VALLEJO** (220 Hospital Drive, "near Sutter")
  - Please Contact: [REDACTED]
  - If unavailable, any Clerical Office Assistant should be able to assist
  - See below \*\*
- **VALLEJO MEDICAL** (415 Georgia Street, "downtown")
  - Please contact [REDACTED]
  - Second contact: [REDACTED]
  - if neither answer, please leave a voicemail with the following information:
    - your name & call back number,
    - newborn name, and
    - mother's name, address, and phone number.
  - We will be checking mailboxes twice daily.
  - Note: If you reach voice mail on weekdays, our staff will return your call within two business hours
  - Newborn appt slots:
    - Monday: 11am and 12pm
    - Tuesday: 10:30am
    - Thursday: 11am
  - See below \*\*

For WEEKEND deliveries:

- **NORTH VALLEJO:**
  - For appts needed on Monday or Tuesday, please direct patients to arrive at 9:30a at their primary care site (for 10a appt).
  - Please call above #s and leave voice mail w/ pt info and date of f/u appt.
  - See below \*\*
- **VALLEJO MEDICAL:**
  - For appts needed on Monday or Tuesday, we have placed a hold on appointment slots as noted above in our Provider Template.
  - Please direct patients to arrive to their primary care site 30 minutes prior to their scheduled appointment time.
  - Please Contact [REDACTED] and leave voice mail w/ pt info and date and time of f/u appt.
  - See below \*\*

**\*\* FOR ALL PATIENTS:** Please provide a printed copy of their newborn discharge summary to bring to their appointment AND fax a copy of the Newborn's discharge summary and any other pertinent information to: [REDACTED]

*If you have any issues with the above, please contact the clinic managers directly:*