

## Healthy Parenting-Universal Newborn Touch Implementation Guide

### **Healthy Parenting Support Overview**

The proposed approach to Healthy Parenting Support seeks to utilize the therapeutic team (Behavioral Health Clinician (BHC) and Community Health Worker (CHW)/Family Partner (FP) to connect with families at two key points in early childhood: newborn period and prior to school entry. The intention is for these visits to accomplish the following goals:

- ensuring that parents know what supports are available to them and their children;
- educating parents about the roles of the BHC/CHW/FP on the integrated team;
- normalizing that parents can feel overwhelmed and stressed, and that there are resources available for support; and
- beginning to establish relationships that encourage parents to reach out for support or information.

Implementation of Healthy Parenting Support may be phased, with the first phase focusing on the newborn period and the second phase focusing on engagement prior to school entry. The long-term goal would be to expand the approach to early adolescence if health centers find it feasible and beneficial to the families served.

### **Phase One Implementation Considerations**

As part of the first phase of Healthy Parenting Support, health centers will work to implement a universal BHC/CHW/FP visit for all infants within the first two months of life.

At a minimum, the visit should introduce families to:

- the integrated pediatric team with the aim of destigmatizing the role of the BHC and CHW/FP, as well as the services provided;
- resources for tracking infant and early childhood development (e.g., CDC's Milestone Tracker or Vroom); and
- resources available to families with infants, both at the health center and in the community (e.g., Welcome Baby, Baby Café, The Basics, home visiting programs such as Healthy Family or Healthy Baby Healthy Child – Boston only, etc.).

The first phase should also include a universal BHC/CHW/FP visit for all new health center patients under age 2 who did not receive a visit in the newborn period. This visit would have similar goals and content as the visit during the newborn period.

### Workflow Development

Each health center will develop a workflow for Healthy Parenting Support unique to their departmental operations and the needs of their patient population. Teams are encouraged to integrate this universal newborn visit within existing workflows as much as possible in order to increase feasibility and optimize use of existing resources and capacity. For example, there may be opportunities to align efforts in health centers where CHWs/FPs are already supporting completion of the SWYC.

Health centers will also need to consider how operations during the COVID-19 pandemic will impact the development and/or need for modification of workflows. While many health centers are conducting in person newborn well-child visits, the therapeutic team may be working remotely, necessitating a telephone follow up by the BHC or CHW/FP to complete the universal newborn visit. As with other clinic workflows, it will be important to recognize the need to shift as state guidelines change, taking into consideration both the ideal universal newborn visit workflow and modified versions that align with current and future COVID-19 operations.

Health centers may determine that universal newborn visits will be carried out by either BHCs or CHWs/FPs exclusively, while others may implement these visits with all members of the therapeutic team. It may be worth considering the potential benefits and contributions each member of the therapeutic team will bring to these visits and how that aligns with the broader goals of the health center. For instance, introducing BHCs to families early on may decrease stigma associated with behavioral health services to a greater extent and showcase the varied roles social workers and other licensed behavioral health providers can play in supporting families. Alternatively, CHWs and FPs are uniquely connected to the local community and are often best suited to facilitate linkage to resources, both of which can support early engagement of the family.

There are also capacity and revenue considerations as universal newborn visits fall within the category of preventive care and are likely non-billable by BHCs (with the exception of instances where BH needs are identified during the visit itself for which the BHC provides billable BH services). Regardless of whether a universal newborn visit is delivered by a BHC or CHW/FP, the goals and content of the visit should be the same and meet the foundational criteria outlined above.

#### Introducing Universal Newborn Visit

Each health center is encouraged to develop a script or protocol for delivering the universal newborn visit that will be utilized by the BHC/CHW/FP when meeting with the family. Starting on page 4 is a guide that may be helpful as each health center develops out their universal newborn visit.

In addition to guidance for the BHC/CHW/FP, it will also be helpful to support PCPs and others within the department in introducing the universal newborn visit. This will be particularly important as delivery of telehealth services continues, increasing the need for separate telephone outreach by differing providers. Below is an example of how a PCP or other member of the team might introduce the universal newborn visit; health centers are encouraged to customize to best suit their needs.

#### **Sample script for PCP or other care team members**

*Before we wrap up our visit today, I would like to tell you about a support we provide for all families with new babies. At \_\_\_\_ health center, our pediatric team focuses on addressing each family's wellbeing broadly, beyond just physical health, and we have a unique team of providers that supports that work. [Later today] you will be receiving a call from \_\_\_\_, a [BHC/CHW] on our team, to introduce you to some of the services available to your family and share some resources to help support your baby's development. \_\_\_\_ will talk to you more about the other providers on our team and how they can help as your child grows. Do you have any questions?*

#### Resources for Infant and Early Childhood Development

Each health center is encouraged to consider which resources will best meet the needs of their patient population. The two primary resources identified as part of the Healthy Parenting Support proposal are

the CDC’s Milestone Tracker and Vroom, both phone applications that can be introduced to parents as a means of tracking their child’s development. Included in the table below is some information about these apps, including details about the languages available for each and, in some cases, the literacy level.

App	Languages	Literacy Level
VROOM	English Spanish	
CDC Milestone Tracker	English Spanish  Limited materials in other languages – <b>not on the app</b>  <u>Checklists</u> available in English, Spanish, Arabic, Brazilian Portuguese, Haitian creole, simplified Chinese, Somali, and Vietnamese  <u>Milestone Moments Booklet</u> available in English, Spanish, Simplified Chinese, and Vietnamese	Developmental milestones are at a 5th-6th grade reading level. The photos and videos are meant to lower that even further as viewers can use them as a visual aid to support the written milestones.
Small Moments (only on iPhone, not yet developed for Android)	English	

Tracking Implementation, Impact, and Supporting Improvement

As each health center develops a plan for implementing universal newborn visits, they will be asked to identify measures to track associated activities. Specifically, the goal will be to track the penetration rate (i.e., proportion of newborns who receive universal preventive visits) over the implementation period.

In addition, it will be important to assess the impact of the universal newborn visits on families at the health center. Some examples of opportunities to assess impact include focus groups with targeted families, surveys or questionnaires, or follow up discussions with families to assess their experience receiving the visit.

Technical Assistance

BMC is available to provide support and technical assistance at each stage of the process to develop and implement the approach to the universal newborn visit. Activities within the Learning Community will support further operationalization of each health center’s approach to Healthy Parenting Support, both to aid individual health center practice transformation and further develop this component of the TEAM UP model.

## Universal Newborn Touch

OVERVIEW	
<p>This guide is intended for BHCs, CHWs, and FPs when outreaching to families as part of their health center’s universal newborn visit. It includes sample scripts and resources to utilize when speaking with a family. Each visit will be unique – this information is simply intended to be used as a guide and reference when conducting the visit. Each BHC, CHW, and FP should feel free to adapt the script as needed.</p>	
<p><b>Infant and Early Childhood Emotional Health</b></p> <ul style="list-style-type: none"> <li>• Children birth to three require close supportive relationships to help manage emotions, explore their environment, and promote child growth and development</li> <li>• 0-3 years is a crucial period of brain growth for children</li> <li>• Support/intervention in the first 3 years of a child’s life plays an important role in preventing later developmental or social-emotional difficulties</li> <li>• Chronic stress, exposure to trauma, and parental depression can negatively impact child emotional and social well-being</li> <li>• Poverty, food insecurity, and other social issues can negatively impact child growth</li> </ul> <p>Families may:</p> <ul style="list-style-type: none"> <li>• Describe feeling overwhelmed by parenting a newborn</li> <li>• Feel unsure about how to support their infant’s development</li> <li>• Describe not having enough social support or access to basic resources</li> <li>• Experience increased rates of stress and mental health issues during this time</li> </ul>	
ENGAGEMENT	
<b>Logistics</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review the medical chart and notes from the PCP</li> <li><input type="checkbox"/> Review the resources that correspond with the age in months of the child (0-6m, 6-12m, 12-24m, 24-36m)</li> <li><input type="checkbox"/> Keep in mind the primary purpose of the visit: introducing roles on the therapeutic care team, normalizing stress of parenting a newborn, sharing resources, and supporting relationship development and engagement</li> </ul>
<b>Introduce yourself</b>	<p><i>Hello, my name is ____ and I am a BHC/CHW/FP on your child’s care team at ____ . I would like to tell you a little bit about the support our team offers to families and what resources are available to your and your baby. Do you have time now to talk about this?</i></p>
<b>Get to know the family</b>	<p>Invite the family to tell you a little bit about themselves:</p> <ul style="list-style-type: none"> <li>– <i>What was your experience with labor and delivery like?</i></li> <li>– <i>How did you decide on your baby’s name?</i></li> <li>– <i>What is most important for you as a new parent?</i></li> </ul>

<p><b>Introduce roles on therapeutic team</b></p>	<p><i>Here at the health center, we believe in caring for your child and family's overall wellness, which includes not just physical, but also mental and emotional health.</i></p> <p><i>We like to introduce all families to our different team members early on so that you know the range of supports available to you.</i></p> <p><i>In my role as a [BHC or CHW/FP], I support families in _____. I love this work because _____.</i></p> <p><i>In addition to my role, we also have [BHCs or CHWs/FPs] who are available to help with _____.</i></p> <p>CHWs/FPs – connecting with resources and accessing support services within the health center and community</p> <p>BHCs – supporting the healthy emotional development of children and families, and providing care for behavioral health concerns</p>
<p><b>EDUCATION &amp; SUPPORT</b></p>	
<p><b>Normalize parenting stress</b></p>	<p><i>How are you managing with your new baby at home? We recognize both the delights, as well as the demands of caring for a newborn. While it can be a very happy time, it can also cause stress for families.</i></p> <p><i>It is important for you to know that you can reach out for help and support whenever you might feel overwhelmed.</i></p> <p><i>So much of the focus right now is on taking care of your newborn, but it is also important to remember to take care of yourself. I know that can feel difficult, but it can be as small as taking a shower or stepping outside for fresh air. What is something you could imagine doing for yourself?</i></p>
<p><b>Infant growth and development</b></p>	<p><i>It can be a challenge to know how to best support your baby's development. Can I offer you a few resources that may be helpful?</i></p> <p><i>There are a few apps you can download that can help you track your baby's development:</i></p> <ul style="list-style-type: none"> <li>• CDC Milestone Tracker App - <a href="https://www.cdc.gov/ncbddd/actearly/milestones-app.html">https://www.cdc.gov/ncbddd/actearly/milestones-app.html</a></li> <li>• Vroom App for Brain Building - <a href="https://www.vroom.org/">https://www.vroom.org/</a></li> <li>• Small Moments - <a href="https://apps.apple.com/us/app/small-moments-big-impact/id1495749073">https://apps.apple.com/us/app/small-moments-big-impact/id1495749073</a></li> </ul> <p><i>I have some materials on how to best support your baby's development. Are you familiar with Boston Basics?</i></p> <ul style="list-style-type: none"> <li>• <a href="https://boston.thebasics.org/">https://boston.thebasics.org/</a></li> </ul>

<b>FINAL STEPS</b>	
<b>Assess need for follow up support</b>	<p><i>How are you feeling about everything we have talked about so far? Is there anything I can do to help you today?</i></p> <p><i>If you like, I can set up a time to talk with you again soon or help you connect with a [BHC or CHW/FP] for further support.</i></p>
<b>Affirm connection to therapeutic team</b>	<p><i>Just remember, if at any time you are feeling overwhelmed or stressed, or if you are worried about your baby, our team is here as a resource to you and your family. Any time you would like to get support or guidance, you can reach me or someone on the team by calling _____.</i></p>
<b>Thank you</b>	<p><i>I appreciate you taking the time to talk with me today. I hope this has felt helpful and that I see you again soon.</i></p>
<b>Documentation</b>	<p>The following content was reviewed in today's visit:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Introduction to therapeutic team, including: <ul style="list-style-type: none"> <li><input type="checkbox"/> Role of BHC</li> <li><input type="checkbox"/> Role of CHW/FP</li> </ul> </li> <li><input type="checkbox"/> Guidance on parenting stress, including: <ul style="list-style-type: none"> <li><input type="checkbox"/> Stress is normal when parenting newborn</li> <li><input type="checkbox"/> Importance of self-care</li> </ul> </li> <li><input type="checkbox"/> Guidance on strategies to support healthy development, including: <ul style="list-style-type: none"> <li><input type="checkbox"/> Apps for tracking developmental milestones</li> <li><input type="checkbox"/> Boston Basics</li> <li><input type="checkbox"/> Other resources</li> </ul> </li> <li><input type="checkbox"/> Connection to therapeutic team, including: <ul style="list-style-type: none"> <li><input type="checkbox"/> Follow up with BHC</li> <li><input type="checkbox"/> Follow up with CHW/FP</li> </ul> </li> </ul>

RESOURCES	
<b>Development Tracking Resources</b>	<p>CDC Milestone Tracker App</p> <ul style="list-style-type: none"> <li>• <a href="https://www.cdc.gov/ncbddd/actearly/milestones-app.html">https://www.cdc.gov/ncbddd/actearly/milestones-app.html</a></li> </ul> <p>Vroom App for Brain Building</p> <ul style="list-style-type: none"> <li>• <a href="https://www.vroom.org/">https://www.vroom.org/</a></li> </ul> <p>Small Moments</p> <ul style="list-style-type: none"> <li>• <a href="https://apps.apple.com/us/app/small-moments-big-impact/id1495749073">https://apps.apple.com/us/app/small-moments-big-impact/id1495749073</a></li> </ul> <p>Zero to Three: Early Development and Well-Being</p> <ul style="list-style-type: none"> <li>• <a href="https://www.zerotothree.org/early-development">https://www.zerotothree.org/early-development</a></li> </ul> <p>Zero to Three: The Development of Play Skills From Birth to 3</p> <ul style="list-style-type: none"> <li>• <a href="https://www.zerotothree.org/resources/series/the-development-of-play-skills-from-birth-to-3">https://www.zerotothree.org/resources/series/the-development-of-play-skills-from-birth-to-3</a></li> </ul> <p>Search “Families Learn &amp; Grow Together” and click the mass.gov link</p>
<b>0-6 months</b>	<p>Focus areas: attachment, tactile development, non-verbal communication (sounds, actions, facial expressions), bodily awareness</p> <p>Parents should:</p> <ul style="list-style-type: none"> <li>• Engage with their baby through talking, singing, and cuddling</li> <li>• Learn and respond to baby’s signals</li> <li>• Observe how their baby is discovering their body</li> <li>• Comfort their baby when they cry</li> <li>• When their baby is awake, place their baby in different positions to help them develop new skills like rolling, creeping, and crawling (Please note – babies should always sleep on their backs.)<sup>1</sup></li> <li>• Offer their baby toys to explore</li> <li>• Create routines for their baby</li> </ul>
<b>6-12 months</b>	<p>Focus areas: Control of their body, learning to think and solve problems, babbling, understanding words, crawling, object permanence</p> <p>Parents should:</p> <ul style="list-style-type: none"> <li>• Encourage exploration</li> <li>• Give their baby developmentally appropriate opportunities to be independent</li> <li>• Encourage their baby’s efforts at communication</li> <li>• See how their baby reacts to sounds, sights, and social activity</li> <li>• Name the things their baby looks at or points to. Tell their baby what is happening and what they will do next</li> <li>• Be sure to say goodbye to their baby so they learn to build trust in them</li> <li>• Help their child take the next step in their play</li> </ul>

<sup>1</sup> Update July 9<sup>th</sup>, 2020: Language updated to clarify that babies should be placed in different positions when awake, but always sleep on their backs.

<p><b>12-24 months</b></p>	<p>Focus areas: movement, talking/vocabulary, independence, understanding feelings, problem solving, self-control, imagination</p> <p>Parents should:</p> <ul style="list-style-type: none"><li>• Give their child just enough help to reach their goal</li><li>• Choose books about things that interest their child and make efforts to build their vocabulary</li><li>• Follow their child’s lead and involve them in self-help tasks</li><li>• Join in their child’s play</li><li>• Encourage their child to use fingers and hands to explore</li><li>• Ask their child questions and make up stories together</li><li>• Read books that talk about feelings. Stay calm during tantrums</li><li>• Let their child repeat the same activity, if they want to</li><li>• Turn their child’s words and phrases into sentences</li><li>• Put their child’s feelings into words</li><li>• Play pretend with their toddler and look for opportunities to jumpstart their child’s imagination</li><li>• Encourage exploration</li><li>• Help their child solve a problem but don’t do it for them</li></ul>
<p><b>24-36 months</b></p>	<p>Language development, expression of thoughts and emotions, bodily control, playing pretend (more developed imagination), making friends/learning to share, potty training, “Why?”</p> <p>Parents should:</p> <ul style="list-style-type: none"><li>• Explore their neighborhood together</li><li>• Ask about their child’s ideas</li><li>• Use pretend play to help their child handle challenging situations</li><li>• Give their child chances to practice more advanced physical skills</li><li>• Ask questions that require more than a yes-or-no answer. Be patient with their child’s “Why?” questions</li><li>• At dinnertime or before bed, talk with their child about their day</li><li>• Help children deal with conflicts around sharing and turn-taking, and teach differences among people</li></ul>