



## Lead Case Management Quality Improvement Project

### What's The Issue?

- Level of concern for childhood lead poisoning was lowered to 5µg/dL for all ages.
- Lowered level of concern significantly increased case management case load.
- Existing staffing levels were inadequate for handling this increase.
- Lack of expertise among existing staff for external referrals.
- Implementation of new case management software was difficult.

### Why It's Important

Changes to the Illinois Lead Poisoning Prevention Code, as well as to funding under the Local Health Protection Grant, gave the WCHD increased responsibility as well as funding to carry out the Lead Poisoning Prevention program.

- Childhood lead poisoning leads to developmental delays, learning disabilities, behavioral issues, etc.
- Effects of childhood lead poisoning are irreversible.
- Timely response by local health department is important in providing the best service to these families.

### What We Did

- WCHD staff developed a system for appropriate case management follow-through.
- WCHD advocated for higher levels of funding for Childhood Lead Poisoning Prevention programs.
  - WCHD received a significant increase in funding.
- WCHD hired new nurse to serve as Case Manager for lead cases.
- Established new process to ensure appropriate coordination between Environmental Health Center and Personal Health Services Center.

### Lessons Learned

- Importance of nursing background in providing appropriate case management, as well as need for lead-specific education for all staff involved.
- WCHD recognized that opportunities for referrals to early childhood intervention programs were potentially missed.
- Increased opportunity to contact hard-to-reach clients through other WCHD programs.
- Activities subject to "silo effect" where there was a lack of communication between WCHD centers.

### Results

- Developed outline of duties and flow chart documenting program processes.
- Aligned staff responsibilities between centers to improve coordination.
- Established monthly program meetings between EH and PHS centers to build upon this collaboration.
- 82% of eligible clients were contacted for FY2019 Q4.

### Team Members

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WCHD Lead Poisoning Prevention Case Management process flow chart.

