
**Parent Resource Guide
Evaluation Report**

**As Required By
H.B. 1240
81st Legislature, Regular Session, 2009**

**Health and Human Services Commission
December 2012**

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EXECUTIVE SUMMARY

The Health and Human Services Commission (HHSC) submits the *Parent Resource Guide Evaluation Report* in accordance with H.B. 1240, 81st Legislature, Regular Session, 2009. H.B. 1240 amended Sections 161.501 and 161.502, Texas Health and Safety Code, to require providers of prenatal care or delivery services to provide a resource guide to Medicaid-enrolled mothers of infants in Texas, and, if possible, to the fathers or caregivers of those infants. H.B. 1240 also required HHSC to submit a report to the legislature on the effectiveness of the resource guide by December 1 of each even-numbered year.

HHSC completed an initial evaluation and submitted a report of its findings to the legislature in December 2010. HHSC recently completed a follow-up evaluation, and submits this report of its findings.

H.B. 1240 required providers of prenatal care or delivery services to distribute a resource guide (available in both English and Spanish) to Medicaid-enrolled mothers of infants in Texas, and, if possible, to the fathers and caregivers of those infants, that includes information on:

- Establishing a “medical home”
- Dental care
- Effective parenting
- Child safety
- The importance of reading to a child
- Expected developmental milestones
- Healthcare resources available in Texas
- Selecting appropriate child care
- Additional resources available in the state

Under H.B. 1240, the Department of State Health Services (DSHS) was responsible for making a resource guide which meets the above requirements available for distribution. DSHS selected the parent resource guide developed by the Raising Texas Initiative, *A Parent's Guide to Raising Healthy, Happy Children*, to satisfy this requirement. In February 2012, DSHS redesigned the parent resource guide to update information and make the guide more user-friendly. The format of the previous parent resource guide was based on a calendar layout whereas the new guide is a pocket booklet more readily portable and easier to use. However, H.B. 1240 did not require providers to use the DSHS parent resource guide. Providers were free to use any guide that met the requirements listed above. This evaluation is limited to an analysis of the distribution of the DSHS parent resource guide and a survey of hospital administrators.

DSHS Parent Resource Guide Distribution

Between October 1, 2010 and July 31, 2012:

- There were 196,750 DSHS parent resource guides ordered by providers from 75 counties. Of these, 67 percent were in English and 33 percent were in Spanish.
- After the release of the new DSHS parent resource guide in February 2012, there were 50,450 DSHS parent resource guides ordered in June and July 2012, which accounted for almost 44 percent of the orders from the previous 12 months.
- Dallas, Harris, Tarrant, and El Paso counties had the greatest number of guides ordered with each county ordering over 15,000 DSHS parent resource guides.
- Most of the counties with the greatest number of Medicaid deliveries also had the greatest number of the DSHS parent resource guides ordered except for Bexar, Cameron, and Nueces counties.
 - Eleven (11) hospitals from Bexar, four hospitals from Cameron, and two hospitals from Nueces counties were sent the hospital administrator survey. An analysis of the hospital administrator survey revealed the following:
 - Bexar County: Of the three hospitals in Bexar County that completed the survey, two reported distributing alternate parent resource guides, and one reported not distributing a guide.
 - Cameron County: Of the three hospitals in Cameron County that completed the survey, one reported distributing the DSHS parent resource guides, and the other two reported not distributing a guide.
 - Nueces County: Of the two hospitals in Nueces County, one reported distributing an alternate parent resource guide, and the other reported not distributing a guide.

Additional outreach targeting Bexar, Cameron, and Nueces counties may be necessary, considering these counties have a higher number of Medicaid deliveries.

Since December 1, 2009:

- There have been a total of 329,850 DSHS parent resource guides ordered by providers from 99 counties. Of these, 66 percent were in English and 34 percent were in Spanish.
- Dallas, Harris, Tarrant, and Travis counties had the greatest number of guides ordered with each county ordering over 25,000 DSHS parent resource guides.

2012 Hospital Administrator Survey

- Between June 5, 2012 and August 30, 2012, a survey of 222 administrators of hospitals that provide labor and delivery (LD) and/or nursery services to Medicaid-enrolled new mothers was distributed. The overall response rate was 66 percent and results were collected. The survey found that 64 percent of respondents reported distributing either the DSHS or an alternate parent resource guide.
- About 93 percent of the hospitals that were not distributing a parent resource guide reported that they did not know about the legislation.
- Of the hospitals that reported distributing a parent resource guide, 55 percent were distributing a parent resource guide other than the DSHS parent resource guide.
- The majority of the hospital administrators felt that the parent resource guide they distribute provides useful and accurate information, is easy to understand, and is helpful to parents.

In summary, it appears that there was a positive relationship found between the numbers of DSHS parent resource guides ordered between October 1, 2010 and July 31, 2012 and Medicaid deliveries by county during fiscal years 2010 and 2011. However, the results of the hospital administrator survey suggest that some Medicaid providers of prenatal care or delivery services may not have been aware of the legislation requiring the distribution of a resource guide. Additional outreach to providers may be necessary to bring awareness of the legislation and of the availability of the free DSHS parent resource guides to fulfill the requirements of the legislation.

INTRODUCTION

The Health and Human Services Commission (HHSC) submits the *Parent Resource Guide Evaluation Report* in accordance with H.B. 1240, 81st Legislature, Regular Session, 2009. H.B. 1240 amended Sections 161.501 and 161.502, Texas Health and Safety Code, to require providers of prenatal care or delivery services to provide a resource guide to Medicaid-enrolled mothers of infants in Texas, and, if possible, to the fathers and caregivers of those infants. The resource guide must include certain information in both English and Spanish relating to the development, health, and safety of a child from birth until age five. H.B. 1240 also required HHSC to submit a report to the legislature on the effectiveness of the resource guide by December 1 of each even-numbered year.

HHSC completed an initial evaluation and submitted a report of its findings to the legislature in December 2010. HHSC recently completed a follow-up evaluation, and submits this report of its findings.

Background

In 2009, the Raising Texas initiative and its partners developed a resource guide for new parents in both English and Spanish entitled *A Parent's Guide to Raising Healthy, Happy Children*. Raising Texas, part of the HHSC Office of Early Childhood Coordination within the Office of Program Coordination for Children and Youth, is a collaborative effort between state agencies and private organizations focused on creating a comprehensive early childhood system in the state to ensure children under age six will be ready for school and successfully master developmental milestones. HHSC distributed 470,000 copies of this resource guide to 395 social service organizations whose primary clientele were Medicaid-enrolled families with infants and toddlers, or pregnant women, as a *Frew* strategic initiative.¹

Legislative Requirements

H.B. 1240 amended Sections 161.501 and 161.502, Texas Health and Safety Code, to require hospitals, birthing centers, physicians, nurse midwives, and midwives that provide prenatal care or delivery services to provide a Medicaid-enrolled mother of an infant and the father of the infant, if possible, or another adult caregiver, with a resource guide that includes information in both English and Spanish relating to the development, health, and safety of a child from birth until age five, including information relating to:

- Establishing a “medical home”
- Dental care
- Effective parenting
- Child safety
- The importance of reading to a child
- Expected developmental milestones
- Healthcare resources available in Texas

¹ The Texas Legislature appropriated \$150 million in general revenue to HHSC for the 2008-09 biennium to implement strategic initiatives designed to expand Medicaid-enrolled children's access to Medicaid services as a result of the *Frew v. Janek* lawsuit.

- Selecting appropriate child care
- Additional resources available in the state

These providers must also document in the mother's medical record that she received a resource guide, and retain the documentation for at least five years.

Under H.B. 1240, the Department of State Health Services (DSHS) is required to make a resource guide available for distribution to prenatal care or delivery services providers that need to meet the requirements of the legislation. DSHS is also responsible for coordinating funding to ensure the guides are available free of charge to these providers for distribution to Medicaid-enrolled new mothers. DSHS is not responsible for monitoring provider compliance with the legislation.

DSHS utilized the parent resource guide initially developed by the Raising Texas Initiative and redesigned it in February 2012 to make it more user-friendly. The format of the previous parent resource guide was based on a calendar layout, whereas the new guide is a pocket booklet more readily portable and easier to use. The guide, *A Parent's Guide to Raising Healthy, Happy Children*, satisfies the requirements of H.B. 1240.²

Announcements regarding the availability of the new, portable version of the parent resource guide were posted on the DSHS Maternal and Child Health and Texans Care for Children websites.³ Ordering, printing, and distribution are coordinated through Texans Care for Children and Best Press.^{4, 5}

Providers of prenatal care or delivery services may use the resource guide made available through DSHS, or an alternative resource guide that includes the required information described above, in order to meet the H.B. 1240 requirement.

H.B. 1240 also required HHSC to submit a report to the legislature on the effectiveness of the resource guide by December 1, of each even-numbered year. This evaluation is limited to an analysis of the distribution of the DSHS parent resource guide and a survey of hospital administrators.

² *A Parent's Guide to Raising Healthy, Happy Children*. Online. Available: http://www.dshs.state.tx.us/mch/pdf/Texans_Care_Eng.pdf, http://www.dshs.state.tx.us/mch/pdf/Texans_Care_Span.pdf.

³ See Appendix A for the announcement posted on the DSHS Maternal and Child Health website. See also: <http://www.dshs.state.tx.us/mch/>.

⁴ <http://www.texanscareforchildren.org/PageDisplay.asp?pl=479>

⁵ <http://www.ebestpress.com>

H.B. 1240 EVALUATION

H.B. 1240 requires HHSC to submit a report to the legislature on the effectiveness of the parent resource guide by December 1 of each even-numbered year. HHSC completed an initial evaluation and submitted a report of its findings to the legislature in December 2010. HHSC recently completed a follow-up evaluation, and submits this report of its findings.

HHSC's evaluation of the effectiveness of the parent resource guide was designed to assess:

- Whether providers of prenatal care or delivery services distribute a parent resource guide to Medicaid-enrolled new mothers.
- The type of guide they distribute (the DSHS guide or an alternate guide).
- The content of the guide they distribute (if they distribute an alternate guide).
- Whether they document in the mother's medical record that she received a guide.

This report includes the results of an analysis of: 1) the distribution of the DSHS parent resource guide in Texas; and 2) a survey of administrators of hospitals that provide labor and delivery (LD) and/or nursery services to Medicaid-enrolled new mothers.

The 2010 evaluation report was designed to provide information about the extent to which providers distributed the DSHS parent resource guide to Medicaid-enrolled mothers of infants, and, if possible, to the fathers and caregivers of those infants. It included the results of an analysis of: 1) the distribution of the DSHS parent resource guide; and 2) a survey of Medicaid-enrolled mothers who should have received a resource guide.

Key findings from the 2010 report are as follows:

- Between December 1, 2009 and September 30, 2010, providers of prenatal care or delivery services from 67 counties ordered 132,900 DSHS parent resource guides.
- Some providers of prenatal care or delivery services to Medicaid-enrolled new mothers may not be aware of the requirement to distribute a parent resource guide.
- The majority of mothers who had seen the DSHS parent resource guide indicated they received the guide from the hospital where their baby was born or from the Women, Infants, and Children (WIC) clinic. It should be noted that WIC clinics are not among the types of providers required to provide a resource guide to Medicaid-enrolled new mothers, and are not eligible to receive the guides for free from DSHS.

The aim of the 2012 evaluation was to further examine the distribution of a parent resource guide by providers of prenatal or delivery services to Medicaid-enrolled new mothers. The evaluation includes an analysis of: 1) the distribution of the DSHS parent resource guides ordered by county; and 2) the types of parent resource guides distributed by hospitals that provide LD and/or nursery services.

2012 DSHS Parent Resource Guide Distribution

A Parent's Guide to Raising Healthy, Happy Children parent resource guide is available free of charge through DSHS to Medicaid providers of prenatal care or delivery services. The DSHS announcements that were posted on the DSHS Maternal and Child Health and Texans Care for Children websites directed Medicaid providers of prenatal care or delivery services interested in ordering the resource guide to the Best Press website.⁶

Key findings for the period from October 1, 2010 through July 31, 2012 are as follows:

- There were 196,750 DSHS parent resource guides ordered by providers from 75 counties (See Appendix B). Of these, 67 percent were in English and 33 percent were in Spanish.
- After the hospital administrator survey was distributed and the DSHS parent resource guide was revised, there was a marked increase in the number of guides ordered. In June and July 2012, there were 50,450 DSHS parent resource guides ordered, accounting for almost 44 percent of the orders from the previous 12 months (see Figure 1).
- There was a positive relationship between the numbers of guides ordered between October 1, 2010 and July 31, 2012 and Medicaid deliveries by county during fiscal years 2010 and 2011.
- Dallas, Harris, Tarrant, and El Paso counties had the greatest number of guides ordered, with each county ordering over 15,000 DSHS parent resource guides (see Figure 2).
- During fiscal years 2010 and 2011, Harris, Dallas, Bexar, Tarrant, and Hidalgo counties had the greatest number of Medicaid deliveries, with each county having more than 15,000 deliveries (see Figure 3).

Since December 1, 2009:

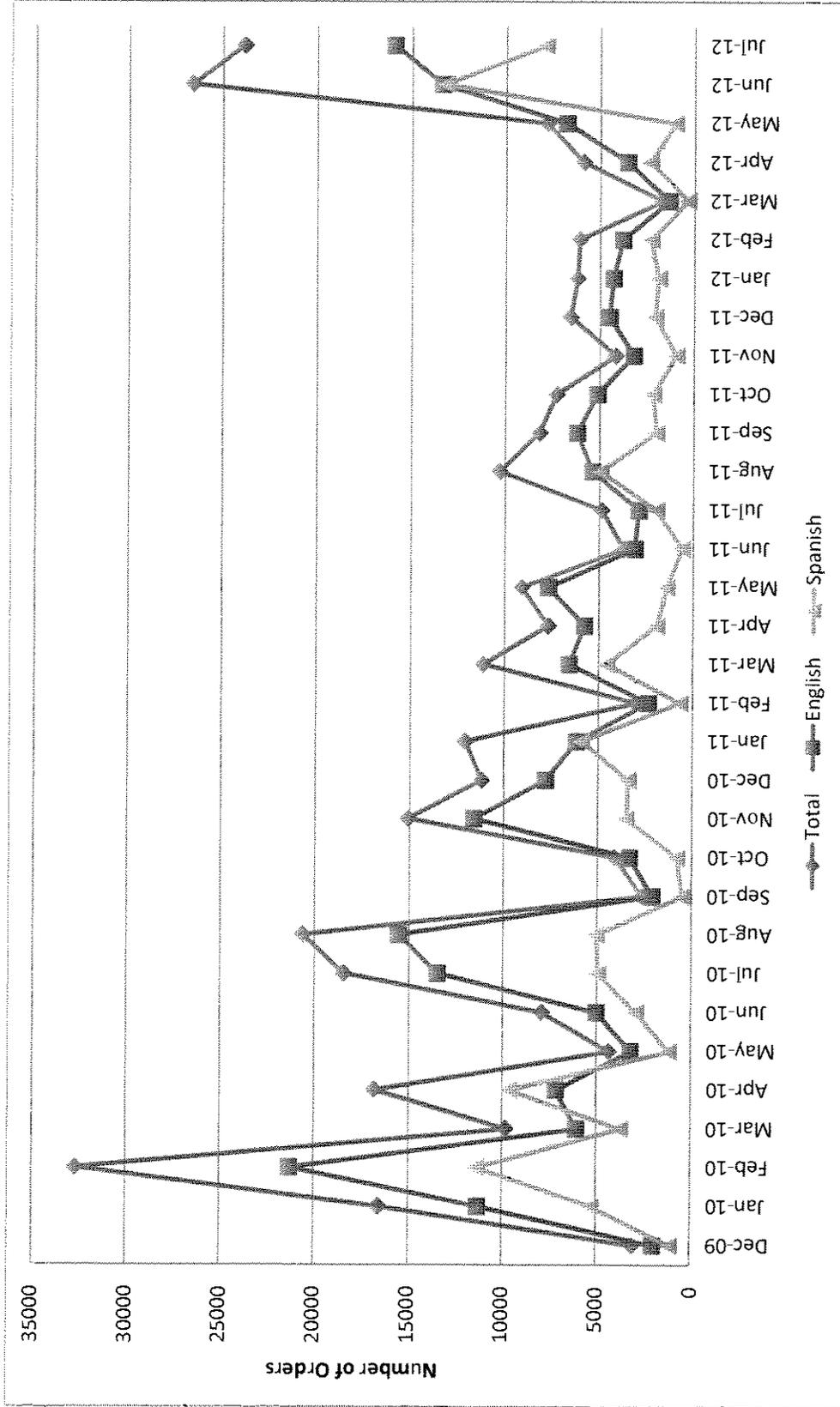
- There have been a total of 329,850 DSHS parent resource guides ordered by providers from 99 counties. Of these, 66 percent were in English and 34 percent were in Spanish.
- Dallas, Harris, Tarrant, and Travis counties had the greatest number of guides ordered, with each county ordering more than 25,000 DSHS parent resource guides.

Most of the counties with the greatest number of Medicaid deliveries also had the greatest number of the DSHS parent resource guides ordered except for Bexar, Cameron, and Nueces counties. Hospitals in these three counties were among those that received the hospital administrator survey and response rates varied by county.⁷ Three of the 11 hospitals in Bexar County completed the survey, two of which reported distributing alternate parent resource guides and one reported not distributing a guide. Three of the four hospitals in Cameron County completed the survey, one of which reported distributing the DSHS parent resource guide and the rest reported not distributing a guide. Both of the two hospitals in Nueces County completed the survey, one of which reported distributing an alternate parent resource guide and the other did not distribute a guide. Additional outreach targeting Bexar, Cameron, and Nueces counties may be necessary considering these counties have higher numbers of Medicaid deliveries.

⁶ <http://www.dshs.state.tx.us/mch/>

⁷ The hospital administrator survey is discussed in further detail in the next section.

Figure 1. DSHS Parent Resource Guide Orders by Month, December 2009 – July 2012



2012 Hospital Administrator Survey

Purpose

Best Press distribution data indicate that many providers of prenatal care or delivery services to Medicaid-enrolled new mothers may not have ordered the DSHS parent resource guide. Although HHSC expected most providers to distribute the free parent resource guide made available through DSHS, providers of prenatal care or delivery services may have met the H.B. 1240 mandate by distributing an alternate resource guide that includes all the required information.

In order to assess whether providers of prenatal care or delivery services distributed a parent resource guide, HHSC distributed a survey to 222 administrators of hospitals that have LD services and/or nurseries in Texas. The survey was distributed between June 5, 2012 and August 31, 2012. The survey sought information regarding the provision of a parent resource guide to Medicaid-enrolled new mothers, documentation in the mother's medical record that she received a guide, and usefulness of the guide. The survey also asked if applicable, whether the alternate parent resource guide they were distributing instead of the DSHS parent resource guide included the following information as mandated under H.B. 1240:

- Establishing a “medical home”
- Dental care
- Effective parenting
- Child safety
- The importance of reading to a child
- Expected developmental milestones
- Healthcare resources available in Texas
- Selecting appropriate child care

Methodology

Population. A list of 222 hospital administrators of hospitals that have LD services and/or nurseries for the Healthy Texas Babies Initiative was obtained from DSHS.⁸ This list included the names and contact information of the heads of the LD and/or nursery services for 222 hospitals. Hospital administrators were instructed to forward the survey to the correct staff if they did not have sufficient information to complete the survey.

Questionnaire. HHSC created both an online survey and a short paper version assessing whether the hospitals that have LD and/or nursery services were distributing a parent resource guide to Medicaid-enrolled new mothers, whether they document in the mother's medical record that the mother was provided a guide, the type of parent resource guide they distribute (either the DSHS guide or an alternate guide), the content of the alternate guide (if applicable), the helpfulness of the guide, awareness of the legislation, and awareness of the availability of the free DSHS guide. The survey instruments are presented in Appendices C and D.

⁸ <http://www.dshs.state.tx.us/healthytexasbabies/initiatives.aspx>

Survey Distribution

- Surveys were distributed between June 5, 2012 and August 30, 2012 using a mixed-mode, multi-wave process and a combination of an online survey instrument and an abbreviated paper survey.⁹
- The initial survey distribution (sent on June 5, 2012) was a personalized e-mail sent to the administrators of 168 hospitals that have LD and/or nursery services with known e-mail addresses. A personalized letter that included a link to the survey was sent to the heads of LD and/or nursery services of 46 facilities with unknown email addresses. The survey was also sent to eight additional facilities by e-mail.
- Reminder e-mails and letters were sent throughout the data collection period (the final reminder e-mail was sent on August 7, 2012 and the final letter was sent on July 20, 2012).
- A paper survey was sent out on July 20, 2012 which included a personalized letter, a short version of the questionnaire, and a business reply envelope.

Returned Mail. Mail for four hospitals included in the survey (1.8 percent) was returned as undeliverable.

Response Rate. One hundred nine (109) online surveys and an additional 34 paper surveys were completed. A total of 143 completed surveys were returned. The overall response rate was 66 percent (see Table 1). The response rate may be attributed to the multi-wave survey distribution and making the survey accessible by using both online and paper survey instruments.

Table 1. Response Rates

Initial Sample Size	Adjusted Sample Size	Respondents	Response Rate
222	218	143	66%

Survey Results

Parent Resource Guide Distribution. Hospital administrators were asked to indicate whether they had a standard procedure in place for provision of a parent resource guide to Medicaid-enrolled new mothers. Sixty-four percent (N=92) of the hospitals indicated they had a standard procedure for distributing a parent resource guide, 29 percent (N=42) did not have a standard procedure for distributing a parent resource guide, and 6 percent (N=9) did not know if they had a standard procedure for distributing a parent resource guide.

Mother's Medical Record Documentation. The 92 administrators who indicated they had a standard procedure for distributing a parent resource guide were asked whether it is documented in the mother's medical record that she was provided a parent resource guide. More than two-thirds (67 percent) indicated that the distribution was recorded in the mother's medical record, 17 percent did not document the distribution, and 15 percent did not know whether it was recorded in the mother's medical record.

⁹ Survey letters and the questionnaires are presented in Appendices C and D.

Type of Parent Resource Guide. The 92 administrators who indicated they had a standard procedure for distributing a parent resource guide were asked what type of parent resource guide they distribute. Forty-five percent indicated that they distribute the DSHS parent resource guide, 31 percent distribute a guide created by their own organization, and 24 percent distribute a guide created by another organization (see Table 2).

Table 2. Type of Parent Resource Guide (N=92)

Type	Percent (%)
DSHS Parent Resource Guide	45%
A parent resource guide created by our own organization	31%
A parent resource guide created by another organization	24%
Total	100%

Content of Alternate Parent Resource Guide. The 51 administrators who indicated they distribute an alternate parent resource guide were asked about the content of the parent resource guide they distribute in order to assess whether these guides fulfilled the requirements in H.B. 1240. They were instructed to have a copy of the resource guide with them while answering the questions. Only 18 percent of the alternate parent resource guides being distributed included all the required information. The majority of the alternate parent resource guides included information on child safety (96 percent), health care resources (78 percent), effective parenting (77 percent), effective developmental milestones (69 percent), and selecting appropriate childcare (51 percent) (see Table 3).

Table 3. Alternate Parent Resource Guide Content (N=51)

Information Included in an Alternate Parent Resource Guide	Percent (%)
Information on establishing a “medical home”*	39%
Health care resources available in the state	78%
Expected developmental milestones	69%
Effective parenting	77%
Child safety	96%
Dental care	37%
Selecting appropriate child care	51%
Importance of reading to a child	31%

***Notes:** The definition for medical home was provided in the survey. A “medical home” is a health care team, led by a physician, who provides comprehensive medical care to patients with the goal of obtaining maximized health outcomes.

Helpfulness of Parent Resource Guide. The 78 administrators who completed the online survey and indicated they had a standard procedure for distributing a parent resource guide were asked a series of questions to measure the overall helpfulness of the parent resource guide they distribute.¹⁰ All 78 administrators responded that the DSHS or alternate parent resource guides contained helpful information, accurate information, were easy to understand, and helpful to parents. About 93 percent of the administrators thought that the DSHS parent resource guide or the alternate parent resource guide would be used by parents.

Awareness of Legislation. The 42 administrators who indicated they did not have a standard procedure for distributing a parent resource guide were asked whether they were aware of the legislation that requires all Medicaid-enrolled new mothers to be provided a parent resource guide. The majority (93 percent) were not aware of the legislation.

Awareness of DSHS Parent Resource Guide. Administrators who completed the surveys online were asked whether they were aware that they can order a parent resource guide free of charge from the DSHS.¹¹ Overall, the majority (68 percent) of the responders were not aware that the DSHS parent resource guide could be ordered free of charge. Hospitals that did not have a procedure for distributing a guide had a higher percentage of not being aware that the DSHS resource guide can be ordered free of charge (see Table 4). Several responders commented that they will or have now ordered the DSHS parent resource guide.

Table 4. Percent of Hospitals that were Aware that DSHS Parent Resource Guide can be Ordered Free of Charge (N=100)

	Hospitals Distributing a Guide (N=70)		Hospitals not Distributing a Guide (N=30)	
	Yes	No	Yes	No
Aware that the DSHS resource guide can be Ordered Free of Charge	41.4%	58.6%	10.0%	90.0%
Total	100%		100%	

¹⁰ These questions were not included in the abbreviated paper survey.

¹¹ These questions were not included in the abbreviated paper survey.

CONCLUSION

The focus of the H.B. 1240 evaluation was to examine the distribution of a parent resource guide that fulfills the legislative requirements for hospitals that provide prenatal care or delivery services to Medicaid enrolled mothers of infants, and, if possible, to the fathers and caregivers of those infants. Between October 1, 2010 and July 30, 2012, a total of 196,750 DSHS parent resource guides were ordered by providers from 75 counties. There was a positive relationship found between the numbers of DSHS parent resource guides ordered between October 1, 2010 and July 31, 2012 and Medicaid deliveries by county during fiscal years 2010 and 2011. A survey of administrators of hospitals that provide LD and/or nursery services indicated that 64 percent distribute a parent resource guide. Of those hospitals distributing parent resource guides, 55 percent of the hospitals were not distributing the DSHS parent resource guide and most of the parent resource guides distributed do not include all the information required by the legislation. The survey results indicate some providers may not be aware of the legislation requiring the distribution of a parent resource guide. Additional outreach may be necessary to bring awareness of the legislation and of the availability of the free DSHS parent resource guides to fulfill the requirements of the legislation.

APPENDIX A. DSHS ANNOUNCEMENT

The following announcement was posted on the DSHS Maternal and Child Health website:

A new, updated, more portable version of the guide is now available to order, for free, to those who qualify. Downloadable versions can be found below. *A Parent's Guide to Raising Healthy, Happy Children* is available from DSHS, as per HB 1240 enacted by the 81st Legislative Session. The resource guide provides information relating to the development, health, and safety of a child from birth to five. This developmental resource guide is only available free of charge to prenatal care providers, including hospitals, birthing centers, physicians, nurse midwives, and midwives, who provide prenatal care or deliver an infant of a pregnant woman enrolled in Medicaid. The resource guide should only be distributed by providers to Medicaid-enrolled women receiving the above mentioned services, the father of the infant, or another adult caregiver.

The resource is available for ordering through Best Press at www.ebestpress.com. Orders must be placed in a bulk amount to exceed 100 in order to receive the guides free of charge and orders may be placed for up to a one-year supply. To ensure prompt processing of your order, please include in the additional information box, "For HB 1240."

Or, you can download the guide in .pdf format here:

English Version:

- [A Parent's Guide for Raising Happy Healthy Children](#)
(668Kb, PDF, [Viewing Information](#))

Spanish Version:

- [A Parent's Guide for Raising Happy Healthy Children](#)
(1500Kb, PDF, [Viewing Information](#))

For a reference to the language as cited in the Health and Safety Code, Section 161.501-161.502, click the following link: <http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.161.htm#161.501>

Please contact Kim Wilson, State Child Health Coordinator, at kim.wilson@dshs.state.tx.us, or (512) 776-2021 for more information.

**APPENDIX B. DISTRIBUTION OF DSHS PARENT RESOURCE GUIDES BY COUNTY
IN TEXAS***

County	Number of English Resource Guides Ordered	Number of Spanish Resource Guides Ordered	Total Number of Resource Guides Ordered
Anderson	700	100	800
Andrews	200	100	300
Bell	600	400	1,000
Bexar	2,050	1,775	3,825
Bosque	50	50	100
Brazoria	375	350	725
Brazos	1,300	775	2,075
Calhoun	100	100	200
Cameron	400	500	900
Cass	200	50	250
Collin	3,675	775	4,450
Colorado	300	250	550
Comal	200	200	400
Dallas	22,675	16,125	38,800
Dawson	800	0	800
Denton	2,600	900	3,500
Ector	700	200	900
El Paso	10,300	6,600	16,900
Ellis	200	0	200
Erath	500	500	1,000
Fayette	300	100	400
Fort Bend	3,850	3,050	6,900
Frio	100	100	200
Gillespie	200	300	500
Grayson	200	100	300
Gregg	4,800	825	5,625

County	Number of English Resource Guides Ordered	Number of Spanish Resource Guides Ordered	Total Number of Resource Guides Ordered
Guadalupe	275	125	400
Harris	20,350	9,150	29,500
Harrison	1,200	0	1,200
Hartley	200	50	250
Hays	500	200	700
Henderson	500	200	700
Hidalgo	3,700	2,200	5,900
Hood	400	100	500
Hutchinson	75	50	125
Jefferson	100	100	200
Kendall	200	200	400
Lavaca	875	225	1,100
Liberty	1,200	300	1,500
Lubbock	275	50	325
Madison	100	100	200
Matagorda	500	125	625
Maverick	200	200	400
Medina	250	100	350
Midland	2,100	1,100	3,200
Montgomery	1,175	150	1,325
Moore	100	50	150
Nacogdoches	100	25	125
Navarro	200	200	400
Nolan	400	0	400
Nueces	500	0	500
Orange	200	50	250
Palo Pinto	300	50	350
Parker	100	0	100

County	Number of English Resource Guides Ordered	Number of Spanish Resource Guides Ordered	Total Number of Resource Guides Ordered
Polk	700	200	900
Potter	1,900	300	2,200
Randall	100	0	100
Reeves	100	100	200
Rockwall	1,000	200	1,200
Starr	100	100	200
Tarrant	11,475	6,925	18,400
Taylor	2,500	0	2,500
Terry	2,000	200	2,200
Titus	500	500	1,000
Tom Green	700	0	700
Travis	4,900	3,375	8,275
Val Verde	500	400	900
Victoria	1,400	200	1,600
Webb	1,900	1,700	3,600
Wharton	200	200	400
Wichita	2,100	300	2,400
Williamson	3,875	1,725	5,600
Wise	700	200	900
Young	500	0	500
Zavala	200	0	200
Total	130,800	65,950	196,750

* **Notes:** Total reflects DSHS parent resource guide orders from 75 counties between Oct.1, 2010 – July 30, 2012.

APPENDIX C. ONLINE SURVEY INSTRUMENTS

EMAIL COVER LETTER

Dear «FIRST» «LAST»:

The Texas Health and Human Services Commission (HHSC) is gathering information from hospitals and birthing centers about parent resource guides that are given to new mothers whose birth was paid for by Medicaid. The purpose of this information is to contribute to the evaluation of H.B. 1240*, required by the Texas Legislature. Your participation is very important to the evaluation of this legislation.

The responses you provide for your particular hospital or birthing center will NOT be able to be identified in the report that is submitted to the legislature. All data will be de-identified and reported with data from all other hospitals and birthing centers.

If you have any questions about the evaluation of H.B. 1240, please contact me.

Thank You,

Program Evaluator for Texas Health and Human Services Commission

COVER LETTER (NO EMAIL ADDRESS)



May 25, 2012

«NAME»
«FACILITY»
«Address»
«CITY», TX «ZIP_CODE»

Dear «NAME»:

The Texas Health and Human Services Commission (HHSC) is gathering information from hospitals and birthing centers about parent resource guides that are given to new mothers whose birth was paid for by Medicaid. The purpose of this information is to contribute to the evaluation of H.B. 1240*, required by the Texas Legislature. Your participation is very important to the evaluation of this legislation.

Please take just a few minutes to complete a questionnaire about parent resource guides. The questionnaire is located at the web address below:

<http://HHSC.PRG-survey.sgizmo.com/s3/>

The responses you provide for your particular hospital or birthing center will NOT be able to be identified in the report that is submitted to the legislature. All data will be de-identified and reported with data from all other hospitals and birthing centers.

If you have any questions about the evaluation of H.B. 1240, please contact me.

Thank You,

Program Evaluator for Texas Health and Human Services Commission

* H.B. 1240, 81st Legislature, Regular Session, 2009. H.B. 1240 required that every Medicaid enrolled mother of an infant and, if possible, the father or caregiver be provided a parent resource guide that provides information on establishing a "medical home," dental care, effective parenting, child safety, the importance of reading to a child, expected developmental milestones, healthcare resources available in Texas, and selecting appropriate child care.

Parent Resource Guide Survey

Introduction

The Texas Health and Human Services Commission is gathering information about the distribution of parent resource guides at hospitals and birthing centers. This survey is part of the evaluation required by H.B. 1240.

Please take about 5 minutes to answer the questions on the following pages.

The responses you provide for your particular hospital or birthing center will NOT be able to be identified in the report that is submitted to the legislature. All data will be de-identified and reported with data from all other hospitals and birthing centers.

Thank you!

Contact Information

The information on this questionnaire is for **[ORGANIZATION NAME]**.

Please provide your information so that we can contact you if we have questions about your responses on this survey.

First Name*: _____

Last Name*: _____

Title*: _____

Email Address*: _____

Phone Number: _____

Procedure for Parent Resource Guide

A **parent resource guide** provides information relating to the development, health, and safety of a child from birth to five.

Does [contact("organization")] have a standard procedure in place to provide a parent resource guide to new mothers whose birth was paid for by Medicaid?*

Yes

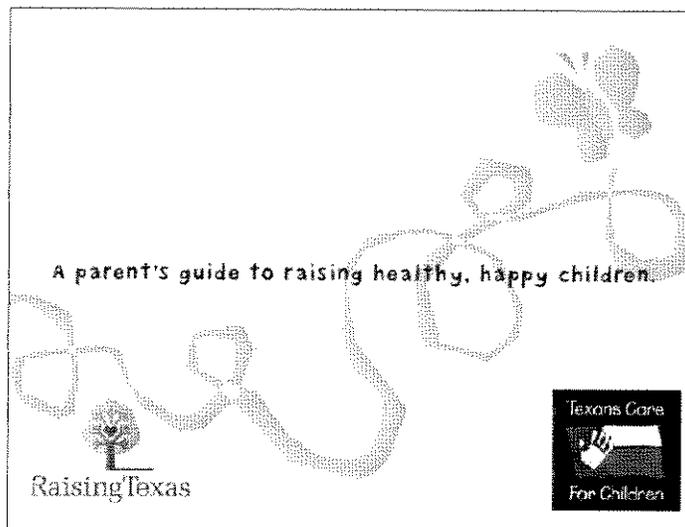
No

I don't know.

Type of Parent Resource Guide

What type of parent resource guide does [contact("organization")] distribute?*

- A guide produced by the Texas Department of State Health Services (DSHS) called "A Parent's Guide to Raising Health, Happy Children." (An image of this guide is provided below for your reference.)
- A parent resource guide that was created by our own organization.
- A parent resource guide that was created by another organization.



Content of Parent Resource Guide

Does the parent resource guide your hospital or birthing center distributes contain the following elements? (You will want to have the guide in front of you to determine if it contains these elements.)*

	Yes	No
Information on establishing a "medical home" (see definition below)	<input type="checkbox"/>	<input type="checkbox"/>
Health care resources available in the state	<input type="checkbox"/>	<input type="checkbox"/>
Expected developmental milestones	<input type="checkbox"/>	<input type="checkbox"/>
Effective parenting	<input type="checkbox"/>	<input type="checkbox"/>
Child safety	<input type="checkbox"/>	<input type="checkbox"/>
Dental care	<input type="checkbox"/>	<input type="checkbox"/>
Selecting appropriate child care	<input type="checkbox"/>	<input type="checkbox"/>
Importance of reading to a child	<input type="checkbox"/>	<input type="checkbox"/>

A "medical home" is a health care team, led by a physician, that provides comprehensive medical care to patients with the goal of obtaining maximized health outcomes.

Chart Documentation

Is it documented in the patient's file if she was provided a parent resource guide?*

- Yes
- No
- I don't know.

Helpfulness of Guide

Please indicate your agreement with each statement below about "A Parent's Guide to Raising Healthy, Happy Children" that is produced by DSHS:*

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	I don't know.
The guide contains helpful information.	<input type="checkbox"/>				
The guide contains accurate information.	<input type="checkbox"/>				
The guide is easy to understand.	<input type="checkbox"/>				
The guide is helpful to parents.	<input type="checkbox"/>				
I think the guide will be used by parents.	<input type="checkbox"/>				

Please indicate your agreement with each statement below about the parent resource guide you use:*

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	I don't know.
The guide contains helpful information.	<input type="checkbox"/>				
The guide contains accurate information.	<input type="checkbox"/>				
The guide is easy to understand.	<input type="checkbox"/>				
The guide is helpful to parents.	<input type="checkbox"/>				
I think the guide will be used by parents.	<input type="checkbox"/>				

Awareness of DSHS Parent Resource Guide

Are you aware that you can order a parent resource guide free of charge from the Texas Department of State Health Services (DSHS)?*

Yes

No

Why did your hospital or birthing center decide to use another parent resource guide rather than use the one published by DSHS?*

Information about the DSHS parent resource guide will be provided on the last page of this survey.

Delivery Data

The following questions ask about the number of deliveries at your hospital or birthing center. If you are unable to answer these questions at this moment, you may save this survey and come back to it later. To do so, click on the "Save and continue survey later" link at the top of the page.

What was the average number of deliveries conducted at [contact("organization")] during calendar year 2011? (Count multiple births as one delivery.)*

How many of these deliveries were paid for by Medicaid?*

What percent of the mothers, whose delivery was paid for by Medicaid, were provided a parent resource guide?*

Based on your estimation, about what percent of the mother's whose delivery was paid for by Medicaid were provided a parent resource guide?*

Awareness of DSHS Parent Resource Guide

Are you aware of the state law* that requires all new mothers whose birth was paid for by Medicaid to be provided a parent resource guide at the time of the birth of their baby?*

Yes

No

Are you aware that you can order copies of a parent resource guide developed the Texas Department of State Health Services (DSHS) free of charge (if distributed to eligible mothers)?*

Yes, I am aware of the DSHS parent resource guide.

() No, I was not aware of the DSHS parent resource guide.

* H.B. 1240, 81st Legislature, Regular Session, 2009. HB 1240 required that every Medicaid enrolled mother of an infant and, if possible, the father or caregiver be provided a parent resource guide that provides information on establishing a "medical home," dental care, effective parenting, child safety, the importance of reading to a child, expected developmental milestones, healthcare resources available in Texas, and selecting appropriate child care.

New Contact

If you do not know if your hospital or birthing center has a procedure in place to distribute a parent resource guide to new Medicaid-enrolled mothers, is there someone in your organization we can contact instead? Please provide us with the name and email address of someone we can contact.

First Name*: _____

Last Name*: _____

Email Address*: _____

Thank You!

Thank you for your information!

If you would like more information about "A Parent's Guide to Raising Healthy, Happy Children" that is available from DSHS free of charge, please visit the following website:

<http://www.ebestpress.com>

For information about H.B. 1240, the legislation concerning parent resource guides for new Medicaid-enrolled mothers, please visit:

- DSHS's Maternal and Child Health website: <http://www.dshs.state.tx.us/mch/>
- Legislative text: <http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.161.htm#161.501>

SURVEY REMINDER LETTER



June 28, 2012

«NAME»
«Respondent_s_Position_Title_»
«FACILITY»
«Address»
«CITY», TX «ZIP_CODE»

Dear «NAME»:

The Texas Health and Human Services Commission (HHSC) is gathering information from hospitals and birthing centers about parent resource guides that are given to new mothers whose birth was paid for by Medicaid. The purpose of this information is to contribute to the evaluation of H.B. 1240*, required by the Texas Legislature. Your participation is very important to the evaluation of this legislation.

Please take just a few minutes to complete a questionnaire about parent resource guides. The questionnaire is located at the web address below:

<http://HHSC.PRG-survey.sgizmo.com/s3/>

The responses you provide for your particular hospital or birthing center will NOT be able to be identified in the report that is submitted to the legislature. All data will be de-identified and reported with data from all other hospitals and birthing centers.

You may have received an email or letter about this survey previously. This letter is being sent in case you did not receive the original request for information. You may also have been sent this letter if you began the online questionnaire but did not complete it.

If you have any questions about the evaluation of H.B. 1240, please contact me.

Thank You,

Program Evaluator for Texas Health and Human Services Commission

* H.B. 1240, 81st Legislature, Regular Session, 2009. H.B. 1240 required that every Medicaid enrolled mother of an infant and, if possible, the father or caregiver be provided a parent resource guide that provides information on establishing a "medical home," dental care, effective parenting, child safety, the importance of reading to a child, expected developmental milestones, healthcare resources available in Texas, and selecting appropriate child care.

APPENDIX D. PAPER SURVEY INSTRUMENTS

PAPER SURVEY LETTER



«NAME»
«Respondent_s_Position_Title_»
«FACILITY»
«Address»
«CITY», TX «ZIP_CODE»

July 20, 2012

The Texas Health and Human Services Commission (HHSC) is gathering information from hospitals and birthing centers about parent resource guides that are given to new mothers whose birth was paid for by Medicaid. The purpose of this information is to contribute to the evaluation of H.B. 1240, required by the Texas Legislature (more information on the reverse of this page). Your participation is very important to the evaluation of this legislation.

Please take about 2 minutes to answer the questions on the following pages.

The responses you provide for your particular hospital or birthing center will NOT be able to be identified in the report that is submitted to the legislature. All data will be de-identified and reported with data from all other hospitals and birthing centers.

Thank you!

H.B. 1240, 81st Legislature, Regular Session, 2009. HB 1240 required that every Medicaid enrolled mother of an infant and, if possible, the father or caregiver be provided a parent resource guide that provides information on establishing a "medical home," dental care, effective parenting, child safety, the importance of reading to a child, expected developmental milestones, healthcare resources available in Texas, and selecting appropriate child care.

For information about H.B. 1240, the legislation concerning parent resource guides for new Medicaid-enrolled mothers, please visit:

- DSHS's Maternal and Child Health website:
<http://www.dshs.state.tx.us/mch/>
- Legislative text: <http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.161.htm#161.501>

Did you know that DSHS has a parent resource guide that is available for FREE?

If you would like more information about the parent resource guide titled, "A Parent's Guide to Raising Healthy, Happy Children," please visit: <http://www.ebestpress.com>

PAPER SURVEY

Parent Resource Guide Questionnaire

A parent resource guide provides information relating to the development, health, and safety of a child from birth to five.

- 1. Are you aware of the state law¹² that requires all new mothers whose birth was paid for by Medicaid to be provided a parent resource guide at the time of the birth of their baby?**
 Yes
 No

- 2. Does «FACILITY» have a standard procedure in place to provide a parent resource guide to new mothers whose birth was paid for by Medicaid?**
 Yes (continue to question 3)
 No (you may stop the survey here and return it in the envelope provided)

- 3. Is it documented in the patient's file if she was provided a parent resource guide?**
 Yes
 No
 I don't know.

(over)

¹² * H.B. 1240, 81st Legislature, Regular Session, 2009.

4. What type of parent resource guide does «FACILITY» distribute?

- A guide produced by the Texas Department of State Health Services (DSHS) called "A Parent's Guide to Raising Health, Happy Children." (you may stop the survey here and return it in the envelope provided)
- A parent resource guide that was created by our own organization.
- A parent resource guide that was created by another organization.

5. If you use a parent resource guide other than the one distributed by DSHS, does it contain the following elements? (You will want to have the guide in front of you to determine if it contains these elements.)

	Yes	No
Information on establishing a "medical home" (see definition below)		
Health care resources available in the state		
Expected developmental milestones		
Effective parenting		
Child safety		
Dental care		
Selecting appropriate child care		
Importance of reading to a child		

A "medical home" is a health care team, led by a physician, that provides comprehensive medical care to patients with the goal of obtaining maximized health outcomes.

Thank you for your information!

Please return this survey in the postage-paid envelope provided or fax to:

Texas Health and Human Services Commission
 Fax: 512-424-6840