Customer Case Study

Nurse Family Partnership

Nurse-Family Partnership® (NFP) is an evidence-based community health program that helps transform the lives of low-income mothers pregnant with their first children. Serving approximately 22,000 families in 32 U.S. States. NFP’s model is based on more than 30 years of evidence from randomized controlled trials that have proven the program to significantly improve the early health, well-being, school readiness, and economic sufficiency of low-income children and their families.

In 2010, the Affordable Care Act authorized the creation of the Maternal Infant and Early Childhood Home Visiting (MIECHV) Program, which provided $1.5 billion over five years to support the implementation of evidence-based program models, including NFP’s, in at-risk communities.

NFP selected Efforts to Outcomes (ETO®) software in 2010 to monitor their performance and prepare for expansion, and as such was well-positioned to expand as significantly and successfully as it has to date. NFP’s model has a demonstrable Return on Investment (ROI)—a 2011 study by the Washington State Institute for Public Policy estimated a long-term return of more than $20,000 per participant after accounting for program costs. An earlier RAND Corporation analysis found every dollar invested in NFP returns $5.70 in savings to society, with most savings accruing to government through reduced use of public benefits.

Maintaining Fidelity & Managing Agency Performance

Since October 2011, MIECHV funding has enabled NFP to expand to 14 new states, tribal groups and US territories, support 48 new agencies, and hire 374 new nurses. This rapid expansion of NFP’s programs presented several challenges to the organization, including maintaining fidelity to their program model, contending with extensive, new and varied reporting needs, and maintaining high-quality data across multiple agencies.

“ETO allows us to monitor activity going on both between the nurses and clients, as well as understand what’s going on at the agency level and the national level.”

-Bear Miller
Director of IT, Nurse Family Partnership
With the rapid growth and expansion of NFP’s programs, maintaining fidelity to their evidence-based program model was of vital importance to ensure the organization continued to achieve the high level of impact on their clients’ lives.

ETO software reports allow NFP’s National and Local teams to assess and manage service delivery and outcome achievement areas in which system, organizational or operational changes are needed in order to enhance the overall quality of program operations. At the program level, for example, NFP’s nurse supervisors monitor the number of in-person visits a nurse is conducting in a period, a nurse’s caseload, and others. The data is compared against NFP’s fidelity model benchmarks, and adjustments are made accordingly. Additionally, program data is aggregated to assess model-fidelity at the agency level. For example, if an agency is experiencing low referral rates, assistance and coaching will be provided by nursing consultants to attract clients.

Reporting and Analytics

MIECHV funding presented NFP with the challenge of reporting activities and outcomes to multiple state, local and federal entities, each with varying reporting requirements. Data from ETO software is used to inform requested custom reports as well as reports from their data warehouse, including a MIECHV Benchmark Report. The ETO system provided NFP with the flexibility needed to collect information on unique data points and incorporate data into reports as needed to track longitudinal progress, trajectory, trending and correlation of service delivery to outcome achievement. In the future, NFP will use ETO to deploy dashboard business intelligence reports, which can put them in a better position to provide data proactively rather than merely fulfill requests.

Continuously Assessing Impact and Improving Data Quality

NFP’s use of ETO has also allowed the organization and its partners to produce higher quality data by providing increased control over input processes, increasing the overall quality of program results reports an important improvement as the organization works to study the impact of MIECHV funds on outcomes.

“ETO allows us to provide data proactively, rather than fulfilling custom report requests,” Bear Miller, Director of IT for NFP said. “Our ability to produce reports quickly and efficiently is going to be a big deal for our stakeholders. We’ll be providing them with information they don’t even know is valuable to them yet.”

“ETO allows us to be more agile and support various reporting needs as they vary among entities in different States.”

-Bear Miller
Director of IT,
Nurse Family Partnership

Nurse Family Partnership
Outcomes and Benefits to Society

These outcomes have been observed among participants in at least one of three long-term randomized-control trials.

**Improved Pregnancy Outcomes**
- 79% reduction in preterm delivery for women who smoke and reductions in high-risk pregnancies as a result of greater intervals between first and subsequent births

**Improved Child Health and Development**
- 48% reduction in child abuse and neglect
- 56% reduction in emergency room visits for accidents and poisonings
- 59% reduction in arrests among children
- 67% reduction in behavioral and intellectual problems among children

**Increased Economic Self-Sufficiency**
- 82% increase in mothers’ months employed
- 20% reduction in months on welfare
- 60% fewer arrests of mother; 72% fewer convictions of mother