

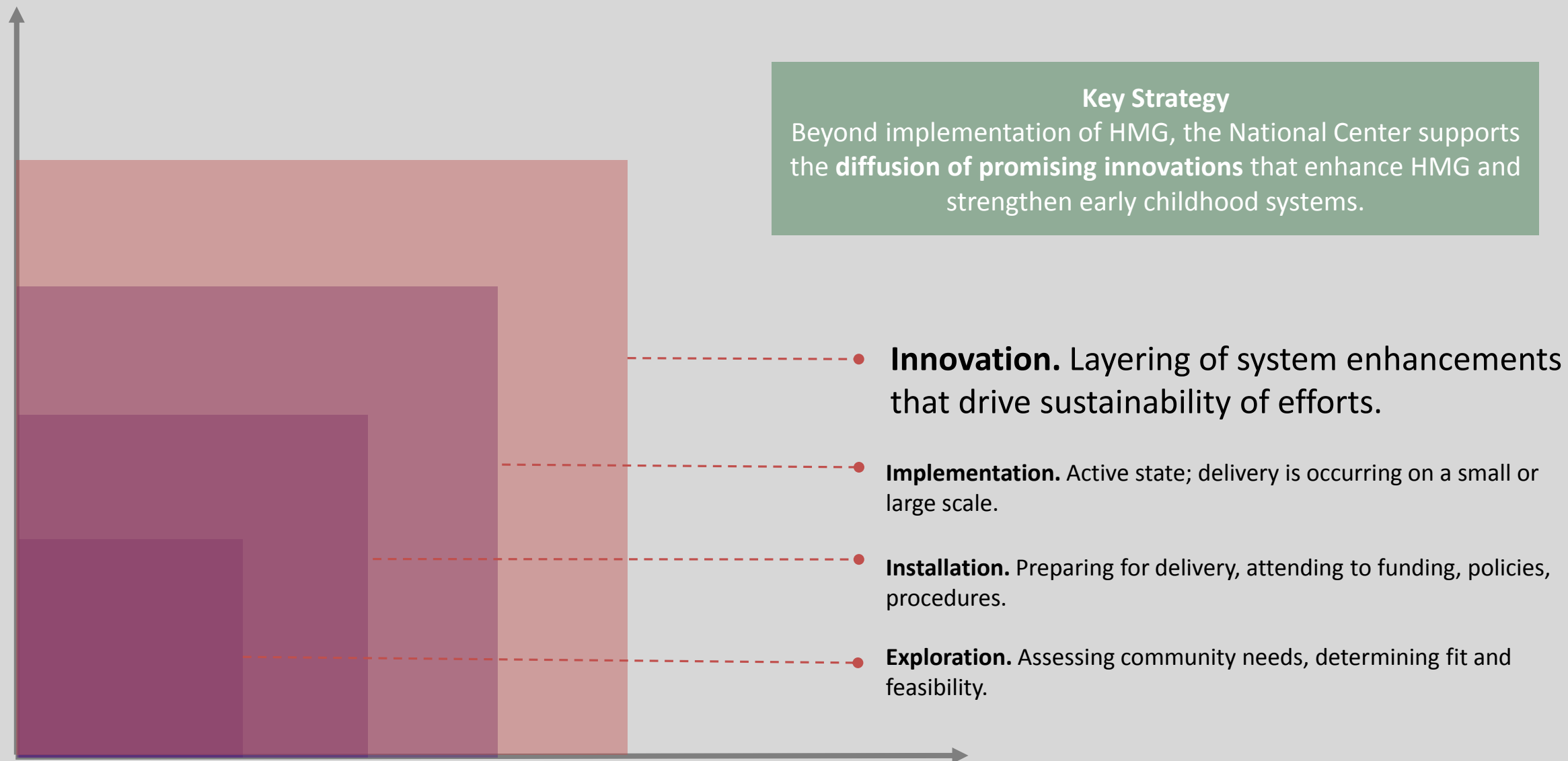
Well-Visit Planner and HMG: A Collaboration to Enhance Family Engagement in Child Health

April 5, 2018

Help Me Grow National Forum
Seattle, Washington



HMG National Center Diffusion of Innovation





Community of Practice

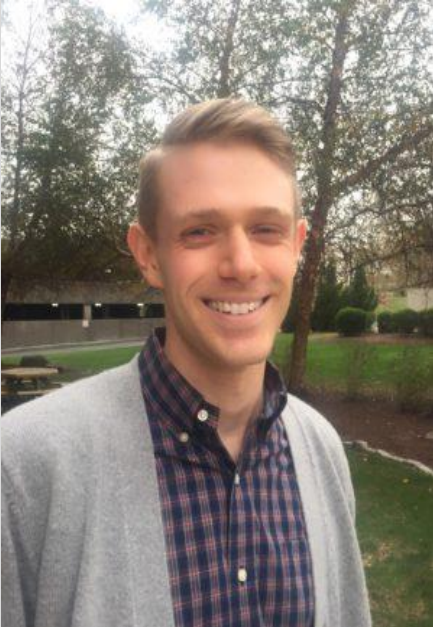
Pre-implementation

- Assessing relationships
- Preparing staff
- Registering site

Implementation

- Incorporation into workflow
- Increasing partner buy-in
- Individual site coaching
- Monthly CoP calls
- Data collection

PRESENTERS



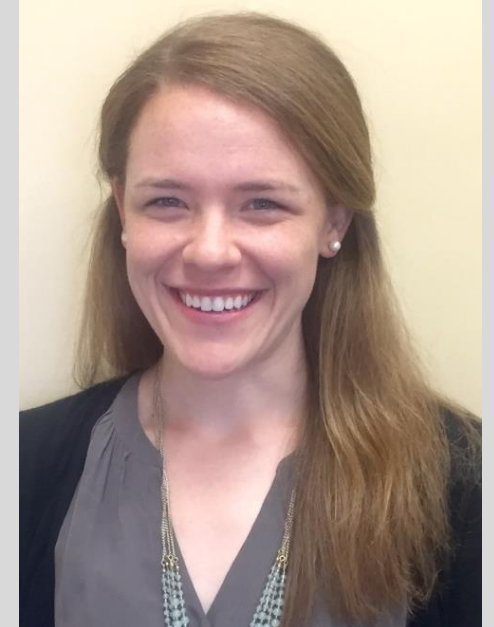
Von Jessee, MA

Program Specialist for Network Assessment
Help Me Grow National Center



Tiffany Howard

Community Outreach Coordinator
Help Me Grow South Carolina

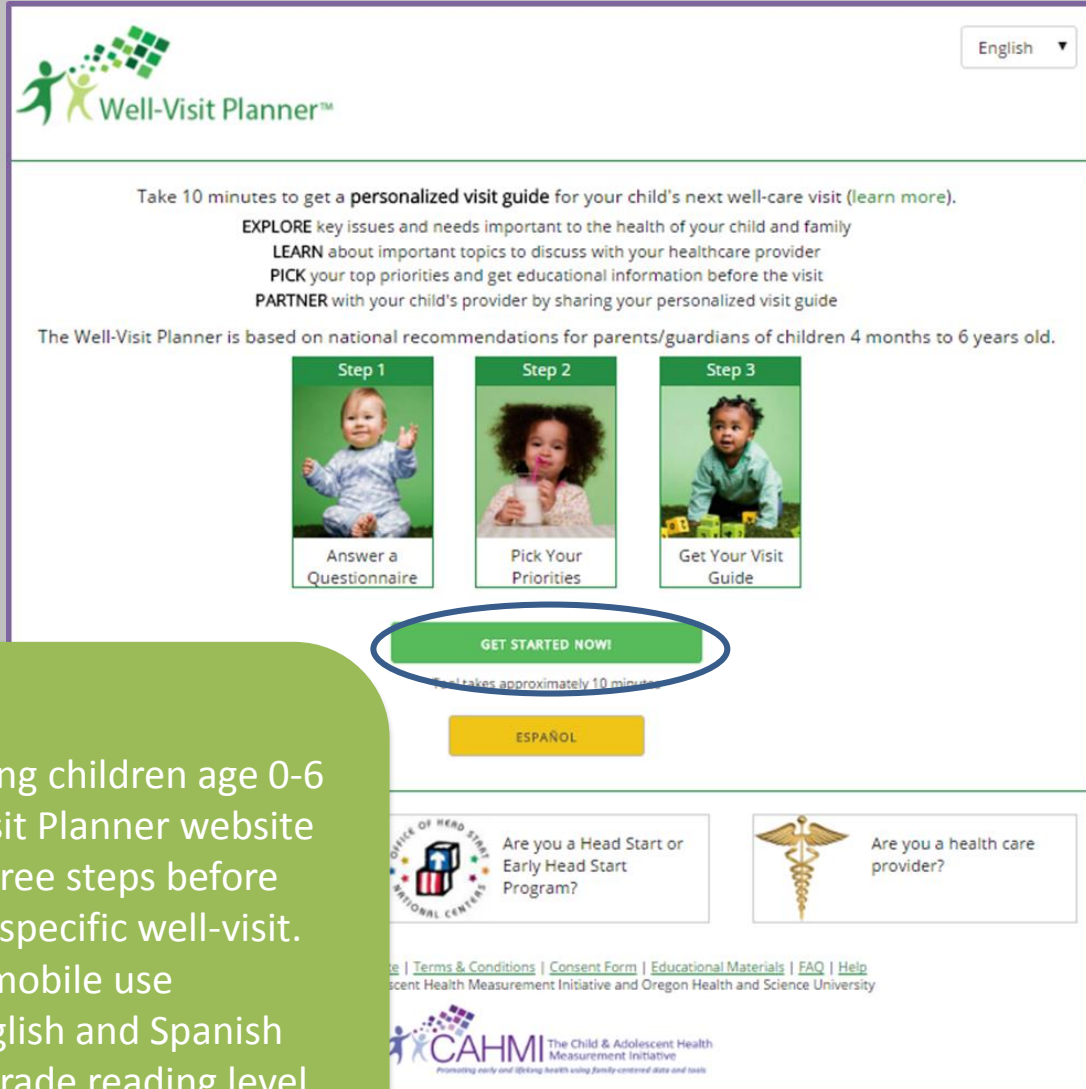


Katie Prince, MPH

Director, Help Me Grow Alabama
Alabama Partnership for Children



Well-Visit Planner



The screenshot shows the Well-Visit Planner website. At the top left is the logo with two stylized figures and the text "Well-Visit Planner™". At the top right is a language dropdown menu set to "English". Below the header, a message says: "Take 10 minutes to get a **personalized visit guide** for your child's next well-care visit ([learn more](#))." This is followed by four bullet points: "EXPLORE key issues and needs important to the health of your child and family", "LEARN about important topics to discuss with your healthcare provider", "PICK your top priorities and get educational information before the visit", and "PARTNER with your child's provider by sharing your personalized visit guide". A note states: "The Well-Visit Planner is based on national recommendations for parents/guardians of children 4 months to 6 years old." Below this are three steps, each with a photo of a child and a description: Step 1 (baby) "Answer a Questionnaire", Step 2 (girl drinking) "Pick Your Priorities", and Step 3 (boy with blocks) "Get Your Visit Guide". A green button labeled "GET STARTED NOW!" is circled in blue. Below it is a yellow button labeled "ESPAÑOL". At the bottom, there are two checkboxes: "Are you a Head Start or Early Head Start Program?" and "Are you a health care provider?". Links for "Terms & Conditions", "Consent Form", "Educational Materials", "FAQ", and "Help" are provided. The footer includes the CAHMI logo and text: "CAHMI The Child & Adolescent Health Measurement Initiative Promoting early and lifelong health using family-centered data and tools".

- *Families of young children age 0-6 visit the Well-Visit Planner website and complete three steps before their child's age-specific well-visit.
- *Optimized for mobile use
- *Available in English and Spanish
- *Written at 8th grade reading level

Step 1



Answer a Questionnaire
about your child and family.
The questionnaire has about 40 questions and takes about 10 minutes to complete.

Step 2



Pick Your Priorities
for what you want to talk or get information about at your child's well-visit. Avg. 3 picked.
Based on Bright Futures Guidelines

Step 3



Get Your Visit Guide
that you and your child's health care provider will use to tailor the visit to your child and family needs.

Well-Visit Planner

Specific Questions about Your Child

Step 1: Answer a Questionnaire

The next questions are general health questions about your child.

Has your child been on any new medications since the last visit?

☐ Yes ☐ No

List:

You must select "Yes" to enter text

Do you have concerns about how your child hears?

☐ Yes ☐ No

Do you have concerns about how your child speaks?

☐ Yes ☐ No

Do your child's eyes appear unusual or seem to cross, drift or be lazy?

☐ Yes ☐ No

Do you have any concerns with your child's bowel movements or urination?

☐ Yes ☐ No

Do you give your child any vitamins or herbal supplements?

☐ Yes ☐ No

Does your child live with both parents in the same home?

☐ Yes ☐ No

Do you have a dentist for your child?

☐ Yes ☐ No

Is child toilet trained during the daytime for both bowel and bladder?

☐ Yes ☐ No

[BACK](#) [NEXT](#)

Your Growing and Developing

Step 1: Answer a Questionnaire

Please indicate whether your child is able to do the following:

does my health care provider ask about this?

Does your child have imaginary friends?

☐ Yes ☐ No

Has your child ever asked you to pretend play with them?

☐ Yes ☐ No

Can your child describe himself/herself?

☐ Yes ☐ No

Does your child use different words to describe feelings, frustrated, or tired?

☐ Yes ☐ No

Does your child like to sing, dance, and act?

☐ Yes ☐ No

Can your child sing his or her favorite song or rhyme?

☐ Yes ☐ No

Can your child name 4 colors?

☐ Yes ☐ No

Can your child draw a picture that you recognize?

Priorities

Step 2: Pick Your Priorities

Check up to 5 topics you want to discuss with your health care provider. Fewer than 5 is okay!

To learn more click on the [i](#) icon to get education & tips from pediatric health care experts about each topic.

Making sure your child is ready to enter school

☐ Helping your child spend time with other children [i](#)

☐ Getting your child ready to start school [i](#)

Working on healthy habits

☐ Getting started with healthy eating habits [i](#)

☐ Getting started with good cleanliness habits [i](#)

☐ Getting started with calm bedtime routines [i](#)

☐ Coping with family & child stress [i](#)

Television and computer time

☐ Setting healthy limits on screen time [i](#)

☐ Helping your kids be active and play safely [i](#)

Being involved and safe in your community

☐ Being a part of your community [i](#)


Well-Visit Planner Visit Guide

The Well Visit Planner produces a Summary Visit Guide that includes information about the parent's priorities for the visit and issues about the child and family identified in the questions.

The parent can download, print, save and/or email the Summary Visit Guide to their provider or others as they wish.

[EMAIL PDF](#) [SAVE VISIT GUIDE](#) [PRINT VISIT GUIDE](#) [TELL US WHAT YOU THINK](#)

www.wellvisitplanner.org



WVP VISIT GUIDE: WHAT TO DISCUSS AT TEST-MS - 18 MONTH WELL-VISIT

Parents: Bring this Full Summary Visit Guide to your child's well-visit to help you remember what topics to bring up with your child's health care provider.

Note to Provider: For more information on the Well-Visit Planner, please see the end of this Visit Guide or visit [About Us](#).

1 **Your Priorities to Discuss During Test-MS's Visit**
Based on the priorities you selected, you may want to talk to your child's doctor about:

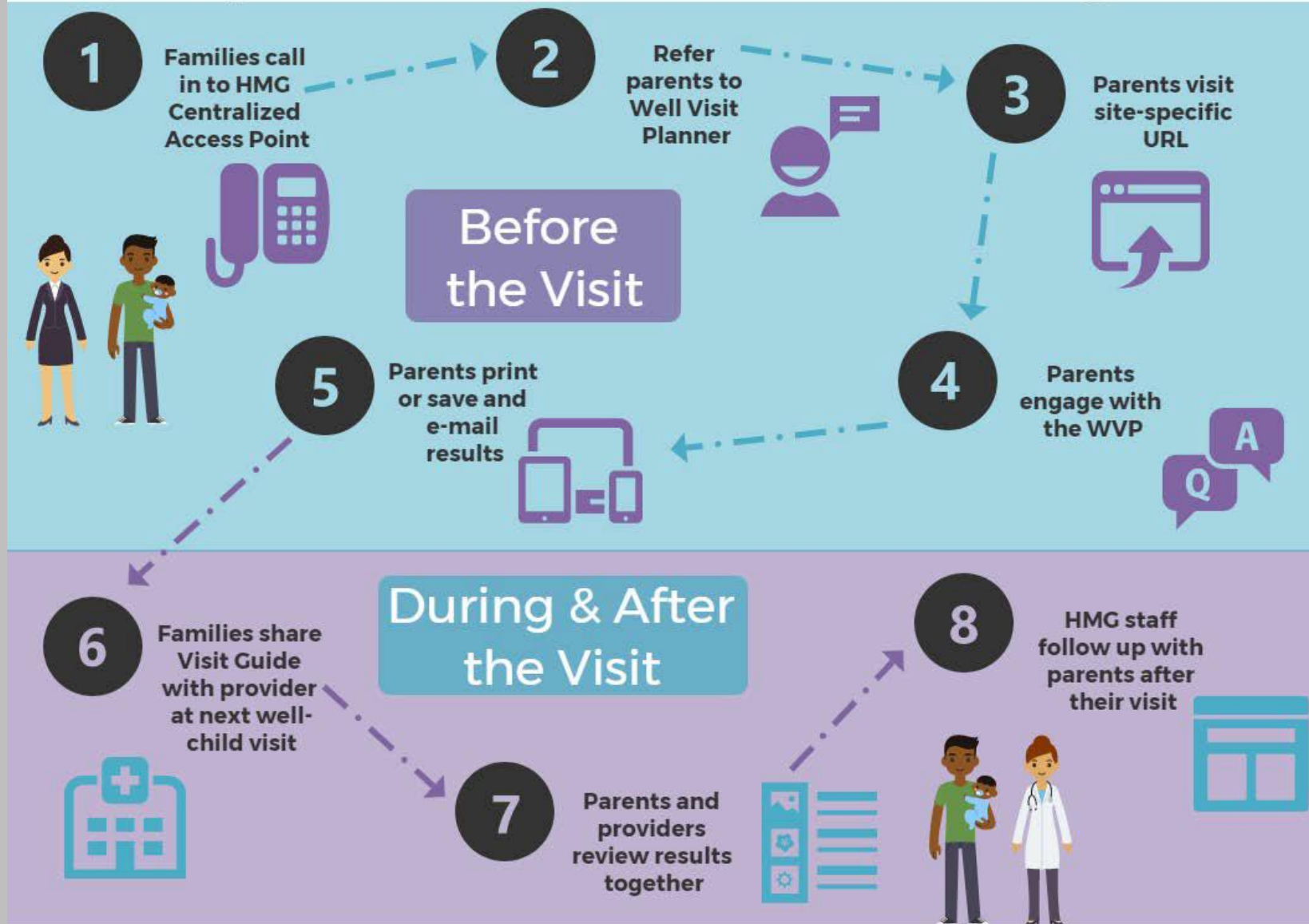
Developmental screening questionnaire: It is customary for a doctor or other health care provider to have you fill out a questionnaire about your child's development at this visit.

☐ **Sibling rivalry**
Questions that you could ask:

- My older child isn't very patient with the toddler. They start to play together but it ends up with lots of fighting. Should I try to keep them apart?
- My older child wants time with me too, but I have to keep an eye on my toddler every minute. How can I help my older child understand the situation better?
- We have a younger child and my 18-month-old is not gentle with him and resents the time I spend with him. What are some tips for helping my 18-month learn how to play with my infant?

☐ **How your child might start to cling to you again or more**

Sample WVP Intervention Diagram



Overview of the WVP Workflow

Family Engagement through the Centralized Access Point

Offer the WVP to parents through the HMG centralized access point:

1. HMG staff offer WVP to families that call in to the HMG centralized access point (confirm child's age, whether they have a well-child visit scheduled, and discuss benefits of WVP)
2. Refer family to the WVP - Provide parents with site specific URL (access through computer or mobile device) or offer to help family complete it over the phone/send them a copy of the Visit Guide
3. Parent completes WVP, prints/saves results (or if completed over the phone with HMG staff, copies of Visit Guide sent to family and child health provider), and reviews with child health provider at next well-child visit
4. HMG staff follow up with family after well-child visit to collect feedback about the WVP (did they use it, did they find it helpful, did they share it with child health provider, etc.)

Overview of the WVP Workflow

Child Health Provider Outreach

Incorporate the WVP into education and outreach to child health providers:

1. Provider shares information about the WVP (WVP flyer, postcard, etc.) with family and encourages them to complete the WVP before their next well-child visit and/or contact HMG for more information/assistance with completing the tool
2. Provider makes a referral to HMG for the WVP - HMG contacts family and provides information/link to the WVP and/or offers to help family complete it over the phone/sends the family and the child health provider a copy of the Visit Guide

Overview of the WVP Workflow

Community and Family Outreach

Incorporate WVP into outreach with community partners and into your family events:

1. Community partners share information about the WVP by using promotional tools (WVP flyer, postcard, etc.) and/or discuss the tool with families when they come in for services

Examples: WIC, Nurse Family Partnership or other home visitors, Part C, any other early childhood and family support service providers

2. Share promotional materials at family events and discuss the purpose and importance of the WVP with families

Early Challenges

Family Engagement and the Centralized Access Point:

- How the WVP fits into current workflow
- Deciding which families to offer the WVP (what if they do not have a well-child visit scheduled in the near future?)
- Overwhelming the family with too much information
- Parent felt the WVP was redundant to assessments already conducted by their provider
- Follow-up with families (parent too busy to complete, etc.)
- Spanish speaking families
- Family's access to internet/computer and family's ability to save or print the Visit Guide

Early Challenges

Child Health Providers:

- Child health provider concern on how to fit the WVP in with so many other requirements during the visit (developmental screening, etc.)
- Child health provider did not feel parents would take the time to complete the WVP
- Child health provider wanted a copy to review in advance of the well-child visit and to include it in the child's medical record

Strategies to Overcome Challenges

- Complete the WVP planner with families over the phone and send a copy of the Visit Guide to the family and the child's health provider
- Create specific referrals and follow-up tasks in HMG Family Database for better scheduling and tracking
- Utilize interns to provide follow-up and collect feedback from families
- Use an online survey for feedback from families
- When a child health provider is hesitant to implement the WVP into their practice, suggest they pilot it by targeting a specific age group

In your experience working with families,
what other challenges might there be with
implementing the WVP?

Does anyone use similar tools when
engaging families?

Successes

- Families found the WVP to be useful in helping to prepare for their child's well-visit and as a guide during the visit, especially Spanish speaking families who often encounter language barriers with their child's health provider
- When introduced to the WVP, many parents who had not scheduled their child's well-visit ended up making an appointment with their child's health provider
- Community partners were eager to share the WVP with their families as an additional resource/enhancement to the resources and services they provide

Using the WVP Planner moving forward

- Train other Regional Care Coordinators and begin utilizing statewide
- Incorporate into website as another resource we offer
- Incorporate WVP into already established developmental screening events, maybe have a resource table set up with demonstration
- Try to increase our parenting education/family engagement outreach and incorporate WVP
- Continue to offer the WVP to families through the HMG centralized access point
- Incorporate the WVP into child health provider outreach/additional practices
- Continue to offer the WVP to community organizations/partners as an additional resource for their families

Additional Resources

<http://www.cahmi.org/projects/wvp/>

- WVP for Head Start (FAQ's, case studies, sample scripts, etc.)
- WVP for providers (FAQ's, EHR's, sample presentations, family engagement materials, etc.)
- Promotional materials and implementation tool kits
- Help Me Grow partnership overview

Questions?

Please complete a brief survey!

