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

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Help Me Grow National Forum
Seattle, Washington
HMG National Center
Diffusion of Innovation

Key Strategy
Beyond implementation of HMG, the National Center supports the diffusion of promising innovations that enhance HMG and strengthen early childhood systems.

- **Innovation.** Layering of system enhancements that drive sustainability of efforts.
- **Implementation.** Active state; delivery is occurring on a small or large scale.
- **Installation.** Preparing for delivery, attending to funding, policies, procedures.
- **Exploration.** Assessing community needs, determining fit and feasibility.
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

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Well-Visit Planner

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.

*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

From the CAHMI’s presentation “Exploring the Cycle of Engagement” at PAS 2017
Well-Visit Planner

From the CAHMI’s presentation “Exploring the Cycle of Engagement” at PAS 2017
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.

From the CAHMI’s presentation “Exploring the Cycle of Engagement” at PAS 2017
Sample WVP Intervention Diagram

1. Families call into HMG Centralized Access Point
2. Refer parents to Well Visit Planner
3. Parents visit site-specific URL
4. Parents engage with the WVP
5. Parents print or save and e-mail results
6. Families share Visit Guide with provider at next well-child visit
7. Parents and providers review results together
8. HMG staff follow up with parents after their visit

Before the Visit

During & After the Visit
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!