

PRISMA HEALTHSM

Using the Well Visit Planner to Support Parents' Effective Communication with Their Child's Health Care Provider

March 1, 2019
Nurturing Developing Minds Conference
Greenville, SC



Advancing developmental promotion, early detection, and linkage to services



The mission of Help Me Grow South Carolina is to promote the healthy development of all children prenatal to age five.



- Operational in 12 counties:
 - Lowcountry: Berkeley, Beaufort, Charleston, Colleton, Dorchester, Jasper
 - Upstate: Anderson, Greenville, Laurens, Oconee, Pickens, Spartanburg
- Moving toward statewide expansion
- One of 99 systems in 28 states

Help Me Grow offers:

- Information and support for any parent who has a question or concern about their child's development or behavior
- Developmental and behavioral health screenings to help parents discover their child's strengths and areas where their child may need extra support
- Connection to community resources and services for children and families
- Collaborative community partnerships to improve the availability and quality of services for families

Families access Help Me Grow through a centralized access point that provides telephone-based care coordination by child development specialists who are trained to:

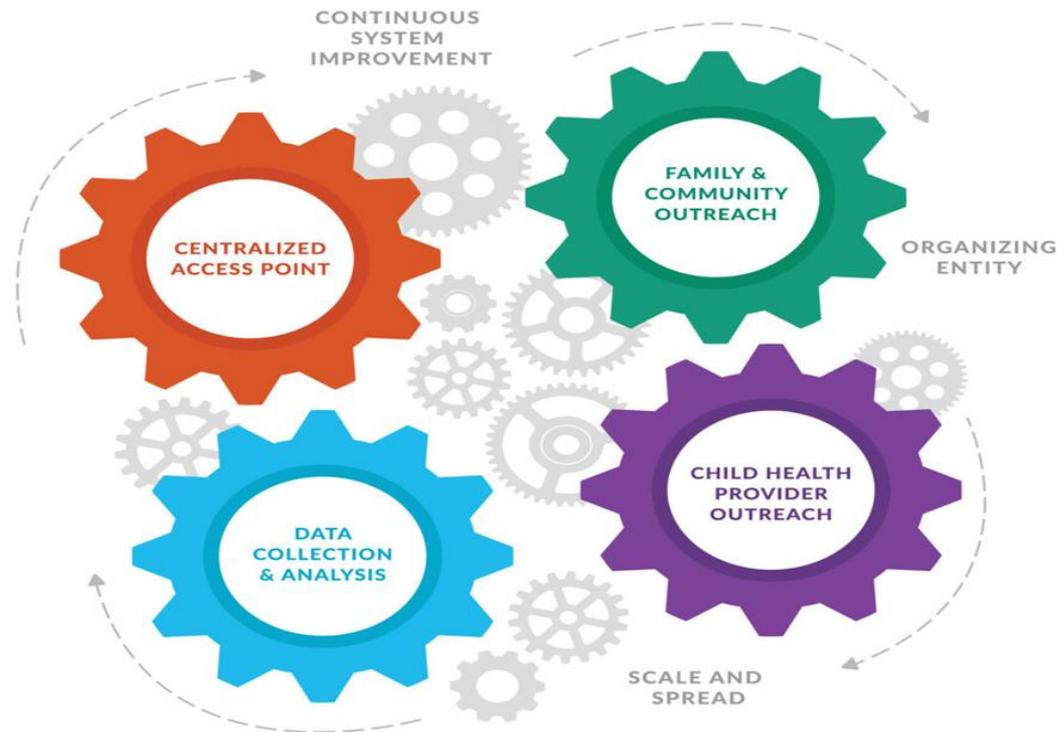
- Answer questions about developmental or behavioral concerns
- Help families understand typical developmental milestones
- Provide referrals to community-based programs and services
- Follow up with families to determine if they are connected to recommended supports and if those supports are meeting their needs

How is Help Me Grow Different?

- All services are provided over the telephone or online
- All services are provided at no cost to the family
- All services are available in English and Spanish (translation available for all other languages)
- Help Me Grow offers care coordination services
- Help Me Grow provides feedback to the Medical Home

Help Me Grow South Carolina is a system model that leverages existing community resources to help identify vulnerable children, link families to community-based services, and equip families to support their children's healthy development. The system implements four core components.

HMG Core Components



Centralized Access Point

- Serves as a single point of entry for families, child health providers, and other professionals seeking information, support, and referrals for children
- Provides seamless care coordination and follow up with families to ensure services have been received

Family and Community Outreach

- Promotes the use of Help Me Grow
- Facilitates networking among families and various child health, family health, and community-based service providers
 - engage families through participation in community meetings, forums, public events, health fairs, etc.
 - host events that help families learn about child development - ***Read Rattle & Roll***
 - establish and maintain relationships with community-based service providers to which families can be referred for help (provider information included in HMG's Centralized Online Resource Database)

Child Health Provider Outreach

- Office-based trainings that promote systematic surveillance and screening of young children for potential developmental concerns and on how to utilize Help Me Grow to assist their families
- Provides pediatricians with access to a centralized access point that can serve as a care coordination arm for busy pediatric primary care practices
- Loops the medical home into the system

Data Collection and Analysis

- Data collection to understand all aspects of the Help Me Grow system, including the identification of gaps and barriers
- Continuous quality improvement processes refine all aspects of the system

Dr. Paul Dworkin

<https://www.youtube.com/watch?v=lfupl4bARLk&feature=youtu.be>

Help Me Grow South Carolina

- Number of unique children served 5330
- Counties served 12
- Number of referrals given 8714
- Number of developmental screenings completed 4030
- Percentage of concerns connected to services or with pending services 82.1%

The Well Visit Planner

The Well Visit Planner

- **Online parent-completed tool** which takes **10 minutes or less** to complete before well child visit
- Anchored to **Bright Futures Guidelines** for children ages 4 months - 6 years
- Provides **subjective and objective parent, family and child assessments**
- **Guides and identifies** parents' informational needs and priorities
- **Educates and empowers** parent about child health and development
- Creates a **personalized guide** to focus well visits on family needs and priorities:
 - Fast track focus of conversations on needs and priorities
 - Enable targeted use of educational materials and resources
 - Ensure priorities, needs and follow up related to health goals occurs
- Available in **English and Spanish**
- Optimized for **mobile use**

PILOT PROJECT

HMG SC was one of 6 HMG affiliates in 4 states

Project Activities:

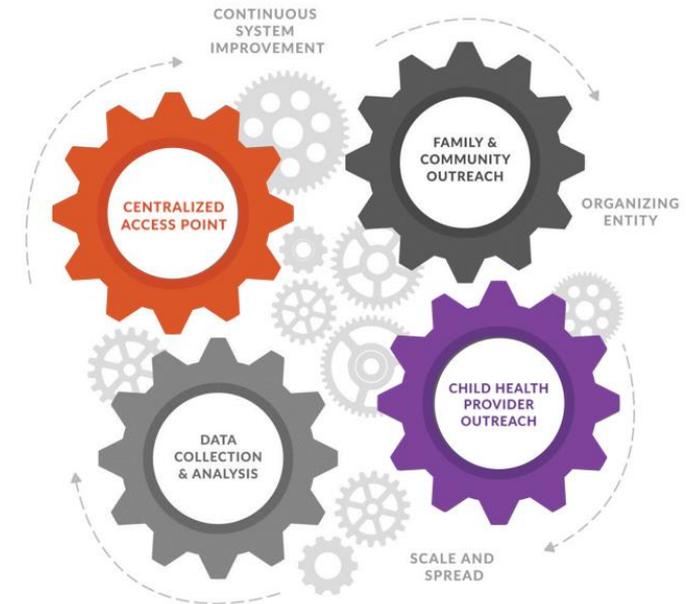
- 12-month participation (April 2017 – March 2018)
- Technical Assistance and Peer Learning
- Support to Families
- Engagement of Child Health Providers
- Data Tracking and Reporting



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.)



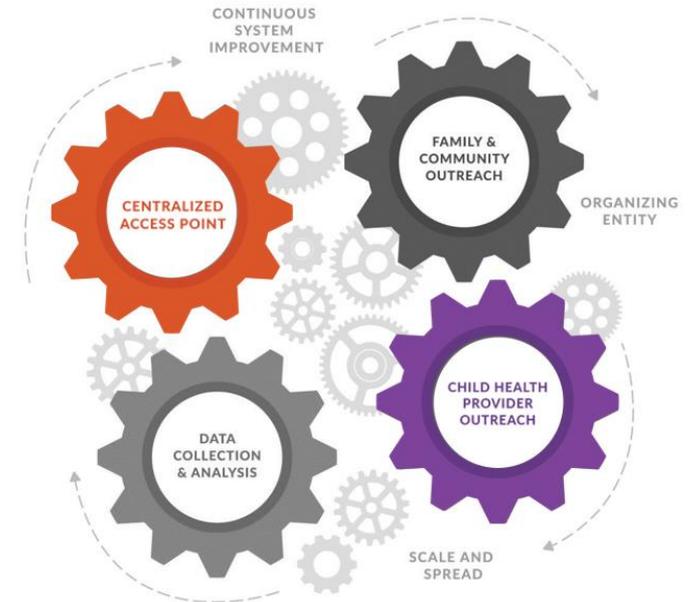
Community and Family Outreach

Incorporate WVP into outreach with community partners and into 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

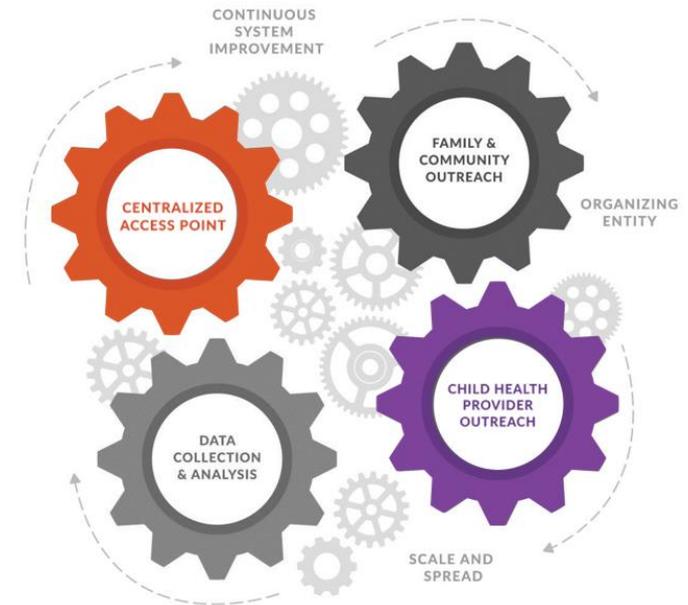
2. Share promotional materials at family events and discuss the purpose and importance of the WVP with families



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



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

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

The Well Visit Planner Website

The screenshot shows the homepage of the Well-Visit Planner website. At the top left is the logo with the text "Well-Visit Planner™". A language dropdown menu is set to "English". The main content area features a heading "Take 10 minutes to get a personalized visit guide for your child's next well-care visit (learn more)." followed by three 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". Below this is a statement: "The Well-Visit Planner is based on national recommendations for parents/guardians of children 4 months to 6 years old." A navigation bar contains three steps: "Step 1 Answer a Questionnaire" (circled in blue), "Step 2 Pick Your Priorities", and "Step 3 Get Your Visit Guide". A blue arrow points from the Step 1 card to the Step 2 callout box on the right. Below the navigation bar are buttons for "GET STARTED NOW!" and "ESPAÑOL". The footer includes links for "Learn More About Well-Visit Planner", "Are you a Head Start or Early Head Start Program?", and "Are you a health care provider?". At the bottom is the CAHMI logo: "CAHMI The Child & Adolescent Health Measurement Initiative Promoting early and lifelong health using family-centered data and tools".

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. Share as like.

From the CAHMI's presentation "Exploring the Well Visit Planner as a Tool to Support Family Engagement" at the 8th Annual Help Me Grow National Forum

Well Visit Planner Walkthrough – Voluntary Consent and Basic Information

Well-Visit Planner: Voluntary Consent

Well-Visit Planner Public Use Website (Approved by the Institutional Review Board at Oregon Health & Science University, Protocol #00009050 on 12/31/12)

VOLUNTARY CONSENT FORM

Purpose

This free online tool -- *Well-Visit Planner (WVP)* is intended to help you prepare for your child's well child visit by asking you (parents) to voluntarily answer questions about your child and what kinds of

Your privacy is important to us. Please review our [terms and conditions form](#), check each box below and click the **Continue** button below.

I agree to the [Terms and Conditions](#) of the Well-Visit Planner

My use of the Well-Visit Planner is voluntary.

CONTINUE

Your Basic Information

Step 1: Your Basic Information

Items marked with * are required. All other fields are optional.

Your child's first name:

Date of birth: *

Gender: Male Female [clear](#)

Health care provider:

Do you have a well child visit scheduled?

Your next well child visit is for: *

How did you find this website? * Physician Other

Please Specify

I am using this site: * To prepare for my child's well visit To explore this online resource

NEXT

From the CAHMI's presentation "Exploring the Well Visit Planner as a Tool to Support Family Engagement" at the 8th Annual Help Me Grow National Forum

Well Visit Planner Walkthrough – General and Specific Questions about Your Child

Your Child's Strength

Step 1: Answer a Questionnaire

General Questions about You and Your Child

Share one thing that your child is able to do that you are excited about:

Are there any specific concerns you would like to discuss at your child's upcoming well-visit?

Yes No

Please Describe:

Have there been any **major** changes in your family lately? Check all that apply.

- None
- Move
- Job change
- Separation
- Divorce
- Death in the Family
- Other, please describe:

Do you have any concerns about your child's learning, development or behavior?

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:

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 urinating?

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

Well Visit Planner Walkthrough – Developmental Surveillance and CSHCN Screener

Your Growing and Developing Child

Step 1: Answer a Questionnaire

Please indicate whether your child is able to do the following tasks or [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 him or her, for example, in your house?

Yes No

Can your child describe himself/herself?

Yes No

Does your child use different words to describe their feelings such as 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 poem from memory?

Yes No

Can your child name 4 colors?

Yes No

Can your child draw a picture that you recognize?

Some Last Questions About Your Child

Step 1: Answer a Questionnaire

The following questions are about any kind of health problems, concerns, or conditions that may affect your child's behavior, learning, growth or physical development.

Does your child currently need or use **medicine prescribed by a doctor** (other than vitamins)?

Yes No

Does your child need or use more **medical care, mental health or educational services** than is usual for most children of the same age?

Yes No

Is your child **limited or prevented** in any way in his or her ability to do the things most children of the same age can do?

Yes No

Does your child need or get **special therapy**, such as physical, occupational or speech therapy?

Yes No

Does your child have any kind of emotional, developmental or behavioral problem for which he or she needs or gets **treatment or counseling**?

Yes No

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NEXT

From the CAHMI's presentation "Exploring the Well Visit Planner as a Tool to Support Family Engagement" at the 8th Annual Help Me Grow National Forum

Well Visit Planner Walkthrough – Specific Questions about you, your family, and your home

Specific Questions about You, Your Family and Your Home

Step 1: Answer a Questionnaire

The next questions help your child's health care provider understand you better in order to give the best care possible. Just like all the questions in this tool, they are optional to answer. Your answers will be kept confidential.

Have any of your child's relatives developed new medical problems since your last visit?

- Yes No

Does your child's primary water source contain fluoride? [Click here to check](#)

- Yes No

Does your child have parents or grandparents who have had a stroke or other health problem before age 55?

- Yes No

Does your child have a parent with elevated blood cholesterol (240 mg/dL or higher) or who is taking cholesterol medications?

- Yes No

Do you have trouble paying for supplies like food, clothes and shoes?

- Yes No

Do any adults who are around your child smoke (including inside or outside the house)?

- Yes No

Do you have at least one person whom you trust and to whom you can talk about your concerns?

Specific Questions about You, Your Family and Your Home

Step 1: Answer a Questionnaire

How many times in the last 2 weeks have you gone out socially or spent time doing hobbies, self-care or spare-time activities you enjoy?

- None 1-2 3-5 > 5

In general, how well do you feel you are coping with the day to day demands of parenthood?

- Very Well Well Somewhat Well Not Very Well Not Well at All

Over the past 2 weeks, how often have you been bothered by any of the following problems?

Little interest or pleasure in doing things.

- Not at all Several days More than half the days Nearly every day

Feeling down, depressed or hopeless.

- Not at all Several days More than half the days Nearly every day

Do you feel safe in your current relationship?

- Yes No

Have you or your child been hit, kicked, punched or otherwise hurt by someone in the past year?

- Yes No

In the past year, has your partner or other family member belittled, bullied, or

Well Visit Planner Walkthrough – Family Demographics and Pick Your Priorities

Some Last Questions About You and Your Child

Step 1: Answer a Questionnaire

How are you related to the child for whom you are completing this questionnaire?

- Mother
- Father
- Grandmother or Grandfather
- Brother or Sister
- Foster Mother
- Foster Father
- Guardian
- Nanny
- Other

What state do you live in?

What kind of Insurance do you currently have (check all that apply)?

- Private or Employment-based (Such as Blue Cross Blue Shield)
- Public - Medicaid or Child Health Insurance Program
- Medicare
- Military
- Indian Health Services
- None

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  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 
- Getting your child ready to start school 

Working on healthy habits

- Getting started with healthy eating habits 
- Getting started with good cleanliness habits 
- Getting started with calm bedtime routines 
- Coping with family & child stress 

Television and computer time

- Setting healthy limits on screen time 
- Helping your kids be active and play safely 

Being involved and safe in your community

- Being a part of your community 

From the CAHMI's presentation "Exploring the Well Visit Planner as a Tool to Support Family Engagement" at the 8th Annual Help Me Grow National Forum

Well Visit Planner Walkthrough – Summary Visit Guide

WVP VISIT GUIDE: WHAT TO DISCUSS AT EXAMPLECHILDNAME'S 4 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 ExampleProviderName: For more information on the Well-Visit Planner, please see the end of this Visit Guide or visit www.wellvisitplanner.org/about.aspx.

1 Your Priorities to Discuss During Examplechildname's Visit

Based on the priorities you selected, you may want to talk to your child's doctor about:

Changes or stressors for you and your family

Questions that you could ask:

- Can my child really sense what's going on in our lives right now?
- We'd like to get out more but don't have a good source for childcare. What are our options?
- We've recently experienced job loss. I wouldn't really think our health care provider would be able to help.

2 Examplechildname is Developing and Growing!

Important opportunities for partnering with his or her provider:

Let your child's health care provider know that you are really excited about your child's development.

Based on your responses, you may want to talk to your child's doctor about:

Your specific concerns:

- Lazy or crossed eyes
- Concerns about learning, development or behavior: Example to discuss

ExampleChildName's status on the following developmental milestones:

- Holding head steady
- Rolling over
- Following with his/her eyes

3 Your Family

It can be important for your provider to know about some things at home:

 It's important to let your child's health care provider know that your family has experienced changes recently, including: job change

Based on your responses, you may want to let your provider know that:

- ExampleChildName is not currently living with both parents
- Your family may have a history of high cholesterol
- You may be feeling isolated
- Parenting can sometimes be challenging
- You recently have little interest or pleasure in doing things
- You recently have been feeling down, depressed or hopeless

Notes

Use this space to write down any questions you want to ask at your child's next visit:

Additional Resources To Help Prepare For Your Child's Visit

Well-Visit Education Materials: www.wellvisitplanner.org/education

Promoting Healthy Development Survey: www.wellvisitsurvey.org

Ages and Stages Questionnaire: www.agesandstages.com

Modified Checklist for Autism in Toddlers: www.m-chat.org

Don't forget to bring this guide to your child's visit - put it in your purse, wallet or diaper bag.

From the CAHMI's presentation "Exploring the Well Visit Planner as a Tool to Support Family Engagement" at the 8th Annual Help Me Grow National Forum

Additional WVP website materials

Educational Materials

Welcome!

This website is where parents of discuss and get information about begin learning more.

Get education & information a

4 Month Education Pag

6 Month Education Pag

9 Month Education Pag

12 Month Education Pag

15 Month Education Pag

18 Month Education Pag

[Home](#)
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Frequently Asked Questions for Families

How can I learn more about the Well-Visit Planner? How can my provider learn more?

There are many ways for you and your provider to learn more about the WVP:

- In addition to the questions on this page, click [here](#) to see more detailed FAQs for families.
- To see a quick walk-through of the WVP, please click [here](#).
- Last, click [here](#) for a short hand-out to share with your provider. Your provider can also learn more by going to <http://www.cahmi.org/projects/wvp/wvp-implementation-portal/>.

What is the Well-Visit Planner (WVP)?

The WVP is a free tool to help parents and family members plan their child's upcoming well-visits up to their sixth birthday. You complete the tool online at www.wellvisitplanner.org. Then, the WVP creates a Visit Guide to take to your visit. The guide shows what you've identified as your family's needs, concerns, and questions.

I prefer to talk to my provider directly, why should I use the Well-Visit Planner?

The WVP makes it easier to have conversations with your provider by providing questions and information tailored to your priorities. The WVP supplements and enhances your ability to talk with your provider by highlighting health topics you wish to discuss.

How does the WVP help me as a parent?

The WVP empowers parents by creating an easy-to-reference Visit Guide tailored to their specific health priorities. Parents can use the Visit Guide to ask informed questions when talking with their provider and become a partner in their child's health care.

Are the questions asked in the WVP credible?

Yes! The questions in the WVP have been developed in accordance with Bright Futures guidelines for health supervision of infants, children and adolescents and approved by an advisory committee of experts in the field of child health research and pediatric care.

How long will the online tool take to complete?

The questionnaire typically takes 10-15 minutes to complete. But you can take as long as you'd like!

Is the information I enter secure?

Yes! This online tool has gone through a rigorous application process with an oversight council to ensure that information collected and stored is 100% secure and safe. You can learn more about the privacy policies by clicking on the "About the WVP" link in the footer below.

From the CAHMI's presentation "Exploring the Well Visit Planner as a Tool to Support Family Engagement" at the 8th Annual Help Me Grow National Forum

Questions



Activity!

- ▶ You'll now have a chance to go through the Well Visit Planner on your own
- ▶ See the “Well Visit Planner” walkthrough activity sheet for information



From the CAHMI's presentation "Exploring the Well Visit Planner as a Tool to Support Family Engagement" at the 8th Annual Help Me Grow National Forum

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