



USING THE WELL VISIT PLANNER

ENGAGING STAFF, PARENTS AND PROVIDERS

MAY 13, 2015



THE NATIONAL CENTER ON
Health





Key Partners

Child and Adolescent Health Measurement Initiative (CAHMI) works to advance the use of the WVP in Head Start programs has been possible through support from the AAP and ACF /OHS

Since 2008, the CAHMI had been fortunate to partner with many individuals and organizations to develop the Well Visit Planner*.

- The Health Resources and Services Administration's Maternal and Child Health Bureau (**HRSA/MCHB**; R40 MC08959, U59-MC06890)
- The **American Academy of Pediatrics (AAP) Bright Futures** staff and leaders
- Pediatric **providers and clinics** engaged in the design, testing and use of the WVP
- CAHMI's Family Centered Quality Improvement **Advisory Group** and Parent Advisory Committee
- The staff of the Child and Adolescent Health Measurement Initiative (**CAHMI**)
- The **Administration for Children and Families, Office of Head Start**



Polling Questions

➤ Did you complete the online WVP tool? (check one)

- I completed the tool and received a visit guide
- I read through it but didn't finish to receive a visit guide
- I have not begun to complete the tool

➤ Have you used the WVP? (check all that apply)

- Yes, for myself
- Yes, with other staff
- Yes, with one or more of my parents
- No, I have not used the WVP



Polling Questions

- **What, if any, challenges are you encountering with using the WVP? (Check all that apply)**
- I'm using the WVP. I have not encountered any challenges
 - Not enough time; I already have too much to do
 - It's too difficult to complete with parents
 - My parents have too much going on to fill this out
 - It doesn't fit in to my work flow
 - I don't think my parents would be interested in this
 - I'm not interested in doing this
 - Other (Please share during the discussion!)



Learning Objectives: Webinar #3

1. Understand key issues for engaging pediatric providers
2. Understanding key issues for engaging parents and families
3. Understand key issues for engaging HS/EHS staff
4. Open discussion on the use of the Well Visit Planner in Head Start/Early Head Start Centers



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**LEARNING OBJECTIVE #1:
UNDERSTAND KEY ISSUES FOR
ENGAGING PEDIATRIC PROVIDERS**



Key Implementation Issues: Engaging Providers

- Identifying the primary care provider/medical home.
- Understanding the nature of the relationship between the family/parent and provider
 - Trust
 - Continuity
 - Culture/language issues
- Establishing/reaffirming lines of communication with providers will help ensure HS/EHS staff are aware of issues brought up
- Establish mechanism for “closing the loop” between HS/EHS, parents and providers



Provider Discussion Topics

- Provider's experience with the WVP
- How are pediatricians and other child health providers likely to respond to the WVP?
- What might be the challenges?
- How should HS/EHS prepare their parents in using the WVP at the well child visit?
- What should HS/EHS staff do to engage child health providers with the WVP tool?



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LEARNING OBJECTIVE #2: UNDERSTAND KEY ISSUES FOR ENGAGING PARENTS



Key Implementation Issues: Engaging Parents and Families

- Overcoming the typical parental mindset about the doctor/patient (or family) relationship
- Understanding the need for well visits
- Helping families understand the important role they play in their child's health care
- Engaging families to use the WVP: Exposure and Excitement
 - Literacy and language issues
 - Adapting for culture and traditions
 - Internet, computer, and/or printer access
 - Children with special health care needs
- Your interest and enthusiasm for the Well Visit Planner and how it can be used will be contagious for your families!

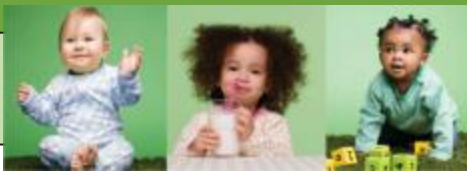


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LEARNING OBJECTIVE #3: UNDERSTAND KEY ISSUES FOR ENGAGING HS/EHS STAFF



Key Implementation Issues: Engaging HS/EHS Staff

- Establishing a solid culture and capacity for parent engagement
- Characteristics and needs of HS/ESH families inform best approach for implementing the WVP
- Variation among Centers: implementation can vary substantially
 - Center-based activities, co-location with providers, home visiting
 - Family and child characteristics
 - Modification of materials and processes to accommodate variation
- Explicit collaboration with pediatric providers is ideal
- Timing for Implementation should be considered.



Key Implementation Issues: Engaging HS/EHS Staff

- Secure staff buy-in
- Assess staff readiness
- Identify best model and resource needs
- Inform, educate staff, answer questions
- Role-play and run small experiments for implementation roll out
- Provide on-going support for engaging parents to use the WVP



Staff Discussion Topics

- What challenges, if any, are you encountering in using the WVP?
- How are parents responding to the WVP?
 - Did it make sense to them?
 - Did they like the tool?
 - Was it easy to engage them to use the WVP?
- How was it for them to fill it out?
 - Did you help them with it?
 - Did parents have issues with having access to a computer or printer?
- Did parents take the guide to the well child visit? And if so, what was their experience with the provider (if known)?
- What recommendations do you have for other HS/EHS staff?
- Do you have any suggestions for improving the tool?



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OPEN DISCUSSION & QUESTIONS

(www.wellvisitplanner.com)

Feel free to email the CAHMI at info@cahmi.org



Technical Assistance from CAHMI

- Importance of support
- CAHMI TA
- HS/EHS learning community
- Getting feedback from HS/EHS as the process unfolds

info@chami.org



Your child,
your well-visit.

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Thank You!

- **Getting materials**: Slides, video and other informational materials are posted at www.cahmi.org/wellvisitplanner
- **Watch a video tutorial on YouTube**:
<https://www.youtube.com/watch?v=34-SDAw02c>

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