THE WELL VISIT PLANNER

A Tool to Help Families Partner in Their Child’s Health Care
Polling Questions

Q1: Are you...?
- Parent Leader
- Parent/Family
- Other consumer of health services
- Healthcare provider/professional
- Educational provider/professional
- State MCH agency staff
- Head Start/Early Head Start staff
- Community agency professional/staff
- Academic, research professional
- Other (please describe)

Q2: Have you seen or used the Well Visit Planner tool before?
- Yes
- No
FAMILY VOICES®
...keeping families at the center of children’s health care
Learning Objectives

1. Understand what the Well Visit Planner is
2. Demonstrate the Well Visit Planner Tool
3. Understand how families will be better prepared for their child’s well visits by using the Well Visit Planner
4. Learn about the variety of tools to help promote the Well Visit Planner
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
What is the Well-Visit Planner?

- A parent/family driven tool for families to complete online prior to their child’s well-visit (www.wellvisitplanner.org)

Anchored to Bright Futures Guidelines for visits up to age 6

Customized for each age-specific well child care visit
A word about “Bright Futures”

Bright Futures is:

- ... the leading organization in establishing national guidelines for health supervision for children and adolescents.

- “... a set of principles, strategies and tools that are theory-based, evidence-driven, and systems-oriented, that can be used to improve the health and well-being of all children through culturally appropriate interventions that address the current and emerging health promotion needs at the family, clinical practice, community, health system and policy levels.”

**Bright Futures: Guidelines for Health Supervision of Infants, Children, and Adolescents, 3rd Edition** (Hagan J, Shaw JS, Duncan PM eds.)
Why Does Well Child Care Matter?

- **Prevention and Health Promotion** are critical to a child’s healthy development
- **Provides** vital services such as screening and immunizations
- **Promotes** early identification of potential issues
- **Educates** parents about child’s developmental milestones and age-appropriate behaviors
- **Clarifies** needs for further psychosocial and developmental screening
13 well child care visits in 3 years
Critical periods and milestones
Family and community context critical
Guidelines exist and are extensive
Gaps in quality & misses to promote health persist

Parent awareness about well visit guidelines limited
Need to customize visit key
Visit times and staffing limited
HS/EHS and pediatric providers accountable
Partnering with parents is essential

Mahé, 6 months

Well-Visit Planner™ a project of The Child & Adolescent Health Measurement Initiative
Family Voices®
LEARNING OBJECTIVE #1: WHAT IS THE WELL VISIT PLANNER?
What is the Well-Visit Planner?

- A parent/family driven tool for families to complete online prior to their child’s well-visit (www.wellvisitplanner.org)

Available in English and Spanish

Takes an average of 10 minutes for parents to complete

Parents receive a tailored visit guide to share with HS/EHS and child’s providers
The WVP Website: Three Easy Steps

Families of young children visit the Well-Visit Planner website and complete the following steps before their child’s age-specific well-visit:

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.
*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.
Polling Questions

Q3: What do you think are the major concerns a parent would have about using the WVP? (check all that apply)

- Don’t know what a well-child visit is for
- Don’t have time or can’t take time off from work for well child visits
- It’s not ok to ask providers questions
- Cultural barriers
- Literacy, language barriers
- Well Visit Planner is redundant with existing assessment tools or paperwork for the parent
- Not enough time in the visit for concerns about the child
- Well child visits don’t address issues for children with special health care needs
- Too many visits to the provider already for special needs child
- Don’t have access to a computer or printer
- Don’t know anything about child development
- Other concerns (please describe)
LEARNING OBJECTIVE #2
DEMONSTRATION OF THE WELL VISIT PLANNER

Engage  Educate  Improve
Step 1: The WVP Questionnaire

1. Parent logs on to WVP site www.wellvisitplanner.org

2. Accepts terms and conditions, that use is voluntary

3. Clicks “Get Started”
Step 1: The WVP Questionnaire

4. Enter child’s age and other family information

5. Age-specific questions based on Bright Futures Guidelines

6. Proceed through a series of questions
Step 1: The WVP Questionnaire

- Child’s strengths and any issues families want to discuss
- Important family changes and health information
Step 1: The WVP Questionnaire

Specific Questions about Your Child

1. Is your child being breastfed or fed breast milk?
   - Yes
   - No

2. Has your child been on any new medications since the last visit? List: __________
   - Yes
   - No

3. Has your child ever had a bad reaction to a vaccine? (temp > 104, inconsolable crying > 3hrs)
   - Yes
   - No

4. Do your child's eyes appear unusual or seem to cross, drift or be lazy?
   - Yes
   - No

5. Have you started weaning your child from the bottle?
   - Yes
   - No

6. Do you give your child any vitamins or herbal supplements?
   - Yes
   - No

7. Does your child live with both parents in the same home?
   - Yes
   - No

8. Do you have a dentist for your child?
   - Yes
   - No

9. In the last 12 months, did your child's doctors or other health providers have you fill out a questionnaire about specific concerns or observations you may have about your child's development, communication or social behaviors?
   - Yes
   - No

10. Did this questionnaire ask about your concerns or observations about how your child talks or makes speech sounds?
    - Yes
    - No

11. Did this questionnaire ask about your concerns or observations about how your child interacts with you and others?
    - Yes
    - No
Step 1: The WVP Questionnaire

### Your Growing and Developing Child

Please indicate whether your child is able to do the following tasks right now. *(Why does my health care provider ask about this?)*

<table>
<thead>
<tr>
<th>Task</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Will your child pull to stand?</td>
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<tr>
<td>2. Does your child stand alone?</td>
<td></td>
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<tr>
<td>3. Will your child bang 2 objects held in hands?</td>
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<tr>
<td>4. Will your child put an object (block, Cheerio, etc.) in a cup or other container?</td>
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<tr>
<td>5. Does your child play pat-a-cake OR other games where he/she imitates your movements?</td>
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<tr>
<td>6. When your child wants something does he/she tell you by pointing to it?</td>
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<tr>
<td>7. Does your child wave bye-bye?</td>
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<tr>
<td>8. Does your child imitate household activities (for example, dusting)?</td>
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<tr>
<td>9. Does your child babble with inflections of normal speech?</td>
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<tr>
<td>10. Does your child imitate vocalizations and sounds?</td>
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<tr>
<td>11. Does your child speak at least 1 word (other than mama and dada? <em>(a word is a sound that babies say to mean something)</em></td>
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</tbody>
</table>

### Specific Questions about You, Your Family and Your Home

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>12. Have any of your child’s relatives developed new medical problems since the last visit?</td>
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<td></td>
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<tr>
<td>13. Does your child’s primary water source contain fluoride? <em>(Click here to check if unsure)</em></td>
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<tr>
<td>14. Do any adults who are around your child smoke (including inside or outside the house)?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15. 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

16. 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
Step 1: The WVP Questionnaire

Important Prioritization and Educational Information about what is customary for the age-specific well-child visit
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.

Your child and family:

☐ Behaviors to expect in the next few months
☐ Ways to guide and discipline your child
☐ Why having consistent guidance and discipline strategies between parents, family members and care providers are important
☐ Time-outs
☐ How you balance taking care of yourself while being a parent
☐ How to make time for other relationships

Establishing routines for your child:

☐ Importance of your family eating meals together
☐ Importance of outside family activities that involve playing, walking, running or playing chase
☐ Television – why the experts say no TV
☐ Ways to read to your child that promotes his language development
☐ How your child responds to new people or caregivers
☐ Importance of your child pointing to let you know what he wants
☐ Sleep routines and sleep habits

Your child’s feeding and appetite changes:

☐ Feeding time strategies, such as teaching your child to use a cup and to feed himself
☐ Nutritious foods and how much/what kinds of food your child eats
☐ Giving your child choices between 2 options
☐ How your child’s appetite might change from day to day

Your child’s dental health:

☐ Your child’s first check up with a dentist
☐ Brushing your child’s teeth, not letting them do it themselves
☐ Finger sucking, pacifiers or use of bottles and their impact on your child’s teeth
Step 2: Pick Your Priorities

Behaviors to expect in the next few months

Your child is now advancing from infancy into the preschool years! During this time your child's physical and motor development will slow, but you can expect many changes intellectually, socially, and emotionally.

The language skills your child will develop over the next several months are the most significant changes you will see. Your child is becoming more of an individual and active participant in family life. Your two-year-old is or soon will be using verbs to make short sentences and using simple adjectives. Using simple words and questions, repeating what you heard your child say, reading with your child and describing what you're doing together are all ways to encourage your child's language development. You may hear your child begin “talking himself to sleep” at night, which in addition to being entertaining, is another way he learns to speak and to get himself to sleep.

Your child will also begin to play in a way called “symbolic play,” in which he will imitate other people’s manners and activities. For example, he might have a conversation between two dolls that imitates experiences he has seen. This is a great accomplishment!

You can also expect your child to grow increasingly independent and desire self-control. It is likely that most of the time he will be cheerful, helpful and easygoing, but of course you should expect some bumps in the road as your child is learning to share his ideas and feelings. Two-years-old often get the label “terrible twos,” because they cannot control their emotions. One minute your child is happy, the next he is sad and suddenly he will become angry and out of control and may bite, kick or bang his head. He might even hold his breath, which can be frightening for parents. Don’t worry, he will relax and his oxygen will recover immediately. The most effective response to this behavior is to put him in his room where he is safe and walk away saying, “I don’t like this behavior. When you are through with that, I will come back.” Afterward, you can comfort him and say, “Someday, you will learn to control this yourself.” You can read about more strategies in the Ways to guide and discipline your child topic.

Night terrors most commonly appear now. They can be more frightening for parents than for the child who is not truly awake during them and will have no memory of them the next morning. These occur during the transition from deep sleep to light sleep and are characterized by out-of-control screaming and thrashing. Trying to rouse or comfort your child are likely to lead him to become more
Step 3: Print the Customized Visit Guide

- At completion, a Customized Visit Guide is generated for use by families and provider:

![Customized Visit Guide Example](image-url)
Polling Questions
LEARNING OBJECTIVE #3: HOW WILL THE WVP HELP PARENTS BE BETTER PARTNERS IN THEIR CHILD’S HEALTH VISIT?
Typical Mindset of Families in Health Care Setting

- Information flow:
  DOCTOR \rightarrow PATIENT (FAMILY)

- Time/Availability
  EXAM ROOM TIME LIMITED
  FAMILIES BUSY
  13 WELL CHILD VISITS OVER 3 YEARS??

- Information shared with families
  NOT NECESSARILY CULTURALLY COMFORTABLE
Health Promotion is Key

- Well Child Visits provide time for:
  - Discussing developmental milestones
  - Age-appropriate injury/safety precautions
  - Next developments to be looking for
  - Getting to know the provider in a non-illness or emergency setting

Every child needs well child care!
A Change in Mindset: Family-Centered Care

- Information flow:
  DOCTOR  \[\rightarrow\]  PATIENT (FAMILY)

- Each has vital information to share
- Make the best use of limited time by addressing most important topics
- Information shared with families tailored to culture and traditions

Families and Providers—PARTNERS in Health Care!
How Will the WVP Help Parents?

- Validates the Role of Parents and Families in Health Care
  - Parents DO play an important role in the health care of their children
  - Parents are the experts on their child’s personality, health background, and culture/traditions
  - Parents know what their children are like day-to-day—what they are capable of doing, and what they might be struggling with

- Builds Confidence in Parents and Families
  - By learning what issues they can and should address during well visits
  - By giving them information ahead of time about developmental milestones and age-appropriate behaviors

- Ensures parents know their own priorities for the well child visit
How Will the WVP Help Parents?

Having a tangible product – the Well Child Visit Guide - to take to the provider visit can:

- Reinforce importance of well child visit
- Focus content of visit, parents get questions answered
- Improve efficiency and effectiveness of the visit
- Alert parents to critical issues and prepare for future visits
- Improve communication, build parent-provider relationship
How Will the WVP Help Parents?

Evidence suggests engaging parents with tools like the WVP can:

- Ensure parent **priorities are identified** and **improve compliance** with guidelines by educating parents about what to expect
- Build greater **trust and open communication** with the families, providers, and care team
- Foster **care coordination** across medical and community based services
- Lead to **fewer no shows** and **improve “adherence”**
- **Improve quality** by reducing underuse, overuse and misuse
Partnering with Parents Works!

- Research suggests that active partnerships that use assessment tools help staff improve both delivery of their services and outcomes for parents.
- WVP tools are based in scientific evidence on best models for parent engagement and communication.
- Parents, HS staff and providers agree -- the WVP engages parents and improves the process, efficiency, and effectiveness of well child visits.
Engaging Families in the Well Visit Planner

- Spread the word! Let families you work with know about this tool!
- The Well Visit Planner is for ALL children, including those with special needs.
- Help families fill out the tool if they have limited literacy or when their primary language is not English or Spanish.
- Offer to print copies of the Well Visit Guide.
- Let families know that their voice is important in the health care professional’s world!
WELL VISIT PLANNER
TOOLS & RESOURCES
The Well Visit Planner Media Toolkit

www.fv-impact.org/publications/well-visit-planner-media-toolkit/

- Handouts
- Sample Newsletter Articles to cut and paste into your newsletters
- Videos
- PowerPoint Presentation
- Social Media content—Sample Twitter and Facebook messages
- Web buttons
BRIGHT FUTURES:
FAMILY MATTERS

APRIL 2015

The Well Visit Planner: Making the Most of Your Child's Health Care Checkups

Busy families, busy health care providers! Time is of the essence for everybody, and so making the best use of the time we have is critical.

Well-child visits—those regularly scheduled trips to the doctor for your child's checkups and shots—provide an important time with your child's health care provider. A new tool can help you make those visits as meaningful as possible: the Well Visit Planner.

What is a Well-Child Visit—and Why are They Important?

The American Academy of Pediatrics (AAP) recommends 13 well-child visits during the first three years of your child's life. These are over and beyond any visits for illness or those with specialists. That sounds like a lot of visits! Why take your child to the doctor if he or she isn't sick?

When your child is sick, the most important priority for you and your doctor is figuring out what is wrong and what to do to make it better. There is rarely time to discuss other topics about how your child is growing and developing.

Well-child visits are all about prevention and promotion of healthy habits. Recommended vaccinations are given during these visits, as well as routine screenings for such things as vision or hearing problems; anemia, autism, and other issues.

It is the perfect time to share what your child is doing and learning, and to share any questions or concerns you might have.

It's also a good time for your child's health care provider to learn about your family and your cultural and family traditions and anything that affects your child's health and development.

Seven of the 13 visits happen in the first year: newborn, first week, 1 month, 2 months, 4 months, 6 months, and 9 months. This is a time when babies are rapidly growing and learning new skills!

The visits space out over the next 2 years: 12 months, 15 months, 18 months, 2 years, 2 1/2 years, and 3 years. Beyond 3 years, well-child visits are usually scheduled once a year.

In This Issue:
- What is a Well-Child Visit?
- Introducing the Well Visit Planner
- Step by Step
- When Your Child has Special Needs
- How is the Information Used?
- Helpful Tips
- More Information about the Well Visit Planner

The WELL VISIT PLANNER:
An online tool to help you prepare for your child's upcoming checkups.
- It's free!
- It takes 10 to 15 minutes to fill out
- It helps you be a better partner in your child's health care
- It helps health care providers better serve your child's needs

CHECK IT OUT!
www.WellVisitPlanner.org

Did you know that one in five families with children has at least one child with special health care needs? Join Family Voices Public Awareness Campaign and make a difference!
Do you know how to make your child’s well-care visits work for you and your provider?

Before your next visit

Take 10-15 minutes at home and get a personalized visit guide - all information stays private!

Go to www.WellVisitPlanner.org

**EXPLORE** the issues and needs important to your child’s and family’s health

**LEARN** about topics for ages 0-6 and get educational before your visit

**PICK** what is most important to you to discuss with your healthcare provider

**PARTNER** with your child’s provider by sharing your child’s custom Visit Guide

The Well-Visit Planner was developed by the Child & Adolescent Health Measurement Initiative and is based on national recommendations for well-child care.
Frequently Asked Questions for Families

What is a well-visit? A well-visit is a check-up. It is an important time to partner with your provider to check in about how well your child is growing. It is important to keep your child’s visits scheduled so that you can check on their progress. It is recommended that your child gets their first well-visit in their first 3 months of life.

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-visit up to their sixth birthday. It is available 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.

How does the Well-Visit Planner help me as a parent? The WVP helps families:
- Discover issues and needs important to your child’s and family’s health.
- Learn about developmental milestones and important topics for children ages 0-6 years old. This includes information about your child’s growth, developmental, and language skills. You can also learn more about your child’s development before the visit by reading the WVP’s education materials at www.wellvisitplanner.org/education.
- Pick what you want to discuss with your child’s healthcare provider. The Visit Guide will be created for you, based on questions you’ve identified as important for your family.
- Partner with your child’s provider by discussing your questions and concerns in your Visit Guide.

How long will it take to complete? The Well-Visit Planner usually takes 15-15 minutes to complete, but you can take as long as you like.

What will I be asked to do? To get your Visit Guide, take these 3 easy steps:
1. Answer questions about your child and family that will help your child’s healthcare provider understand more about your child’s development.
2. Pick topics related to your child that you want to discuss with your child’s healthcare provider.

Welcome to the Well Visit Planner: Provider FAQs

What is the Well-Visit Planner (WVP)?
- The Well-Visit Planner (WVP) is an online pre-visit planning tool that enables parents to optimize visit time by focusing on priorities and concerns specific to the child and family.
- The WVP is anchored to the American Academy of Pediatrics’ Bright Futures guidelines for 4, 6, 9, 12, 15, 18, 24, and 36 month and 4, 5, and 6 year well visits [http://brightfutures.aap.org/]

How does the WVP work?
- WVP consists of three steps completed online by a child’s family. This process takes 10-15 minutes:
  - Step 1: Families answer a questionnaire about their child and family. Questions include positive observations about the child, child health, and developmental surveillance, child and family environment, and identification of special health care needs.
  - Step 2: Families pick their priorities. Families can choose what they’d like the visit to address from age-specific domains and embedded educational materials. General topics include family functioning, nutrition and feeding, healthy development, sleep, behavior, and development, language development, and healthy development.
  - Step 3: A Visit Guide is produced. Families receive a Visit Guide dynamically generated from steps 1 and 2. This includes a summary of family-identified priority topics the family would like to discuss with you.

How was the Well Visit Planner developed?
- The WVP was developed and tested by the Child and Adolescent Health Measurement Initiative (C AHMI) [www.cahmi.org].
- National experts, families, and pediatric providers all collaborated in the design, development, and testing of the WVP to ensure feasibility and to optimize impact on the quality and efficiency of the well-child visit for parents, children, and providers alike, ensuring that its questions were anchored to Bright Futures’ guidelines.

What are people saying about the WVP?
- Testing has documented improvements to provider office workflow, patient engagement, experience, and quality of care.
- A survey of 3,000 parents found that 92% would recommend the use of the WVP to other parents, 92% were comfortable with the time it took to complete, and 92% thought the WVP increased the value of their visit.

This tool was developed by the Child and Adolescent Health Measurement Initiative (CAHMI) with support from the U.S. Department of Health and Human Services, Health Resources and Services Administration, Maternal and Child Health Research Program.
Sample Articles: MS Word documents you can adapt and use in your newsletters or on websites:

- The Well Visit Planner
- Why are Well-Child Visits Important
- The Child with Special Health Care Needs and Well-Child Visits

Sample Facebook Posts:

- The Well Visit Planner
- The Well Child Visit

7 Sample Twitter Messages
WHAT IS THE WELL-VIST PLANNER?

...and how does it help my family?
The Well Visit Planner, Part I: Making the most of your child’s health care checkups
Web buttons

www.WellChildVisit.org

Did you discuss the topics you wanted to at your child’s well visit checkup? Plan your next one using the Well Visit Planner!

American Academy of Pediatrics recommends 13 well child visits the first three years of life. Help plan the topics you want to discuss with the Well Visit Planner!

www.WellVisitPlanner.org

A well child health care checkup is a great time to talk about breastfeeding!

www.WellVisitPlanner.org

FAMILY VOICES®
Your child,
your well-visit.

Engage    Educate    Improve

WellVisitPlanner.org
QUESTIONS?

(www.wellvisitplanner.com)

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

• **Getting materials:** Slides, video and other informational materials are posted at

• [www.cahmi.org/wellvisitplanner](http://www.cahmi.org/wellvisitplanner)
• [www.fv-impact.org/publications/well-visit-planner-media-toolkit](http://www.fv-impact.org/publications/well-visit-planner-media-toolkit)

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Public/Parent Website: [www.wellvisitplanner.org](http://www.wellvisitplanner.org)

CAHMI Website: [www.cahmi.org](http://www.cahmi.org)

Family Voices: [www.familyvoices.org](http://www.familyvoices.org)