



Welcome to the *Well Visit Planner*: Provider FAQs

What is the *Well-Visit Planner (WVP)*?

- The *Well-Visit Planner* (www.wellvisitplanner.org) 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?

The *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, the 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 topics and embedded educational materials. General topics include family functioning, nutrition and feeding issues, establishing routines, behavior and development, language development, TV and media use, guidance and discipline, sleep, domestic violence, oral health, and safety concerns.
- ✓ **Step 3: A Visit Guide is produced:** Families receive *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.

"You find out more about [the child's] home than you otherwise would ... sometimes there would be something to talk about and I wouldn't have known that if it wasn't a Well-Visit Planner visit." –Pediatrician

How was the *Well-Visit Planner* developed?

- The *WVP* was developed and tested by the Child and Adolescent Health Measurement Initiative (CAHMI) (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 and 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.



What are the benefits of adding another process into our busy family interactions?

- Engaging parents is essential for improving outcomes and meeting the unique priorities and needs of each child and family. The *WVP* is an evidence-based, easy-to-use tool that actively engages parents as partners. The *WVP* can:
 - ✓ Improve the work flow in the practice
 - ✓ Help make limited time be quality time
 - ✓ Cut down on unnecessary tests, and save money
 - ✓ Help parents identify issues that they might not otherwise articulate
 - ✓ Alert providers to key issues that need to be addressed
 - ✓ Improve parents' satisfaction with and overall quality of the visit

Is the *WVP* available in other languages? What is the reading level?

- Yes! The *WVP* is currently available in Spanish.
- Most of the questions are written at or below an 8th grade reading level, except in cases where doing so changed the meaning of the question or made it incomprehensible.
- Staff in your practice can help very low-literacy families with the paper version of the *WVP*.

Can it be used with a mobile device? What if the family does not have internet?

- Currently, there is no mobile application for the *WVP*. However, families can complete the *WVP* from any mobile device using the full website in the web browser.
- If a family does not have internet access at home, you can offer to print the paper version of the *WVP*. Alternatively, you can refer families to this resource detailing other ways to get online without internet access at home: <http://www.familyvoices.org/work/diversity?id=0002>

Does the *WVP* collect protected health information (PHI)?

- No, the *WVP* does not collect protected health information or information that can lead to the identification of the parent or child. On the website, parents are asked to provide only two pieces of personally identifiable information: child's first name, and child's date of birth.
- First name and birth date are **never** stored in our database. Rather, they are used "on-the-fly" to calculate the appropriate upcoming well-child visit.
- The CAHMI is not responsible for the transmission of any personally identifiable information sent via email through a parent or provider's personal or professional email accounts.

What if I want to make the *WVP* available to families in my practice?

- We encourage you to take this step. You can refer individual patients to the *Well-Visit Planner* website (<http://wellvisitplanner.org/>). On the website, you can also review *WVP* educational materials designed for parents including a flyer, parental FAQs, and a presentation.
- If you are interested in integrating the *WVP* fully into your practice, you can find many resources on our **provider implementation portal**, including an implementation toolkit, at: <http://www.cahmi.org/projects/wvp/wvp-implementation-portal/>. The *WVP* is currently being implemented in Early Head Start/Head Start (EHS/HS) centers around the country.

For more information, please contact us at: info@cahmi.org.