

Open Door Community Health Centers (ODCHC) Well Child Group Visits

Aim: Open Door Community Health Centers’ Eureka Community Health Center (EHC) will increase the rate of children aged 3-6 who had a Well Child Visit (WCV) from 75.4% to 83.7%, the 90th Percentile for Partnership HealthPlan of California’s 2019 Quality Improvement Program.

Measures:

- Outcome Measure: % of children aged 3-6 who received one or more Well Child Visits with a PCP during the measurement year;
- Process Measures: % of patients who did not show for their WCV; % of patients who cancelled; average cycle time; patient and staff satisfaction

Prediction:

- **56 out of 80 children between the ages of 3-6 will receive a group Well Child Visit. The ODCHC team intended to schedule 8 group visits with 10 children per session and predicted that 7 out of 10 would show up.**

Changes Being Tested:

With a desire to expand access to Well Child Visits, Eureka Community Health Centers piloted a group model for Well Child Visits targeted at children aged 3-6. EHC initially conducted 4 visits in Spring 2019 and then an additional 4 group visits in Summer 2019. Tests of the group visit model were conducted across a range of days and times, including weekdays, weekends, evenings, mornings, and afternoons.

Process Steps of Intervention:

Project Milestone	Completion Date
Develop Initial Project worksheet & Research Group Visits	October 2018
Create workgroup to determine goals, tasks and next steps	November 2018
Observe pediatric dental group visit	December 2018
Workgroup meetings and planning	February 2019
Group visits (8 total)	April, May, July, August 2019
Summarize project and discuss next steps	May 2019

Actual Group Well Child Visit Steps:

- Prior to holding the first group Well Child Visit, EHC had to get “approval” from CHDP to conduct the group visit. A CHDP Public Health Nurse conducted a site visit and evaluation of the space to ensure that there was satisfactory space for the hearing and vision tests and a private room for the physical exam. CHDP provided EHC with a letter documenting that the group visit met CHDP guidelines and requirements.

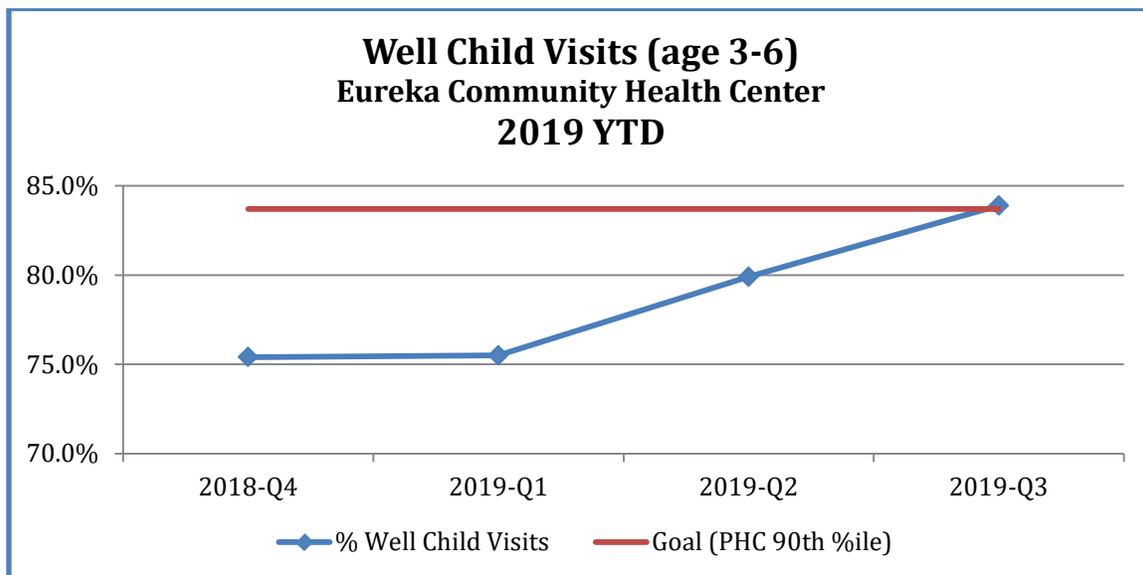
Plan

Do

- On the day of the group visit, the child and family checks-in at main health center welcome desk and is directed to an upstairs conference room where they are greeted by a “hostess” and given their WCV packet.
- At the official start of the visit, the WCV Facilitator welcomes the families, introduces the staff and reviews the group visit process.
- Each family receives a WCV passport and visits each of the 5 stations—Vitals (including hearing and vision if applicable), Drawing (fine motor skills), Rethink Your Drink (Nutrition), Dental, and Developmental—receiving a stamp after the child completes the activities.
- When families complete the stations, they join a group session on physical activity and nutrition. Families are pulled out of the group one at a time to have individual time with the physician and to receive their immunizations. Families can opt to rejoin the group or leave after they have seen the provider. If time allows, the group session may include a tour of the wellness garden on the grounds of the health center.

Results: Total children aged 3-6 who received one or more Well Child Visits with a PCP at Eureka Community Health Center during the measurement year increased from 75.4% to 83.7%.

Study



Measure	Summary	Measure	Summary
Patients Scheduled	72	Average # of Staff	8.9
Patients Seen	54	Average Time with Provider	10 min.
Fill Rate	90%	Group Time at Stations	38.75 min.
Show Rate	75%	Average Overall Cycle Time	82.5 min.
Cancellation Rate	17%*	No Show Rate	16.7%

As a result of piloting the group Well Child Visit model, ODCHC was able to create a consistent outreach and recall system. With this system in place, children were scheduled for their WCV regardless of whether they opted for the group visit or a regular visit.

Additionally, interviews with both staff and patients revealed that both parties were highly pleased with the group model. Patients felt that it was a valuable use of their time, appreciated the fun educational components, the social aspect of the group visit, and still felt like they received ample one-on-one time with the provider. Providers and staff greatly appreciated the team environment of the group WCV, wherein visit requirements were distributed across the team and no one person felt overwhelmed; in fact, they shared that these visits brought joy to their practice.

Future Plans: ADOPT-ADAPT for additional age groups

Given the success of the group Well Child Visits, ODCHC have elected to adopt the current intervention. Patients at Eureka Community Health Center (EHC) and other ODCHC sites as availability allows will have the option to schedule a regular or a group Well Child Visit. Open Door is exploring spreading the group Well Child Visit to some of their other sites where ample space exists for this model. ODCHC also intends to adapt this intervention for other age groups, such as 0-2 year olds and adolescents.

Lessons Learned:

Outreach to Patients: Training front and back office staff to conduct outreach for WCVs and then additionally to offer the choice of the group visit is essential and continues to be a challenge, especially with staff turnover. To address this challenge, Open Door is exploring designating a staff person to conduct outreach. Additionally, ODCHC is exploring creating a consistent schedule for these visits so that front and back office staff become familiar with and used to the availability of group visit appointments.

Flexibility is Key: Depending on the number of kids, their ages, and the dynamics of the group, the staff need to be flexible and willing to shift. For example, sometimes the group discussion might be short, because the group is highly energetic, so staff will move faster to the physical activity portion to keep the kids involved and maintain a teachable environment. If the children get bored or the staff have covered all the material, then staff may need to create additional activities for the kids to do, such as games involving hula hoops and jump ropes, coloring sheets with healthy eating and sesame street on them or a walk down to the garden.