Pediatric Wellness Visits and Care Teams Discussion Guide

Audience: All staff members within each practice (min. 75% staff participation).

Focus: Pediatric Wellness Visits (aka well-child checks)

Objective: Following this session, I will understand:

1. What are Pediatric Wellness Visits?
2. Why are Pediatric Wellness Visits important in value-based care models?
3. What role do I play in Pediatric Wellness Visits?

SECTION I: Pediatric Wellness Visits

A pediatric wellness visit is a routine wellness exam that occurs at age-defined intervals with the focus of monitoring health and development.

Key Takeaways:

- What are some of the benefits of attending routine Pediatric Wellness Visits?
- How do Pediatric Wellness Visits reduce health care costs?

Talking Points

What is a Pediatric Wellness Visit?

1. A routine wellness exam that occurs at age-appropriate intervals and focuses on checking overall health or preventing disease.
   - Childhood wellness checks are completed at age-based intervals:
     - Physical exam.
     - Developmental milestones.
     - Tracking growth and weight.
     - Screenings for childhood diseases.
     - Immunizations.
     - Anticipatory guidance (what to expect).
     - Healthy habits, nutrition, safety and education.

Why focus on Pediatric Wellness Visits?

1. Why? (Quadruple Aim)
   - Improving population health:
     - Wellness checks focus on catching potential health issues.
     - Opportunity to receive age-appropriate screenings, vaccinations and other testing.
     - Chance for the child, caregiver and/or family and primary care provider to discuss any health concerns.
     - Preventing diseases improves quality of life.
   - Reducing unnecessary costs to patient and health care system:
     - Preventative care and age-appropriate screenings help detect disease in their more treatable stages, which reduces medical care expenses.
     - Managing chronic conditions minimizes complications and procedures.
     - Reducing unnecessary medications and medication costs saves money and reduces patient harm.
     - Preventing avoidable emergency visits.
     - Preventing patients from returning to the emergency department.
     - Reducing avoidable hospitalizations.
     - Preventing avoidable hospital readmissions.

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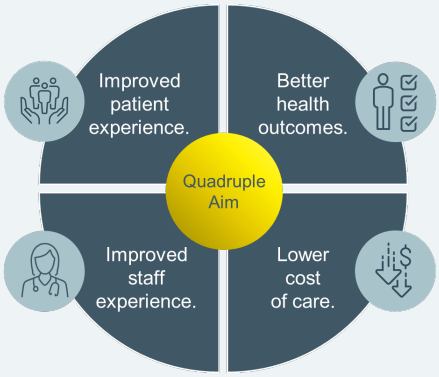

Value-based care is a payment structure and care delivery model that supports the four elements of the Quadruple Aim.

- Improve the patient experience:
  - A patient-centered care approach involves the patient, caregiver and/or family in their treatment plan.
  - Screenings and interventions focus on caring for the "whole" individual (for example, a depression screening).
  - Creates strong, trustworthy relationships between the patient and the care team.
- Provider and care team satisfaction:
  - Utilizing the expertise of the care team (team-based care) expands care roles and encourages team members to work at the top of their license.

Why should I care?

1. Prevention and wellness are key focuses in primary care.
2. Your practice is accountable for reporting metrics that show patients are receiving quality care.
3. Quality preventative health care saves lives, reduces disease burden and keeps people doing the things they like to do.
4. You might be asked to do something new or different.

Pause for discussion. Questions 1-2.

Discussion Guide Questions:

1. In what ways are we already engaged in Pediatric Wellness Visits? How could we improve?
2. Think of an example of a patient that was positively impacted by receiving regular pediatric care. What could have happened if care had been delayed?

SECTION II: Pediatric Wellness Visits and Value-based Care

Value-based health care models focus on patient outcomes. High-quality primary care is the first line of defense in preventing illness and avoiding or delaying onset of symptoms. Child wellness visits detect conditions in their earlier, more treatable stages, significantly reducing the risk of illness, disability, early death and expensive medical care.

Key Takeaways:

- How does the concept of patient care in a value-based care model differ from traditional "fee-for-service" models?
- What are the impacts to our clinic or to me as a result of focusing on pediatric patients receiving timely care?

Talking Points

Pediatric Wellness Visits and value-based care:

1. How does the approach to Pediatric Wellness Visits in a value-based care model differ from those in a traditional care model?
   - Traditional model:
     - Expect the child's caregiver to adhere to a schedule provided to them.
     - Wait for the child's caregiver to schedule an appointment.
   - Value-based care model:
     - Proactively outreach the caregiver to schedule patients who are due for Pediatric Wellness Visits.
     - Close preventative care gaps when patient is seen in clinic.
     - Proactively provide resources and education to set children up for success.

2. Why are Pediatric Wellness Visits a focus for value-based care models?
   - Promotes patient-provider-caregiver and/or family relationship through regular engagement and communication.
   - Empowers the child and caregiver and/or family to take an active role in health.
   - Gives the opportunity to discuss and order age-appropriate screenings and vaccines.
   - Provides a time to discuss important topics that might negatively impact a child's health (e.g., social determinants of health (SDOH), behavioral issues, depression).
   - Identifies those families that would benefit from supportive services like community programs and specialty care.
   - Focus on prevention and early detection, which can reduce overall health care costs.

Why should I care?

Your practice has voluntarily joined an Accountable Care Organization (ACO) that participates in alternative care models called value-based agreements.

1. The Pediatric Wellness Visit is dedicated time to receive regular care that can make a big impact in a child's life.
2. Children who do not attend wellness visits may miss receiving important preventative care and early detection of childhood diseases.
3. You might be asked to do something new or different.

Pause for discussion. Questions 3-4.

Discussion Guide Questions:

3. How can transforming our routines improve patient care?
4. What barriers might prevent us from proactively engaging patients in Pediatric Wellness visits?

SECTION III: Pediatric Wellness Visits and Teams

Pediatric Wellness Visits offer an excellent opportunity to streamline workflows and engage members of the care team. Leveraging the unique skill set and perspective that each member brings to the team enables us to meet patients' needs. Each member of the care team brings valuable skills to the care experience. Practice transformation is the ongoing commitment to improving processes and plays an important role in optimizing roles.

Key Takeaways:

- How can working as a care team impact Pediatric Wellness Visits in my clinic?
- How can my role help to support wellness visits?

Talking Points

Pediatric Wellness Visits and teams:

When the health care team works together, they improve patient care. Each role is an expert in what they do and vital to the care of the child.

Effective teams:

1. Trust is established by working together consistently and correctly:
   - Commitment to achieving the same goal.
   - Practicing within their scope.
   - Escalate concerns.
   - Accomplish work assigned to them.
2. Effective communication encourages collaboration, fosters teamwork and helps prevent errors:
   - Standard methods of communication.
   - Preferred methods of communication.
   - Criteria for escalating communication.
   - Bi-direction communication for clarification and feedback.
   - Proactive communication (e.g., huddles to plan patient care).

3. Standardized process enables efficient team-based care and ensures that the care experience is effective:
   - Standardized education:
     - What are the objectives?
     - What are the different types?
     - What are the required components?
   - Standardized workflows and tools (e.g., patient check-in, rooming process):
     - Why should we do it this way?
     - How should it be done?
     - What is the expected outcome?
     - Guidelines and minimums are more helpful than a strict list of dos and don’ts.
     - In what circumstances do I deviate from the norm?
   - Standing orders (e.g., immunizations):
     - Allows for patient care to be shared across the team.
     - Cultivates ownership of a process.
     - Streamlines processes.
     - Increases efficiency.
     - Improves quality of care.

Practice transformation and the Pediatric Wellness Visit:

Why should we evaluate what we are doing now and look for better ways of doing things?

1. Optimizes resources:
   - Allows for finding better ways of doing things.
   - Elevates the care team to work at the top of their scope.
2. Improves processes:
   - Reviewing operational processes can streamline care delivery.
   - Improving clinical processes improves quality of care.
3. Reduces frustration:
   - Helps practices better define roles and processes.

How can the skill of the care team be used?

1. Front desk—See role discussion.
2. MA/RN—See role discussion.
3. Provider—See role discussion.

Pause for discussion. Questions 5-7.

Discussion Guide Questions:

5. Where are the advantages of working as a care team?
6. How can our Accountable Care Organization support us as we continue to change our model of health care delivery?
7. Identify areas of change or improvement that will help us work more efficiently.

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Discussion Guide Questions:

1. In what ways are we already engaged in Pediatric Wellness Visits? How could we improve?
2. Think of an example of a patient that was positively impacted by receiving regular pediatric care. What could have happened if care had been delayed?
3. How can transforming our routines improve patient care?
4. What barriers might prevent us from proactively engaging patients in Pediatric Wellness Visits?
5. Where are the advantages of working as a care team?
6. How can C3 support us as we continue to change our model of health care delivery?
7. Identify areas of change or improvement that will help us work more efficiently.

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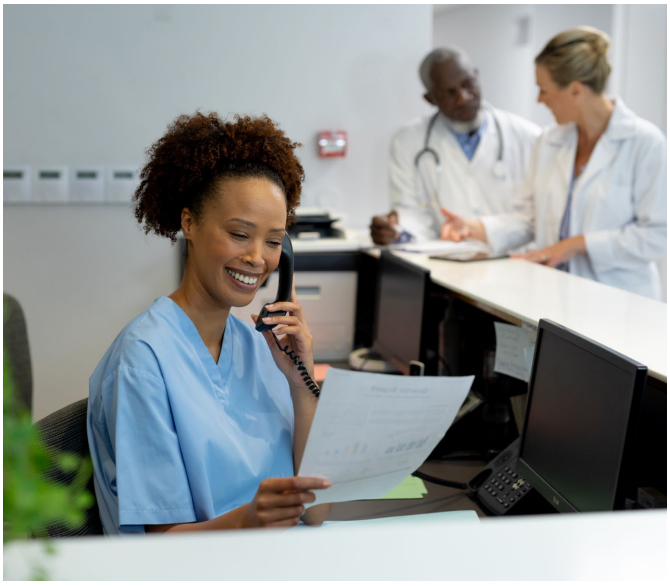
How can the skill of the care team be used?

Front desk | Medical assistant and clinic nurse | Provider



SECTION IV: How Can the Skills of the Care Team Be Leveraged?

Front desk:

The front office staff are experts in scheduling and often the first and last person to interact with the patient's caregiver/family.

HIGHLIGHTS:

- Often the person that outreaches the patient for scheduling.
- Sets the tone for the patient's experience.
- Plays a crucial role in pre-visit planning.
- Informs about clinic hours, aftercare options and on-call provider.

Tips for the front desk:

1. **Pre-visit planning and scheduling:**
   - Verify that the patient is due for a wellness check.
   - Know what type of wellness visit the patient is due for.
   - Outreach the caregiver to schedule the visit.
     - Introduce the visit.
     - Set the caregiver's expectation.
       - What the visit does and does not include (e.g., immunizations).
       - Length of appointment.
   - Can send out screenings or paperwork to the patient ahead of time or provide at check in.
2. **The visit:**
   - Greets the child and caregiver or family when they enter the clinic.
   - Confirm the visit: "Today I have you scheduled for a XX."
   - Utilizes a standardized script:
     - Introduce the visit.
     - Set the caregiver and/or family's expectations (what it does and doesn't include).
   - Provide any visit paperwork.
3. **After visit:**
   - Schedules the child's next visit.

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How can the skill of the care team be used?

Front desk | **Medical assistant and clinic nurse** | Provider

Medical assistant and clinic nurse:

Medical assistants and nurses can play an integral role in setting up the provider and patient for a beneficial conversation around health and wellness. When MAs and nurses are involved in visits, they become more knowledgeable about the treatment plan, can more effectively coordinate care between visits and develop closer independent relationships with children and their families.

Highlights:

- Orients staff to the components of the wellness visit.
- Main source for ordering screenings and tests.
- Conduit between patient and provider.
- Backbone for a successful visit.
- Reinforce importance of primary care visits, aftercare options and on-call provider.

Tips for the MA/RN:

1. **Pre-visit planning by MA/RN:**
   - Look for time-saving efficiencies:
     - Review the chart and note any gaps in care.
     - Reconcile any outside medication and/or diagnoses.
     - Check an immunization database to see if any vaccines have been given at outside organizations.
2. **Visit:**
   - **MA/RN:**
     - Prep the visit for the provider visit:
       - Update the chart.
       - Pending orders.
       - Provide immunizations per standing orders or provider direction.
       - Assist with completing the required elements of the child's visit such as:
         - Vision check.
         - Measuring head circumference.
         - Developmental screenings.
         - Mental health screenings.
   - **RN:**
     - Use their clinic skills to offer deeper support:
       - Update the problem list by reviewing past visit or hospital notes.
       - Administer developmental or age-appropriate screenings.
       - Provide education around nutrition or safety issues.
       - Gather information around caregiver and/or family concerns.
       - Work with the caregiver and/or family to create patient-centered goals.
3. **End of visit:**
   - **MA/RN:**
     - Help wrap up the visit by:
       - Emphasize the care plan with caregiver and/or family.
       - Provide and review written education.
       - Coordinate additional care.
   - **RN:**
     - Identify opportunities to continue ongoing support to the patient:
       - Create a follow-up plan to work on goals.

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How can the skill of the care team be used?

Front desk | Medical assistant and clinic nurse | Provider

Provider:

Well-child visits are a time when parents can check up on their child's health and make sure they are growing and developing normally.

Highlights:

- Influences caregiver behavior to help promote patient's ideal health.
- Pediatric Wellness Visit champion for patients and practice.
- Reinforces aftercare options and when and how to reach the on-call provider.

Tips for the provider:

1. **Utilize your care team to the top of their scope. They can help:**
   - Prep the visit (e.g., review chart for health maintenance gaps).
   - Update the health record.
   - Review or reconciliation of medications.
   - Give referrals to community programs or resources.
   - Provide care per standing orders (e.g., immunizations).
   - Assist with the required elements of the visit.
   - Review education items.
   - Schedule next Pediatric Wellness Visit or specialty appointment.
2. **Review and update the problem list at every visit. The problem list is an important communication tool for to everyone who works with the patient:**
   - Review and update the problem list.
   - Choose diagnosis that offer the most specific description of the patient's conditions.
   - Terminate diagnosis that are no longer active by changing the diagnosis to "history of xx."
3. **HCC coding describes the complexity of the patient's condition to the payer and payers provide care dollars based on HCC coding:**
   - Review and recapture HCC codes that are still relevant to the patient's condition.