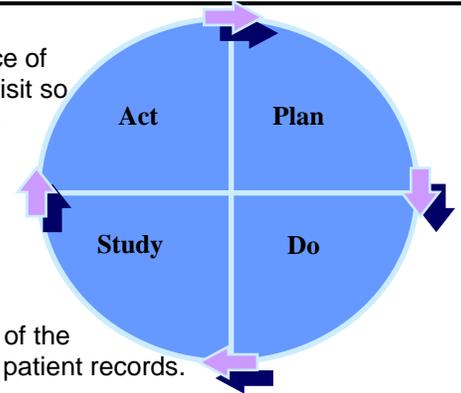


Plan a Test of Change

Cycle #:_1_ Start Date: 7/1/16 End Date: 7/1/16

Objective for this PDSA Cycle (Aim):

By July 31, 2016, our practice will routinely ask a set of questions to assess resilience of primary caregivers of our patients 0-3 yrs. old, as part of the well-child care (WCC) visit so we can better help them build their resilience and plan proactively how to respond to stressful parenting situations.



PLAN:

QUESTIONS Can additional questions be integrated into the WCC visit?
How will they be documented in the patient’s record?

PREDICTIONS Questions will be verbally asked by Dr. Richards to at least 75% of the primary caregivers seen for a WCC visit tomorrow afternoon and documented in the patient records.

PLAN FOR CHANGE OR TEST: WHO, WHAT, WHEN, WHERE

Completed Tasks: The 7 “Questions to ask” on the Strengthening Families’ “Parental Resilience: Action Sheet” (<http://www.cssp.org/reform/strengtheningfamilies/about/body/ProtectiveFactorsActionSheets.pdf>) were reviewed by Parents/Caregivers who attended our June 15th Advisory Group meeting (PFAAG). They reached consensus for Dr. Richards to test asking questions #4-6 at the initial visit. A smart set of those questions has been added to the EHR by Dr. Green.

On Tuesday afternoon, Dr. Richards will test asking those questions to primary caregivers of patients 0-3 yrs. old being seen by him for a WCC visit.

PLAN FOR COLLECTION OF DATA: WHO, WHAT, WHEN, WHERE

At the end of the afternoon, Joyce (MA) will tally the total # of patients 0-3 seen by Dr. Richards and the # of those with documentation that the “resilience” related questions were asked. The aggregate de-identified results also will be shared via email with the members of our PFAAG.



DO: CARRY OUT THE CHANGE OR TEST; COLLECT DATA AND BEGIN ANALYSIS.
REPORT THE RESULTS OF YOUR TEST HERE. Describe observations, problems encountered, and special circumstances.

STUDY: COMPLETE ANALYSIS OF DATA; SUMMARIZE WHAT WAS LEARNED

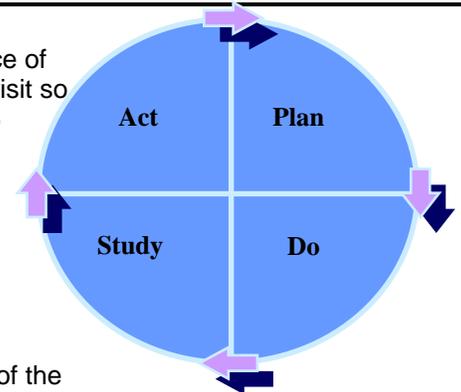
ACT: ARE WE READY TO MAKE A CHANGE? Modifications or refinements to the test?
PLAN FOR THE NEXT CYCLE

Plan a Test of Change

Cycle #: 1 Start Date: 7/1/16 End Date: 7/1/16

Objective for this PDSA Cycle (Aim):

By July 31, 2016, our practice will routinely ask a set of questions to assess resilience of primary caregivers of our patients 0-3 yrs. old, as part of the well-child care (WCC) visit so we can better help them build their resilience and plan proactively how to respond to stressful parenting situations.



PLAN:

QUESTIONS Can additional questions be integrated into the WCC visit? How will they be documented in the patient's record?

PREDICTIONS Questions will be verbally asked by Dr. Richards to at least 75% of the primary caregivers seen for a WCC visit tomorrow afternoon and documented in the patient records

PLAN FOR CHANGE OR TEST: WHO, WHAT, WHEN, WHERE

Completed Tasks: The 7 "Questions to ask" on the Strengthening Families' "Parental Resilience: Action Sheet" (<http://www.cssp.org/reform/strengtheningfamilies/about/body/ProtectiveFactorsActionSheets.pdf>) were reviewed by Parents/Caregivers who attended our June 15th Advisory Group meeting (PFAG). They reached consensus for Dr. Richards to test asking questions #4-6 at the initial visit. A smart set of those questions has been added to the EHR by Dr. Green.

On Tuesday afternoon, Dr. Richards will test asking those questions to primary caregivers of patients 0-3 yrs. old being seen by him for a WCC visit.

PLAN FOR COLLECTION OF DATA: WHO, WHAT, WHEN, WHERE

At the end of the afternoon, Joyce (MA) will tally the total # of patients 0-3 seen by Dr. Richards and the # of those with documentation that the "resilience" related questions were asked. The aggregate de-identified results also will be shared via email with the members of our PFAG.



DO: CARRY OUT THE CHANGE OR TEST; COLLECT DATA AND BEGIN ANALYSIS. REPORT THE RESULTS OF YOUR TEST HERE. Describe observations, problems encountered, and special circumstances.

Dr. Richards used the smart set questions as part of the appropriate WCC visits. He also took time to document the responses in the Notes section of the visit record. He felt it would be helpful information for future interactions with the family. He reported that the reaction from the parent of a 2-yrs. old was "why are you asking me these questions?" so he started prefacing his questions by saying that he is asking them to all parents/caregivers with a child 0-3 yrs. old.

STUDY: COMPLETE ANALYSIS OF DATA; SUMMARIZE WHAT WAS LEARNED

All 5 of the primary caregivers seen by Dr. Richards this afternoon were asked the resilience questions during the visit (except 1 grandmother who was not the primary caregiver) = 100%. Dr. Richards shared that the patients/families he saw this afternoon did not have any special needs so asking the questions did not blow his schedule out of the water but he expressed concern about taking the time when that is not the case. Can someone else ask those questions or should we consider sharing these questions with the family prior to the scheduled appointment and asking them to write down their answers?

ACT: ARE WE READY TO MAKE A CHANGE? Modifications or refinements to the test?

Plan for next cycle: PFAG members would like to get informal feedback from the primary caregivers at the end of the visit. For Cycle 2, Alice (N Manager) will ask those parents/caregivers (before check-out) for feedback about those questions they were asked and what else they may want/need (e.g., would they like information or help developing a plan in advance for how they will keep themselves calm and centered in these stressful circumstances).