



## Improvement Checklist

### STEPS TO ASKING ABOUT AND UNDERSTANDING PARENTS' CONCERNS

#### **Use the information from the structured screening to set priorities for each visit**

Information derived from the structured screening can help you prioritize topics for visits in which you combine the parents' concerns with practice guidelines that incorporate recommendations and risk factors (e.g., poverty, single parent).

Determine which topics you will address during the visit and which topics are suitable for follow-up or referral to outside resources.

- For those topics that can be addressed effectively during the office visit (e.g., toilet training), provide counseling, use patient education materials, recommend appropriate resources (e.g., book, video), and schedule a follow-up appointment as needed.
- For those topics that are not likely to be addressed effectively during the office visit (e.g., domestic violence), consider a follow-up appointment or a referral to a community resource.

#### **Understand your patient population**

Understanding your parents' concerns helps you identify which topics are most important to them. Talking to parents, reviewing charts, talking to your staff and colleagues, and parent surveys are all ways to gather information about your families. You can use the Promoting Healthy Development Survey (PHDS) to get standardized, reliable feedback from parents about their concerns and the information they need to address their concerns about their child's learning, development and/or behavior.

Regardless of the method you use to collect data from families on a regular basis, be sure to set aside time at regular practice meetings to share feedback from families with others in your practice.

#### **Link to your community resources**

Establishing a link to local community resources can be an important aspect of parent education. For topics that are particularly sensitive (e.g., discipline) or challenging (e.g., car seat safety), identify resources in the community as referrals for parents (e.g., local parenting group). For some topics, national organizations may have useful information that you can incorporate into your parent interactions (e.g., a national locator service on the Web for local car seat safety inspection centers).

### **MONITORING PROGRESS**

#### **Administer the PDHS at regular intervals**

The PHDS can be administered to a sample of patients at regular intervals (i.e., five consecutive patients per age group in a month OR all patients in the first two weeks of a month). There are three age-specific versions of the survey: 3–9 months, 10–18 months, and 19–46 months. Ongoing use of this tool can provide data to help you track your practice's improvements over time and identify areas that can be the focus

of new improvements. The objective assessments should be completed annually. Consider timing the collection and summarization of this data, so that it is available to inform annual priority setting for your practice.