



Welcome to the *Well-Visit Planner*: Provider FAQs

General Information about the *Well-Visit Planner*

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

The *Well-Visit Planner* (www.wellvisitplanner.org) is an **online pre-visit planning tool for well-child visits** that enables parents to optimize visit time by focusing on priorities, concerns, and other issues specific to the child and family. The WVP is anchored to the American Academy of Pediatrics' *Bright Futures Guidelines for Health Supervision of Infants, Children, and Adolescents, 3rd Edition* for 4, 6, 9, 12, 15, 18, month and 2, 3, 4, 5 and 6 year well-child visits (brightfutures.aap.org).

How does the WVP work?

The WVP consists of three steps completed online by parents. This process takes about 10 minutes.

- ✓ **Step 1: Parents complete an assessment about their child and family:** Questions include positive observations about the child, child health and developmental surveillance, child and family environment, and identification of special health care needs.
- ✓ **Step 2: Parents pick their priorities:** Priorities can be chosen from age-specific topics and embedded educational materials. General topics include family functioning, nutrition and feeding issues, establishing routines, behavior and development, language development, toilet training, TV and media use, guidance and discipline, sleep, domestic violence, oral health and safety concerns.
- ✓ **Step 3: A Visit Guide is produced:** Parents receive a Visit Guide dynamically generated from steps 1 and 2. The Visit Guide provides a summary of responses and parent-identified priority topics to discuss with the child's health care provider. The inclusion of additional screening tool links and resources on the Visit Guide is also possible.

Parents can **create an account with the WVP** where they get a dashboard for planning upcoming visits, adding all their eligible children, completing an unfinished WVP visit, or reviewing previous Visit Guides and educational materials.

How was the WVP developed?

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

Does the WVP collect protected health information (PHI)?

The WVP does not collect protected health information or information that can lead to the identification of the parent or child. If parents choose to use the WVP as a guest, they are asked to provide only two pieces of personally identifiable information: child's first name and date of birth. These are not stored in our database. The date of birth is used to calculate the appropriate upcoming well-visit and present the age-specific questions. That visit (e.g. 4 month or 6 month) is stored in our database rather than the date of birth. If parents choose to register on the WVP, they have the option to add their child's first name or nickname to appear on the family dashboard and Visit Guide. This name will be saved on our secure servers. You can learn more about data collection and storage by reading the WVP [Terms and Conditions](#).



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.

Can it be used with a mobile device?

Yes, parents can use the *WVP* on a mobile device – there is no app, but the website is **optimized for mobile use** and parents can complete the *WVP* from any mobile device using the full website in the web browser.

What if the child has special needs?

Children with special health care needs (CSHCN) need well-child visits too; these visits just may look a little different. If a child experiences developmental delays, parents may want to consider using the *WVP* based on the child's developmental age. CAHMI has also developed a model and tools called the *CARE_PATH for Kids* to engage families of CSHCN in the care of their children. You can learn more about it on www.carepathforkids.org

Benefits of Using the *Well-Visit Planner*

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

Well-child visits comprise a large portion of health care encounters for young children. Gaps in the quality of well-child care are well-documented and engaging families is an essential driver for improving care and child outcomes. Improving care means improving communication and partnerships with families and meeting the unique priorities and needs of each child and family.

The *WVP* can:

- ✓ Help families identify issues that they might not otherwise articulate
- ✓ Alert providers to key issues that need to be addressed
- ✓ Foster trusting relationships between families and providers
- ✓ Improve families' satisfaction with and overall quality of the visit
- ✓ Improve efficiency of visit time and practice workflow

In addition, large national health policy directives like **Meaningful Use Standards** and **Maintenance of Certification** requirements from the American Board of Pediatrics encourage practices to employ evidence-based, easy-to-use tools like the *WVP* that actively engage parents as partners in their child's care.

What are people saying about the *WVP*?

Testing has documented improvements to provider office workflow, patient engagement, patient experience, and quality of care. A survey of 3,000 parents was conducted, in which 92% of parents reported they would recommend the use of the *WVP* to other parents and that they were comfortable with the time required to complete the tool, 82% said the *WVP* helped them understand goals for each well-visit, and 86% said the *WVP* helped them to prioritize topics for discussion with their child's health care providers.

Providers and staff noted that use of the *WVP*: (1) freed up time to address new issues and topics, (2) helped to prepare for the visit before they met with the parent; (3) allowed staff to print materials targeted to parents needs before the visit, and (4) helped to prevent delays in the appointment time.



Features & Options for Implementing the *Well-Visit Planner*

How Can I Get Started?

You can access the *WVP* Portal by creating an account on the **Cycle of Engagement website** at coe.cahmi.org. On the *WVP* Portal, you can **personalize the WVP** for your practice or organization and access the *WVP* education and implementation resources. You can create your unique URL for the *WVP*, add your own logo to the *WVP*, and add publicly available or purchased developmental screening tool and website links and resources on the parent Visit Guide.

How do I make the *WVP* available to parents?

You can refer parents to the *Well-Visit Planner* public use website (<http://wellvisitplanner.org/>). If you register to use the *WVP* Portal, you get your unique *WVP* URL that you can share with parents. You also have access to *WVP* materials designed for parent engagement like FAQs for parents, a poster for the waiting room, a postcard, stickers for children, etc. on the *WVP* Portal.

What are the different options of implementing the *WVP*?

There are currently two options for using the *WVP*: 1) as a **Public Use website** and 2) as a **Tailored website**. With the Public Use option, you get access to the publicly available *WVP* website. With the Tailored option, you need to create an account to use the *WVP* Portal, customize your *WVP* and get access to educational materials. The **Enhanced** and **Full Integration** options are potential future options that have been implemented in the past, and can be made available upon negotiation with CAHMI, to further tailor the *WVP* to your practice or organization. You can learn more about the different *WVP* options and features [here](#).

What are the different ways in which parents can share the Visit Guide with me?

There are multiple ways in which parents can share the *WVP* Visit Guide with you before their well-child visit, depending on how you choose to implement the *WVP*. They can download the Visit Guide as a PDF and share it with you physically, send it to you via email, or upload it on a family portal like MyChart. These options are currently available with both the public use and tailored options of using the *WVP*.

With the Enhanced and Full Integration options of implementation of the *WVP*, parents sharing the Visit Guide via a unique code, HL-7 data field transfer into the EHR fields, or full integration of *WVP* data on your platform are possible.

What is the cost of using the *Well-Visit Planner*?

There is **no cost to parents** for using the *Well-Visit Planner* tool. It is publicly available for them to utilize for their child's well-visits and educational purposes. Currently, there is no cost to implement the Public Use or Tailored options of the *Well-Visit Planner* in a practice or organization. There might be small costs for printing parent waiting room/visit room posters, invites and education materials.

In the future, there might be a licensing fee for the Tailored option of the *WVP*, and additional costs for education, engagement resources, and implementation and evaluation support, and this would require the development of a business agreement with CAHMI. You will receive an alert from CAHMI, should this occur.

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