

## Level 1 Tips-Questions to Ask



### Questions to Ask During Initial Meeting with Practice Point of Contact

*Review the following questions and be prepared to discuss investigatory questions that will help you determine the needs of the practice in a conversational style.*

*\*Site Coordinators should pick and choose which questions are appropriate for what information is still needed to gather.*

#### Sample Script:

*“In order to really learn more about how 1<sup>st</sup> Five may best fit the needs of your practice, I’ll need some additional information to get to know your practice better.”*

- Can you tell me more about your practice? Are you a family medicine practice or pediatric practice? Is there one provider or several providers that typically see your pediatric population?
- In terms of your well-visits, which is where developmental screening is recommended, can you tell me about what the duration of a visit might be and what your current screening protocols are within those visits? Is there surveillance embedded in that visit as well?
- What about your support staff? We know that busy practices often rely on care coordinators, or social workers in-house to support any needs a provider might identify during a well-visit. Is there support staff you work with that makes those connections for patients?
- With AAP and Iowa EPSDT recommendations for developmental screening occurring at 9, 18, and 30 month well-child visits, are there challenges you anticipate as we work on implementing screening in your well-visits? Listen for concerns relative to time, staffing capacity, workflow challenges, in-house referral supports, “already” doing screening, and be prepared to address these concerns with prepared solutions. Talking points for developing solutions can be found in the Levels of Engagement Leveraging Language One-Pager document.
- Walk through the next steps with the practice after information has been shared about where the practice is currently with screening and current referral pathways. This includes invitation to schedule a brief presentation with the provider/nurse staff about 1<sup>st</sup> Five and the plan for screening implementation with the practice. This presentation is ideally folded into an ongoing monthly/quarterly/weekly meeting the practice already pulls together for the providers/nurses on-site at the practice (or virtually). Request to schedule 10-15 minutes (or as much time as the practice will allow) to complete this step.



Moving Forward:

- Date of the scheduled meeting for 1<sup>st</sup> Five presentation to providers/nurses  
\_\_\_\_\_
- Follow up with this point of contact to provide agenda of this meeting to all attendees will occur on \_\_\_\_\_ via email/mail (circle one)

Additional Notes/Comments: