

PIP

Questions to Ask During Meeting with Practice Point of Contact

Review the following questions and be prepared to discuss investigatory questions that will help you determine why this Partially Implementing Practice has stalled either performing screening as recommended or stalled referral to 1st Five

For example:

Script:

"In order to better understand barriers your practice is experiencing during the screening implementation process, we should discuss topics related to workflow, staffing, and the referral process."

- Tell me about the challenges your practice has encountered with considering adding screening to your well-visits (not yet screening) and/or tell me about the challenges your practice has encountered with considering referrals to 1st Five for children birth to five (not yet referring)? Listen for challenges related to time, staffing, a misunderstanding that Surveillance (aka the developmental monitoring process) counts as "screening", alternate referral resources being accessed (internal referral/care coordinator) and competing health care priorities (COVID-19). Be prepared to provide solutions to shared challenges in all of these areas.
- In terms of your well-visits, do you have a particular provider that sees the majority of your pediatric patients? We might want to connect with this provider and determine when training on the ASQ/ASQSE/MCHAT works for their schedule. Starting with one provider as the screening champion for the practice might focus our training to make initial screening implementation steps more manageable for a practice.
- Or, (x identified provider has previously referred to 1st Five with a screen) let's re-connect with (x provider) to re-establish a pathway to screening and referral as a first step. This provider will be the screening and referral champion to assist with coaching peers to implement protocols across the practice as a whole.
- 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?
- Is there a best time to target screening implementation for your practice? Let's consider staffing, training needs, and the time it will take to develop a workflow that supports screening in the practice. We should identify a screening/provider champion to work with on this timeline and understand the practices use of Surveillance and Screening tools from the provider perspective.
- Walk through next steps with the practice after information has been shared about challenges to screening implementation/referral to 1st Five. This includes invitation to schedule a brief presentation to the provider/nurse staff about 1st Five (or the identified screening/provider champion), and the plan for screening implementation / referral pathway to 1st Five for the practice.



Moving Forward:

- Date of the scheduled meeting for 1st 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: