

# **Attachment 1**

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## **Reporting Template To Health Care Providers**

To: From:  
Fax: Date:  
Phone: Pages (including cover page): 7  
Re: CC:

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## Snapshot of Quality of Care Findings for Office X

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Dear

During <enter time frame>, <list participating offices> implemented a survey to parents of young children (0-3 years old). This survey, the Promoting Healthy Development Survey, assesses whether national recommendations for health promotion and developmental services are provided by pediatric clinicians.

We've since compiled the data, analyzed it by a number of variables, and are now sharing some of the office-level findings.

<Insert number> parents or guardians of children who receive well-child care at <insert office name> completed this survey in your office.

This report details key findings in <insert office name> related to the following measures of care:

Anticipatory Guidance and Parental Education.....	2
Assessment of the Family.....	4
Addressing Parental Concerns.....	5
Follow-up for Children At-Risk.....	6
Family-Centered Care.....	7

Additional information and resources are provided on page 7.

If you have questions about the findings presented in this report please contact <insert name and contact information for person>.

<Insert signature(s)>

MEASURE:

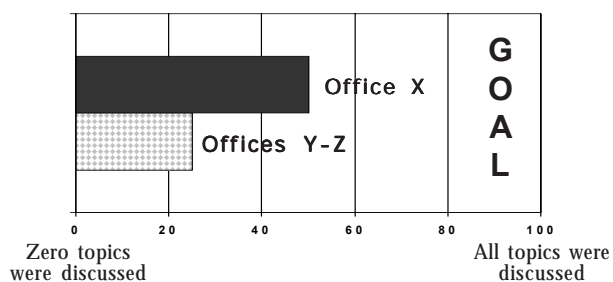
# ANTICIPATORY GUIDANCE AND PARENTAL EDUCATION

DESCRIPTION:

National recommendations for well-child care call for health care providers to provide anticipatory guidance and parental education about a number of topics related to children's development, growth, behavior and safety. In the PHDS, parents are asked whether their child's doctor or other health care providers discussed 15 recommended age-specific anticipatory guidance and parental education topics. The response choices allow parents to indicate whether their informational needs on each topic were met:

- ✓ Yes, and my questions were answered
- ✓ Yes, but my questions were not answered completely
- ✓ No, but I wish we had talked about that
- ✓ No, but I already had information about that and did not need to talk about it any more

## OVERALL RESULTS



### All Recommended Topics Discussed

- XX% of parents report that their child's doctors or other health care providers talked with them about all of the age-appropriate topics.

### Informational Needs Met

- XX% of parents report "Yes, and my questions were answered" OR "No, but I already had information about that and did not need to talk about it any more" to all of the age-appropriate topics.

### Informational Needs Unmet

- XX% of parents noted at least once "No, but I wish we had talked about that" OR "Yes, but my questions were not answered".

## RELATED PARENTING BEHAVIORS

To provide you with descriptive information about your patients, we asked parents to report about key parenting behaviors. Following each topic is the percentage of parents who report they did NOT do the activity:

- Did not breastfeed their child - XX%
- Did not read to their child every day - XX%
- Did not turn down the hot water temperature on their water heater - XX%
- Did not keep Syrup of Ipecac in their home - XX%
- Did not have the Poison Control Center phone number near the phone - XX%
- Did not put locks on cabinets where things such as cleaning agents or medicines are kept - XX%

## TOPIC-SPECIFIC FINDINGS

**3-9 MONTHS OLD**  
N = 1234

**10-18 MONTHS OLD**  
N = 1234

**19-48 MONTHS OLD**  
N = 1234

- DISCUSSIONS ABOUT PHYSICAL CARE**
- Things you can do to help child grow and learn - **XX, YY, ZZ (%)\***
  - Breastfeeding - **XX, YY, ZZ (%)**
  - Issues related to food such as the introduction of solid foods - **XX, YY, ZZ (%)**
  - Importance of placing child on back - **XX, YY, ZZ (%)**
  - Where your child sleeps (location, type of crib) - **XX, YY, ZZ (%)**
  - Issues related to childcare - **XX, YY, ZZ (%)**

- Things you can do to help child grow and learn - **XX, YY, ZZ (%)\***
- Vitamins and foods your child should eat - **XX, YY, ZZ (%)**
- Bed and naptime routines - **XX, YY, ZZ (%)**
- Whether child sleeps with a bottle - **XX, YY, ZZ (%)**
- Weaning your child from a bottle - **XX, YY, ZZ (%)**
- Issues related to childcare - **XX, YY, ZZ (%)**

- Things you can do to help child grow and learn - **XX, YY, ZZ (%)\***
- Issues related to food and feeding - **XX, YY, ZZ (%)**
- Bedtime routines and how many hours of sleep child needs - **XX, YY, ZZ (%)**
- Issues related to childcare - **XX, YY, ZZ (%)**

- DISCUSSIONS ABOUT DEVELOPMENT AND BEHAVIOR**
- Kinds of behaviors you can expect to see in child as he/she gets older - **XX, YY, ZZ (%)\***
  - Night waking and fussing - **XX, YY, ZZ (%)**
  - How child communicates his/her needs - **XX, YY, ZZ (%)**
  - What your child is able to understand - **XX, YY, ZZ (%)**
  - How your child responds to you and other caregivers - **XX, YY, ZZ (%)**
  - Importance of showing a picture book to or reading with your child - **XX, YY, ZZ (%)**

- Kinds of behaviors you can expect to see in child as he/she gets older - **XX, YY, ZZ (%)\***
- Words and phrases child uses and understands - **XX, YY, ZZ (%)**
- Night waking and fussing - **XX, YY, ZZ (%)**
- How your child may start to explore away from you - **XX, YY, ZZ (%)**
- Guidance and discipline techniques - **XX, YY, ZZ (%)**
- Anticipatory guidance about toilet training - **XX, YY, ZZ (%)**
- Importance of reading with child - **XX, YY, ZZ (%)**

- Kinds of behaviors you can expect to see in child as he/she gets older - **XX, YY, ZZ (%)\***
- Toilet training - **XX, YY, ZZ (%)**
- Words and phrases child uses and understand - **XX, YY, ZZ (%)**
- How child is learning to get along with other children - **XX, YY, ZZ (%)**
- Guidance and discipline techniques - **XX, YY, ZZ (%)**
- Importance of reading with child - **XX, YY, ZZ (%)**

- DISCUSSIONS ABOUT INJURY PREVENTION**
- How to avoid burns to your child, such as changing the hot water temperature in your home - **XX, YY, ZZ (%)\***
  - Using a car seat - **XX, YY, ZZ (%)**
  - How to make your house safe - **XX, YY, ZZ (%)**

- What you should do if your child swallows certain kinds of poisons - **XX, YY, ZZ (%)\***
- Using a car seat - **XX, YY, ZZ (%)**
- How to make your house safe - **XX, YY, ZZ (%)**

- Ways to teach child about dangerous situations, places and objects - **XX, YY, ZZ (%)\***
- Using a car seat - **XX, YY, ZZ (%)**
- How to make your house safe - **XX, YY, ZZ (%)**
- What to do if your child swallows certain kinds of poisons - **XX, YY, ZZ (%)**

\*The figures following each topic represent, respectively, the percentage of parents who responded: Yes, topic was discussed; No, but I already had information about that topic; or No, but I wished we had talked about that OR Yes, but I still had questions.

MEASURE:

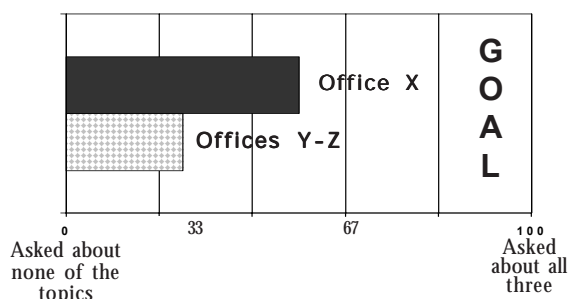
# ASSESSMENT OF THE FAMILY

**DESCRIPTION:** Parental well-being and the home environment are major determinants of the health and well-being of young children. National guidelines recommend that pediatric clinicians annually assess for the well-being of parents and safety within the family. Five items in the PHDS ask about whether the child's doctors or other health care providers assess the parent and family for risks to the child's health.

## OVERALL RESULTS

### PSYCHOSOCIAL ISSUES/SAFETY TOPICS

- ✓ If the parent ever feels depressed, sad or has crying spells
- ✓ Firearms in the home
- ✓ Changes or stressors in the home



#### Asked About All Topics

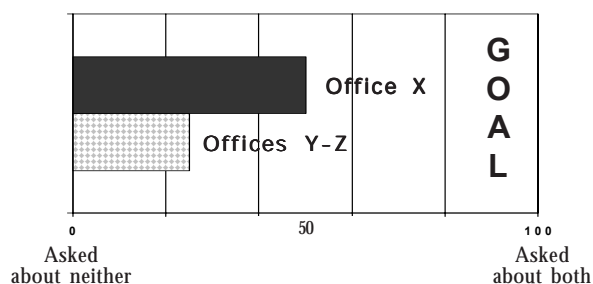
- XX% of parents report that their child's doctors or other health care providers asked about all three topics.

#### NOT Asked About Any Topic

- XX% of parents report that their child's doctors or other health care providers did NOT ask about any of the three topics.

### SMOKING/SUBSTANCE ABUSE TOPICS

- ✓ Smoking in the household
- ✓ Alcohol and other substance abuse in the household



#### Asked About Both Topics

- XX% of parents report that their child's doctors or other health care providers asked about both topics.

#### NOT Asked About Either Topic

- XX% of parents report that their child's doctors or other health care providers did NOT ask about either topic.

## ITEM-SPECIFIC FINDINGS

The percentage of parents reporting their child's doctors or other health care provider asked about the following topics in the last 12 months:

- If parent feels depressed, sad or has crying spells - XX%
- If there are firearms in the home - XX%
- If there are changes or stressors in their life or home - XX%
- If someone in the household smokes - XX%
- If someone in the household drinks alcohol or uses other substances - XX%

## RELATED ISSUES IN THE FAMILY\*

- XX% of parents report experiencing symptoms of depression in the last 12 months. Of this group, XX% were asked by their child's doctors or other health care providers if they have felt depressed, sad or had experienced crying spells.
- XX% of parents report that someone in the household smokes. Of this group, XX% were asked by their child's doctors or other health care providers about smoking.

\*Findings are based only on the data collected in the Round 1 survey administration by mail. The items about related issues in the family (smoking in the home, depression screener) were not included in the in-office, reduced-item version of the PHDS.

MEASURE:

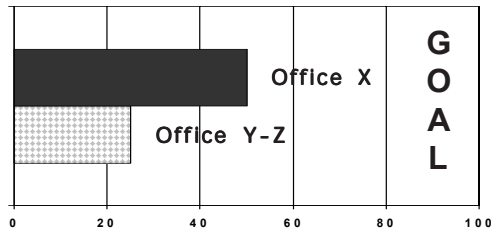
# ADDRESSING PARENTAL CONCERNS

**DESCRIPTION:** Research with health care providers and parents consistently finds that asking about and addressing parent concerns is one of the most important and valuable aspects of well-child care. Two items in the PHDS focus on addressing parent concerns:

- ✓ Whether or not their child’s doctors or other health care providers asked the parent if he/she has concerns about the child’s learning, development or behavior.
- ✓ Whether or not parents with concerns received specific information to address those concerns.

Six items derived from the Parent’s Evaluation of Developmental Status (PEDS)<sup>®\*</sup> are also included in the PHDS. These items ask parents about specific concerns they may have about their child’s learning, development or behavior.

## OVERALL RESULTS



Zero parents were asked about whether they have concerns

All parents were asked whether they have concerns

### Parents With Concerns Who Are Asked About Their Concerns

- XX% of parents had one or more concerns about their child’s learning, development or behavior. Of this group, XX% of parents report that their child’s doctors or other health care providers asked whether or not they had any concerns about their child.

### Parents With Concerns Who Received Information to Address Their Concerns

- XX% of parents with concerns report that their child’s doctors or other health care providers gave them specific information to address their concerns.

## SPECIFIC PARENT CONCERNS

The following percentages of parents report having a specific concern in the following areas:

- How the child understands what parents say - XX%
- The child’s learning, development or behavior - XX%
- How the child talks and makes speech sounds - XX%
- How the child uses his or her arms and legs - XX%
- How the child behaves - XX%
- How the child gets along with others - XX%

\*Glascoe FP. Parents’ Evaluation of Developmental Status. Nashville, TN: Ellsworth & Vandermeer Press, Ltd; 1998

**MEASURE:**

# FOLLOW-UP FOR CHILDREN AT-RISK

**DESCRIPTION:**

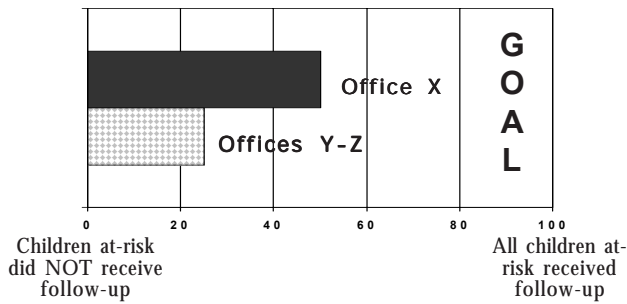
Parent concerns can be an indication of their child’s risk for developmental, behavioral or social delays. Adapted from the PEDS® manual\*, an age- and concern-specific scoring algorithm was used to identify children at “at risk” for a developmental/behavioral delay based on parent responses to the PEDS items included in the PHDS.

The PHDS includes five-items which indicate whether or not children at risk for developmental/behavioral delays received follow-up care from the child’s doctors or other health care providers:

- ✓ Tested the child’s learning and behavior
- ✓ Referred the child to another doctor or health care provider
- ✓ Referred the child for speech-language or hearing testing
- ✓ Noted a concern about the child that should be watched
- ✓ Gave the parent advice about how to help the child

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## OVERALL RESULTS



### Children Identified At-Risk

- XX% of parents noted concerns that indicate their child is at significant risk for developmental, behavior or social delays.

### Children At-Risk Who Received Follow-Up Care

- XX% of children identified at significant risk for developmental/behavioral delays whose parents report that their child received some form of follow-up care.

## LEVEL OF FOLLOW-UP RECEIVED FOR AT-RISK GROUP

Listed below are the percentages of parents whose children were identified as at-risk by the PEDS items reporting that their child’s doctor or other health care providers did one or more of the follow-up actions:

- Tested their child’s learning and behavior - XX%
- Referred their child to another doctor or health care provider - XX%
- Referred their child for speech-language or hearing testing - XX%
- Noted a concern about their child that should be watched - XX%
- Gave the parent advice about how to help their child - XX%

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\*Glascoe FP. Parents’ Evaluation of Developmental Status. Nashville, TN: Ellsworth & Vandermeer Press, Ltd; 1998

**MEASURE:**

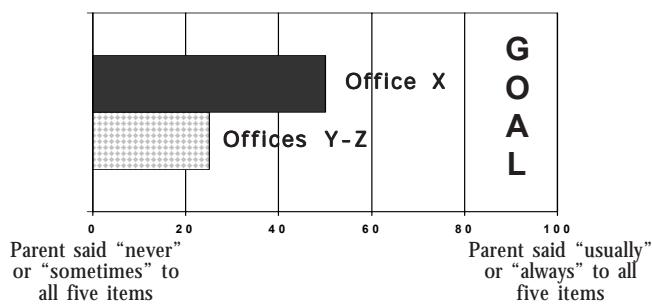
# FAMILY-CENTERED CARE

**DESCRIPTION:**

Research demonstrates that a positive partnership with a child’s doctors or other health care providers is one of the most important factors for ensuring parents get the information and support they need to promote the healthy development of their child. Five items in the PHDS assess the degree to which the care provided is family-centered by asking parents how often the child’s doctor or other health care providers do the following:

- ✓ Respect the parent as an expert about their child
- ✓ Take time to understand the specific needs of the child
- ✓ Help the parent feel like partner in their child’s care
- ✓ Explain things in a way that the parent can understand
- ✓ Show respect for the family’s values, customs and how they prefer to raise their child

## OVERALL RESULTS



- XX% of parents report "usually" or "always" to all of the family-centered care items.
- XX% of parents report "never" or "sometimes" to one or more of the family-centered care items.

## ITEM-LEVEL RESULTS

Percentage of parents reporting that their child’s doctors and other health care providers “usually” or “always”:

- Respect the parent as an expert about the child - 45%
- Take the time to understand the specific needs of the child - 45%
- Help the parent feel like a partner in their child’s care - 45%
- Explain things in a way the parent can understand - 45%
- Show respect for the family’s values, customs and how they prefer to raise the child - 45%

## ~ ABOUT THE SURVEY ~

The Promoting Healthy Development Survey (PHDS) was created by FACCT-Foundation for Accountability. To date, over 13,000 PHDS surveys have been collected and analyzed. The PHDS has been proven to be a reliable and valid tool for measuring preventive and developmental care. For more information about this survey and other related activities, please visit FACCT’s Web site-<http://www.facct.org>-and Bethell C, Peck C, Schor E. Assessing Health System Provision of Well-Child Care: The Promoting Healthy Development Survey Pediatrics 2001 107: 1084-1094.

## ~ FOR MORE INFORMATION ~

**About Topics Measured in the PHDS:**

- American Academy of Pediatrics Health Supervision Guidelines: <http://www.aap.org>
- Bright Futures Recommendations: <http://www.brightfutures.org>

**About Related Quality Improvement Strategies:**

- National Initiative for Children’s Healthcare Quality: <http://www.nichq.org>
- Vermont Child Health Improvement Program (802) 847-4330
- Zero to Three: <http://www.zerotothree.org>