

# Tips for Completing Your User's Form And Building Your Online PHDS

Below are key steps to follow and issues to consider when deciding how to administer the Online PHDS.

## Step 1: Download and Print the *User's Form*

- a) Download and print *Questions Asked in the Online User's Form* from the Online PHDS homepage. Use this document to prepare the information you will need to register on the Online User's Form.
- b) Discuss and decide with your colleagues prior to registration which version of the Online PHDS you will administer, what level of feedback reports you will want to receive, and who will be your office or site contact for the survey

## Step 2: Clarify Which Parents You Will Have Complete the Survey

- a) **Age criterion:** Select children between the ages of **3–48 months**.
- b) **Well-child visit criterion:** Select children who have had **one or more well-child visits** (as defined by the HEDIS well-child visit specifications - <http://www.ncqa.org/tabid/59/Default.aspx>) in the last 12 months.
- c) **Survey the child who had the well child care visit:** Over time, more than one child per family may be surveyed. However, you will want to invite the parent to take the survey for the child receiving the well-child visit at the time of the survey invitation.

## Step 3: Choosing Your Unit(s) of Analysis

In order to decide whether provider, office or system level reports are appropriate, you will need to estimate a reasonable number of surveys you expect to be completed by parents. To ensure reliable results, a minimum number of completed surveys is highly recommended. **The level of feedback reporting you select will determine the minimum number of completed surveys needed.**

Recommended Number of Completed Surveys per Unit of Analysis				
	3-8 months	9-17 months	18-47 months	Total Across All Ages
Provider Level Report Without "Follow-Up At-Risk" section:	8	8	14	<b>30</b>
Provider Level Report, Including the "Follow-Up At-Risk" section:	Assumes 30% of children will have some level of risk, based on prior research.			<b>50</b>
Provider Level Report, Including ONLY the "Follow-Up At-Risk" section:	15 children meeting the PEDS criteria (included in the "Follow-Up At Risk" measure section) for being at-risk for developmental or behavioral problems.			
Office Level Report Only (not broken down by provider in each office). Assumes at least two providers in an office. For single provider office, use the Provider Level Report figures above.	1/4 of surveys	1/4 of surveys	1/2 of surveys	<b>15 X number of providers in the office</b>
Health System, Health Plan or State Level Report:	38	38	74	<b>150</b>
If a state is using the online survey to compare plans:	63	63	124	<b>250 per plan</b>

- a) **Confirm you can get enough completed surveys:** You should confirm you have enough

children with well visits during the timeframe you anticipate implementing the survey to obtain sufficient numbers of completed online surveys. To do this consider the following:

1. Decide your preferred level of feedback reporting and identify the minimum number of completed surveys you will need using the table above.
2. Select an assumed response rate to determine your starting sample size. Historically, response rates for the PHDS range between 39% and 60%, but can be much higher if parents are highly motivated to complete the survey.
3. Divide the minimum number of completed surveys by the response rate (e.g. .30 or .60). This will tell you how many invitations to complete the online survey should be made. For example, if you want 30 surveys and assume a 60% (.60) response rate you will need to invite at least 50 parents ( $30/.60=50$ ) to take the online survey.

**Example:** You are requesting a single, provider-level feedback report. Looking at the table above you would aim for 30 completed surveys across children age 3-48 months of age. Assuming a 60% response rate, you would need a starting sample size of 50. This means you would invite at least 50 parents to complete your Online PHDS over the period of time you expect to administer the survey.

- b) Confirm how long you will need to administer the survey:** As you can see, the time frame for administering your Online PHDS will depend on how long it would take for you to invite 50 parents, or how many well-child visits for children 3-48 months of age you expect each provider to have in any given time period.

**Example:** You have 10 visits per week; it would take 5 weeks to invite 50 parents.

## After Completing the User's Form

CAHMI staff contact you via email to begin the survey administration process in your office. This correspondence confirms key issues relevant to determining how many parents to invite to complete your Online PHDS (your starting sample size) and how many completed surveys are needed overall. This includes:

- Confirmation of the unit of analysis (level of reports) you selected in the *User's Form*
- The completed sample size you may need to obtain to ensure reliable results for the units of analysis you chose
- When you would like to begin survey administration

## Receiving Feedback Reports

- When your site has reached your target number of completed surveys, your survey data will be analyzed and your feedback reports will be uploaded to your password-protected portal at [www.phds-toolkit.org](http://www.phds-toolkit.org).
- You will be notified via email when your reports have been uploaded. CAHMI will provide up to two free analyses and feedback reports from your survey administration.