WELL-CHILD VISITS: IMPROVING ACCESS AND EDUCATION
Presenters

Michelle Martinez
Research Investigator
Michelle.Martinez@doh.wa.gov
360-236-3505

Kate Cross
Health Systems Consultant
Kate.Cross@doh.wa.gov
360-236-3463

Washington State Department of Health | 2
Introductions

WHO’S HERE?

WHAT DO YOU HOPE TO LEARN TODAY?
Agenda

• Why well visits
• Status across country and the state
• What is a well visit
• Projects to learn about what affects visits
  • Clinic pilot
  • Listening to parents
• Strategies
National and Washington State Medicaid statistics

Based up 2016 reporting

For children 0-15 months:
- US rate was 61.7%
- WA State rate was 60.5%

For 3-6 year olds
- US rate was 72.2%
- WA State rate was 66.7%
Washington State
Accountable Communities of Health (ACHs)
What happens during a well visit?

**Physical and emotional**
- Physical scan of child’s body
- Mental health assessment
- Immunizations
- Referral to specialists as needed
- Anticipatory guidance re: next developmental stages

**Screening**
- Vision
- Hearing
- Gross motor skills
- Fine motor skills
- Cognitive development

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Benefits of well visits

1. **General**
   - Helps kids become more ready for school
   - Fosters provider-family relationship
   - Allows parents and children to discuss concerns
   - Covers development-related health topic guidance

2. **Early Detection & Treatment**
   - Asthma
   - Diabetes
   - Malnutrition
   - High blood pressure
   - Developmental delays
   - Autism

3. **Prevention & Risk Reduction**
   - Diabetes
   - Cancer
   - Heart disease
   - Depression
Importance of Infant & Early Childhood Well Visits

An estimated 16% of children have developmental and/or behavioral disorders

70% of these children are NOT identified until AFTER entering school

(from: Bright Futures)
When? How often?

Routine Well Child Visits recommended when the child is:

• Immediately following birth: (1) newborn check, (2) check at 3-5 days, and (3) within a month following birth
• 2 months
• 4 months
• 6 months
• 9 months (includes developmental screening)
• 12 months
• 15 months
• 18 months (includes developmental screening)
• 24 months
• 30 months (includes developmental screening)
• …. Then annually through age 21
Efforts to Increase Well Visit Rates in Washington

CLINIC PILOT & PARENT FOCUS GROUPS

Medicaid Managed Care Organization (MCO) Partners:

Molina
Coordinated Care
UnitedHealthCare
Amerigroup
Community Health Plan of Washington
Clinic Pilot Project – Problems to Address

• Clinics don’t know who their Apple Health patients
  • Providers’ recall process
  • Providers don’t bill for the care provided
  • Providers may not contact newly assigned patients
Clinic Pilot Project Design

- Focus on 3- to 6-year-olds
- Clinics checked their electronic medical record to see if the patient list is complete and accurate
- Clinics contacted any patients they were unaware of
- Clinics used care gap reports to contact patients overdue for well visits
- Clinics reported the rate of children ages 3-6 that were up-to-date on well visits each month
Clinic Pilot - Expected Outcomes

- Short term Increase in well visit rates for participating clinics
- Long term Increase in well visit rates for 2017 to 2018
- Identify recommendations from the participating clinics as they participate in the project
- Identify actions to increase the statewide rate using the recommendations and lessons learned,
Well Visit Rate (%)

# of clinic patients seen for a well visit in a year

Total # of clinic patients

For this project, only patients ages 3-6
### Well Visit Rates – The 5 Clinic EMR Results

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<td>41%</td>
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<td>67%</td>
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<td><strong>Clinic 4</strong></td>
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<td><strong>Clinic 5</strong></td>
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<td><strong>72%</strong></td>
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<td><strong>2015 Natl Avg</strong></td>
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*Baseline*
Why does this matter?
Regular Well Visits are a Collaborative Effort
How Clinic Pilot Affected Well Visit Rate

# of clinic patients seen for a well visit in a year

Total # of clinic patients

Care Gap Report outreach to patients overdue for well visit

Comparing MCO-assigned patient lists and clinic EMR patient lists to improve accuracy of clinic patient population
Clinic Pilot-Lessons Learned

Lessons for Clinics:

• Clinics identified a number of patients that had never been to the clinic

• Clinics reported that partnering with the MCO to connect with patients needing a well visits was very successful

• Clinics reported that scheduling the next well visit at check-in was more effective than doing it after the appointment
Clinic Pilot-Lessons Learned

Lessons for MCOs:

- Patients that are assigned to one clinic may get care at another clinic.

- Better results scheduling un-engaged patients for a visit by partnering with the clinic.

- Clinics would like add/drop reports so that they can maintain an accurate list of patients once they get it straightened out.
Listening to Parents - Focus Groups

What motivates parents?

What de-motivates parents?
Listening to Parents – What Motivates?

Parents prefer reminders from the clinic and are more likely to read them than communications from an MCO.
Listening to Parents – What De-Motivates?

- Many parents do not recognize the value of well visit appointments
- Parents may have unrealistic expectations of a well visit appointment
- Apple Health patients may feel disrespected at check-in
Listening to Parents – What De-Motivates?

- Appointments are only available during school hours
- Appointments are scheduling more than a month out
- Appointments take a long time and include a lot of wait time only to see the doctor for 5 minutes
Increasing Well Visit Rates

Communities and government organizations...

- Spread the word about what to expect at a regular check-up
- Talk about why regular check-ups are important
- Remind the community to treat Apple Health patients with respect (50% of Washington Children are on Apple Health)
- Refer to Apple Health insurance as Apple Health NOT Medicaid
Increasing Well Visit Rates

Communities and government organizations…

- Send reminder to patients due for appointment with lead time (consider birthday reminders) at least a week in advance
Increasing Well Visit Rates

- Clinics
  - Offer some evening or weekend appointments
  - Treat all patients with respect and schedule next appointment at check-in (it may be 12 months away but clinics report it works!)
  - Use Managed Care Organization (MCO) – official patient lists to update clinic’s list regularly
  - Remember - Well visits for older managed care kids are paid for 1 each calendar year (no need to wait 365 days)
Increasing Well Visit Rates

Managed Care Organizations are:

- Testing a partnership for reminders
- Testing reports the value to clinics of patient Adds and Drops reporting
- Asking patients if they would like to change their PCP to where they have been going.
Increasing Well Visits

- Educational Systems
  - Daycare settings: contract with a clinic to perform well visits for all children on-site
  - School based health clinics – usually a partnership with a local clinic
  - Promote Well visit instead of sports checkup for athletics. Have kids take their form to the clinic
Summary

• Why well visits are important
• What a well visit is
• Clinic pilot
• Listening to parents – focus groups
• Strategies for communities, clinics, managed care payers and educators
If you have questions after the presentation, or would like copies of these slides, email Michelle Martinez at michelle.Martinez@doh.wa.gov
WA State DOH:
More Ways We Support Child & Youth Health

• “MyIR” website for families to track children’s immunization records:  https://wa.myir.net/
• Smile Survey (oral & dental health)
• Pregnancy Risk Assessment Monitoring System (PRAMS)
• Healthy Youth Survey
• Healthy Eating, Active Living (HEAL)
• Women, Infants, and Children (WIC) Nutrition program (previously known as SNAP)
• Project LAUNCH (Linking Actions for Unmet Needs in Children’s Health)
• Transforming Clinical Practice Initiative
• Developmental screening & autism screening statewide
More Resources

Bright Futures - https://brightfutures.aap.org/families/Pages/Resources-for-Families.aspx
Apple Health
WithinReach
OSPI: Special needs support liaison
Mental health resources
Military Kids Resources