

GETTING THE ADOLESCENT INTO YOUR OFFICE!


RECALL, REMIND, RESCHEDULE!

BARB FRANKOWSKI & THE VT COIIN TEAM

WEBINAR 11/30/16

OBJECTIVES:

Focus On:

- Panel Management/
Recall – Reach Out!
 - Making the Appointment
 - Reminder system
 - Missed Appts: Reschedule!
Forgive but DON'T FORGET!
 - The Waiting Room
Experience
 - Confidentiality
 - Following Up/ Making
the Next Appointment
 - “Catch me when you
can”
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PANEL MANAGEMENT/RECALL


- Identify your adolescent patients who need to be seen (Gap in Care Reports)
- Reach out in an effective way

GETTING ADOLESCENTS IN


- **How do you do it? What is best for your population?**
 - Mail (post cards, letters)
 - Phone
 - Electronic (EMR portal, email, texting)
- **Make it more effective**
 - Personalize
 - use names,
 - “Dr X is looking forward to seeing you”.
 - talk about the specific visit, what happens during a 12, 15, 18 year check
 - explain your confidentiality policy
 - Bundle other messages (new provider, weekend hours, flu clinics; new schedule for HPV!)

We haven't seen Sarah in awhile! Why not schedule her 13 year check up now? Did you know that if she gets her HPV vaccine NOW she will only need 2 doses instead of 3? During this visit you will have an opportunity to have your questions answered about parenting a teen, plus Sara will have private time with Dr X so she can ask her own questions. No topic is off limits! Remember that this check up can be used for Sarah's Sports Clearance for next season.


Here are some of the topics Dr X will cover at Tony's 15 year check up:

- **How are things going at home? At school?**
 - **Eating healthy? Getting enough activity? Sleeping OK?**
 - **Any problems with relationships? Stress or anxiety? Depression?**
 - **Need help with risky behaviors? Any other problems?**
 - **Get confidential, trustworthy advice!**
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GETTING ADOLESCENTS IN

- Change the message periodically (different message, different postcard, whatever)
 - Consider sending separate messages to the parent AND the adolescent
 - Repeat!! Don't give up!
 - Prioritize (most overdue, chronic illness, other risks)
 - Consider setting aside time to schedule these visits sooner rather than later
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BE CREATIVE WITH RECALL

- Post signs in your office so parents and adolescents in for other visits will be reminded to make an appointment for a check-up
 - Check at EVERY visit an adolescent has to see if they need to schedule an appointment for a check –up!
 - Other ideas????
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MAKING THE APPOINTMENT



- Who makes the appointment?
- How do you know what to schedule?
- How do you know who to schedule it with? Do they want the same provider, or someone else?

REMINDER SYSTEM

Here's the "low hanging fruit" – better make your reminder GREAT!




- Reminder call, text, post card?
- Who does it go to?
- Who does it? Robo call? Office staff?
- How do you handle last minute cancellations?

REMINDERS

- **Maintain accurate contact info, including youth! (and alternate contacts if appropriate)**
- **Use the technology that fits family/youth needs: phone, letter, text. May need more than one system in your office.**
- **Use “*Reminder Plus*” for visits most likely to be missed**
 - Personalize: Use patient name; Dr X is looking forward to seeing you
 - List needed immunizations, screening tests
 - What happens during an “X” year check up
 - What’s in it for YOU (parent and adolescent)


REMINDERS

- **Send reminder minimum of 2-3 days in advance**
 - Consider 1-2 week lead time for visits scheduled far in advance
 - **As part of the reminder, ask patient to cancel and reschedule inconvenient appt – provide easy system to do this, including after hours**
 - **Is your reminder system not working for certain groups?**
 - **Use more personalized or intensive reminder for patients at high risk of no-showing**
 - **Build in admin time for clinicians to manage tasks which were previously routinely done when a patient no-showed.**
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RESCHEDULE MISSED APPOINTMENTS

**Forgive but DON'T
FORGET!!**

RECALL MISSED APPOINTMENTS

- **THIS IS REALLY IMPORTANT!!**
 - **Follow up quickly for missed appointments**
 - **Be kind and understanding, but firm!**
 - **Remind them what they are missing (needed imms and screenings, confidential time with provider to ask questions, clearance for sports, etc)**
 - **Consider “holding” times convenient for youth to use for more “open” scheduling (rather than punishing those who need to reschedule by making them wait another 3 months!)**
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THE WAITING ROOM EXPERIENCE

- What have YOU changed in YOUR waiting room?



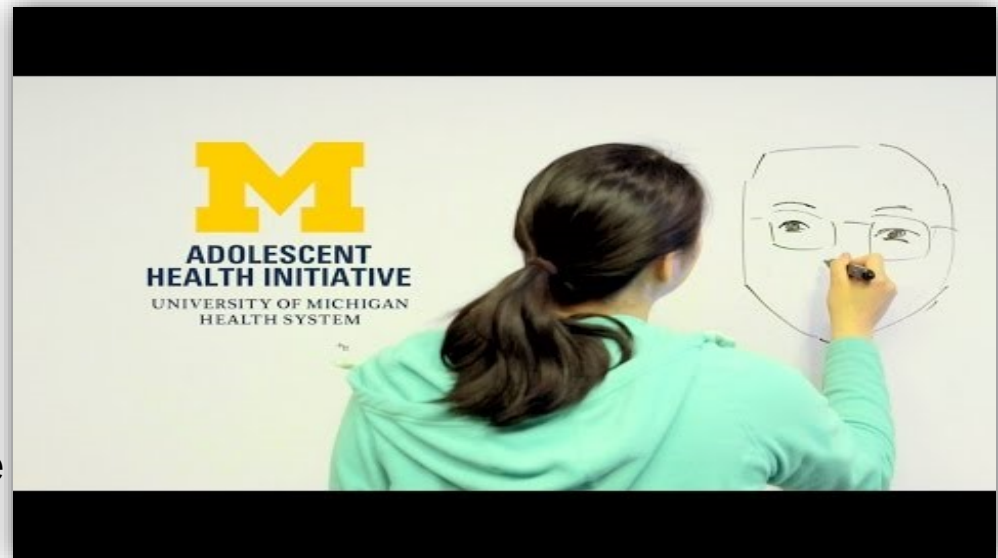


UNIVERSITY OF MICHIGAN ADOLESCENT HEALTH INITIATIVE: YOUTH DRIVEN VIDEOS

Drawing a Picture: Adolescent Centered Medical Homes

Others Videos Include:

- Health Experts Meet Teen Experts
- Helping Your Teen Navigate Healthcare
- Teen Self Advocacy
- Voices of Transgender Adolescents in Healthcare



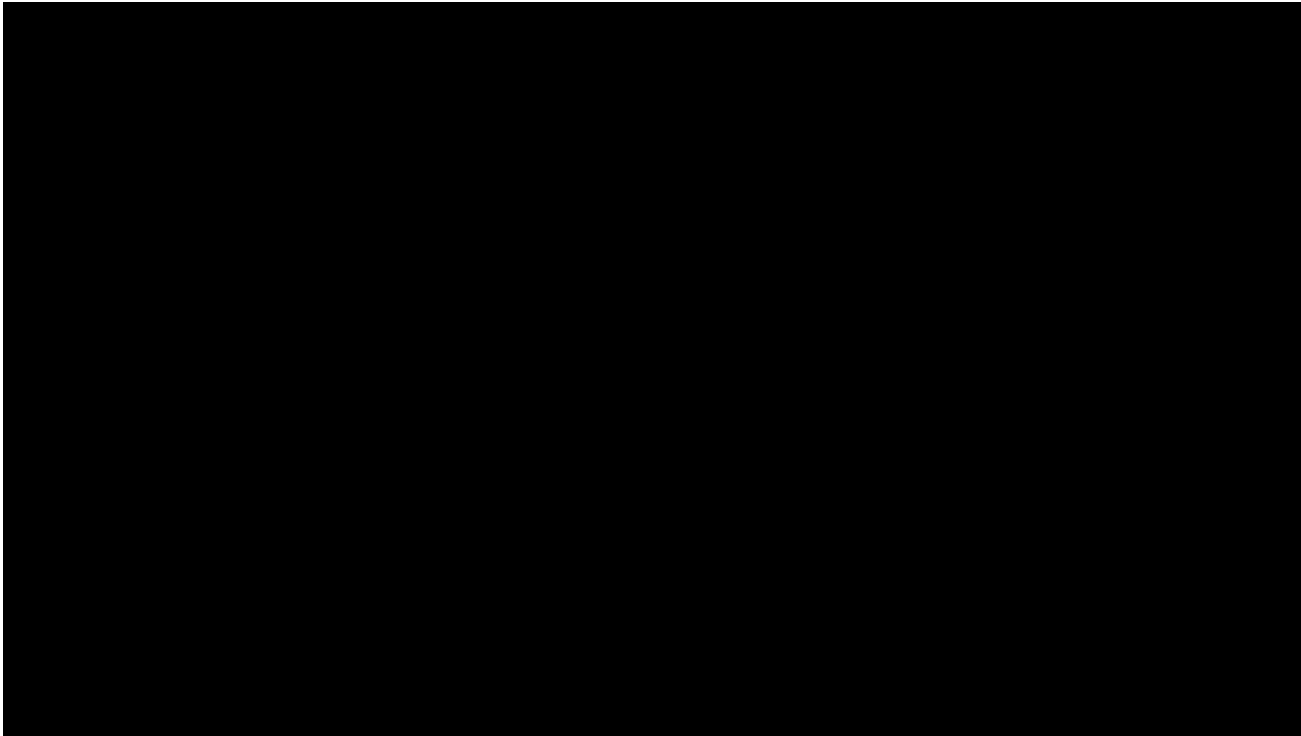
<https://www.youtube.com/watch?v=vAu5ad827I8&feature=youtu.be>

CONFIDENTIALITY

- What changes have YOU made?
- What would you like to try?



ENGAGING ADOLESCENTS: KEEP IT CONFIDENTIAL



<https://www.communitycarenc.org/population-management/pediatrics/engaging-adolescents/engaging-adolescents-keep-it-confidential/>



video credit: Community Care of North Carolina

DISCUSS CONFIDENTIALITY IN ADVANCE

Inform parents/youth about the confidentiality policy up front before a visit.

- Send a letter home:
 - Detail when parent will or will not be included in the clinical visit.
 - Discuss billing issues (e.g., routine STI testing, etc.).
- Display materials discussing importance of doctor/patient confidentiality.

Make sure support staff are trained



OUR POLICY ON CONFIDENTIALITY

Our discussions with you are private. We hope that you feel free to talk openly with us about yourself and your health. Information is not shared with other people unless we are concerned that someone is in danger.

SAMPLE STATEMENT DEVELOPED BY UPMC DEPARTMENT OF PEDIATRICS

FOLLOWING UP



- Make next year's appointment NOW! (so you can REMIND!)
- How do you handle follow up conversations?
- How do you assure confidentiality?

“CATCH ME WHEN YOU CAN!”



Use any opportunity to:

- **Catch up imms**
- Catch up screenings
- Follow up on identified risks
- Reinforce strengths
- **Do you need to schedule a well visit?**

RESOURCES: YOUR FIRST STOP!
www.med.uvm.edu/vchip/yhii

The screenshot shows a web browser displaying the Vermont Child Health Improvement Program website. The browser's address bar shows the URL <http://www.med.uvm.edu/vchip/yhii>. The website header includes the University of Vermont College of Medicine logo and a search bar. The main content area is titled "Vermont Child Health Improvement Program" and features a navigation menu with options like "Program Home", "About Us", "Policies", "Tools & Resources", "National Improvement Partnership Network", and "Directory".

Youth Health Improvement Initiative (YHII)

Since 2001, VCHIP has been working in partnership with the Vermont Department of Health, the Department of Vermont Health Access, Financial Regulation and Health Care administration, The Vermont Health Plan, MVP Healthcare of Vermont and Blue Cross/Blue Shield, to support pediatric and family practices to improve preventive services delivery to youth ages 9-18, including those youth with Medicaid insurance. New to this partnership are the behavioral health plan Prmanlink, bringing a renewed focus on substance abuse and mental health issues for youth in VT. Through this partnership, 69 practices statewide have been assisted in improving the quality of health care they provide. Practices receive training on quality improvement, health care topics specific to adolescence, and the use of risk behavior, and strength screening.

The project is currently focused on increasing annual well care visit rates for adolescents, improving adolescent depression screening rates and promoting a healthy weight.

Objectives

- Improve screening rates for risk behaviors and the developmental tasks of adolescents in pediatric and family medicine practices.
- Coach practitioners to improve their office interventions and referral effectiveness.
- Identify barriers and facilitators to participation in annual adolescent Well Care visits to inform future quality improvement and collaborative efforts with stakeholders
- Expand services for substance abuse and mental health issues for youth in Vermont.

Accomplishments

- Trained and introduced strength-based assessment counseling to over 60 practices in Vermont.
- Facilitated collaboration between trained practices, substance abuse, mental health, and the Student Assistance Program (SAP) providers through community meetings.
- Increased rates of Chlamydia screening of sexually active patients from a baseline of 11.1% to 70% as well as increasing rates of immunization, weight assessment and counseling for nutrition and physical activity in a subset of 7 practices.
- Hosted focus groups at area high schools and primary care practices to investigate barriers and facilitators to well care

Tools and Resources

Adolescent Well Care

- Understanding Confidentiality
- Adolescent Well Visit (for Parents)
- Youth Health Improvement Initiative Brochure (pdf)
- Paving the Road to Good Health: Strategies for Increasing Well Care Visits
- Adolescent and Young Adult Clinic Assessment Tool
- Standards of Youth-Centered Care Infographic

Healthy Weight

- Promoting Healthier Weight in Pediatrics

Transgender Youth

- Mental Health Providers for Trans Youth (Chittenden County)

The bottom of the screenshot shows a Windows taskbar with various application icons and a system tray displaying the date and time as 3:42 PM on 9/27/2016.