**Table 16-1. Surveillance/Screening Implementation Worksheet (For EHRs and in print)**

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| **#** | **Action Item** | **Time Frame** | **Person(s) Responsible** | **Date to be Completed** | **Comments** |
| **Preparation and Planning** | | | | | |
|  | Who will enthusiastically champion the cause of early detection in your office? |  |  |  |  |
|  | Who will explain to *all* clinic staff the compelling rationale for higher quality screening and surveillance and then, elicit their ideas, concerns and suggestions? |  |  |  |  |
|  | Who will investigate any state mandates regarding appropriate tools? |  |  |  |  |
|  | Who will select among the available screening tools (those that are well-standardized, reliable and accurate)? Selected tools should target the conditions needing early identification (i.e., developmental delays, social-emotional problems, autism, etc.), and be well matched to the needs of the practice, the population being served and the availability of community resources. |  |  |  |  |
|  | Which clinician (or clinic site) will trial the screening tool(s) while collaborating with *all* staff members involved in the process? Try incrementally working towards a screening tool periodicity schedule as recommended by the American Academy of Pediatrics (AAP). |  |  |  |  |
|  | Who will collaborate with office staff to design a workflow process that works best for everybody? Such a workflow process should allow for screening results to be discussed with caregivers in real time (preferably, face-to-face) at the time of the well-child visit. |  |  |  |  |
|  | Is there an existing process for delivering questionnaires that could serve as a model? |  |  |  |  |
|  | After the workflow is mapped out, who will train the appropriate office staff and/or providers in how to administer, score and interpret the screening tools? |  |  |  |  |
|  | Who will deal with staff and provider complaints (patiently) and consider modifications to the workflow? And how will this person handle things if staff/clinicians are unwilling? |  |  |  |  |
| **Delivering Screens Online or in Print** | | | | | |
|  | Exactly how will you administer the screen? Meaning how will you: 1) notify caregivers that they’ll need to complete a screen, 2) deliver the screen and 3) succinctly explain the process? Will this be done via a pre-visit email with an online link? By mailing a print version of the tool to the home? By giving caregivers a reminder phone call to come 15 to 20 minutes early to the appointment in order to complete the screen(s) in print or online? Experts recommend that screens should be administered and scored prior to (not after) the well-child visit. |  |  |  |  |
|  | Who will identify the languages spoken by parents and ensure that needed translations of instruments are purchased? |  |  |  |  |
|  | Who will score (if using print) and interpret the screens? Office staff and/or online applications are typically responsible for scoring but clinicians are typically responsible for interpreting and explaining screening results to caregivers. |  |  |  |  |
|  | Who will make sure visit encounter forms (whether paper or electronic) have space for capturing the screens used and their results? |  |  |  |  |
| **Preparation for Referrals and Parent Education** | | | | | |
|  | Who will provide caregivers with referral information? And how exactly will referral information be provided to parents (e.g., faux prescription pads with phone numbers)? |  |  |  |  |
|  | How will referral resources be notified that a referral has been generated by the medical home (e.g., faxing statewide IDEA programs referral forms)? |  |  |  |  |
|  | Because the referral process is more efficient and effective when clinics have two-way consent with referral agencies to share information, who will negotiate the process? Is there an initiative like Help Me Grow or ABCD that has already helped with such arrangements. |  |  |  |  |
|  | Screening usually leads to greater need for parenting education. Who will locate educational materials for caregivers (including developmental-behavioral handouts from screening tool kits)? How will this person judge the effectiveness of brief advice? Continuing complaints should serve as an indicator that a referral for more intensive services is likely needed. |  |  |  |  |
|  | Who will make certain that children with suspected problems get connected to a system-wide care coordination program so that children with suspected problems reliably get linked to the appropriate community resources? |  |  |  |  |
|  | Who will bill/code for completion of screens and for document positive/negative screening results in the medical record? |  |  |  |  |
|  | Who will check with various payers for differences in procedure/diagnosis codes? |  |  |  |  |
|  | Who will explain to utilization review personnel (i.e., coders) your decisions about CPT and Diagnosis codes? |  |  |  |  |
|  | If planning on a quality improvement initiative, who will track progress? An easily retrievable data base should be created so this person can monitor the percentage of children screened, the percentage of children referred, and make certain that office procedures are effectively encouraging caregivers to follow through with referrals. *Note: this is much easier to accomplish with online pre-visit screening programs like CHADIS and PEDS Online. See below.* |  |  |  |  |
|  | Who will oversee longitudinal problem/process checklists in patients’ charts (e.g., milestones progress, completion of surveillance activities, referrals made, etc.)? |  |  |  |  |
| **Considerations for Using Screens in Print** | | | | | |
|  | Who will ensure that printed forms are available each day for caregivers or providers to complete? |  |  |  |  |
|  | Who will ask whether caregivers can complete the forms on their own and whether they need assistance. This person will also need to determine the correct language version and, with milestone-based screens, the correct age-interval. |  |  |  |  |
|  | Who will help caregivers when they need assistance secondary to language and/or literacy barriers? |  |  |  |  |
|  | Who will collect the screens from families? |  |  |  |  |
|  | Who will score the screens? |  |  |  |  |
|  | Who will generate a easily to retrieve note about the screening results in the child’s chart so screening test results can be tracked longitudinally over time? |  |  |  |  |
|  | Who will attach screens to the chart or otherwise make sure responses and scored results and are available to clinicians? |  |  |  |  |
|  | Who will generate or dictate a clinic note and/or referral letters when indicated? |  |  |  |  |
|  | Who will make certain that the scored and interpreted screening test results are shared with the system-wide care coordination program or referral resource (e.g., EI/ECSE agency, developmental-behavioral sub-specialist, etc.)? |  |  |  |  |
|  | What will you do with the screening materials once they’ve been discussed with families? (e.g., if abstractors are involved in billing/coding)? |  |  |  |  |
| **Considerations for Using Screens Online (with support from print materials as needed)** | | | | | |
|  | Who could trial various online options and decide upon an optimal implementation method? |  |  |  |  |
|  | Who would explain how to use online applications to office staff and providers? |  |  |  |  |
|  | Who could map out the most efficient and effective implementation procedure using online services (e.g.,)   * 1) Email a link to the online screening tool to the caregiver’s email address (in combination with a reminder phone call) so that the tool can thoughtfully be completed at home prior to the well-child visit * 2) Send parents home with a link to online screens, preferably via your clinic website * 3) Arrange for caregivers to come 15 to 20 minutes early to their child’s appointment and then, have them complete the screen online while waiting in the clinic reception area (or exam room) using computer kiosks or hand-held devices prior to the well-child visit * 4) Arrange for caregivers to come 15 to 20 minutes early to their child’s appointment and then, have a para-professional, nurse or translator read off the questions to caregivers from the online site while marking off answers (i.e., interview/ hands-on approach) |  |  |  |  |
|  | If varying approaches to screening are needed (e.g., for home visits, due to clinician preferences, staffing patterns, waiting/exam room wait times, parental literacy issues, etc.), how will staff and clinicians accommodate this? |  |  |  |  |
|  | If screens are to be completed in writing before using the site, who will make sure print materials are available and enter the results into the online service? |  |  |  |  |
|  | Who will teach staff and providers how to use the site? Computer skills are often needed including:   * How to keep a browser open along with the electronic record software and switch back and forth between them as needed; * How to select, copy and paste online results into the electronic record   So… who will teach providers how to do this and make crib sheets if needed, (e.g., sticky notes placed on the computer)? |  |  |  |  |
|  | Where will the results/recommendations and billing/procedure codes (when available from online screening services be pasted into the electronic record or noted in a paper chart)? |  |  |  |  |
|  | Who will make sure parents receive any summary reports generated from online screening as well as informational handouts that promote developmental-behavioral wellness? |  |  |  |  |
|  | Who will make sure that referral letters generated by an online screening service are emailed, faxed or mailed? |  |  |  |  |
|  | Who will ensure that clinic coordinators or abstractors have access to the unique database created by an online screening service so they can view procedure and diagnosis codes and ensure information is included in the electronic or paper chart? |  |  |  |  |
|  | If progress tracking or quality improvement initiatives are needed, who will be responsible for monitoring the database created by online services/request an export of data? |  |  |  |  |
|  | If in a multi-clinic setting, is a master account needed so that all clinic records can be viewed? If so, who needs access to the overall database? |  |  |  |  |
|  | Most providers want integration between online screening services and their electronic record. This requires support from the EHR vendor or other Information Technology specialists. So, who will vet the expenses, contact software support, and keep them on track? |  |  |  |  |
| **Any other implementation considerations?** | | | | | |
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