

Best Practices for Improving Well Care Visit Rates

Compiled by Partners For Kids



Follow Bright Futures™/American Academy of Pediatrics Recommendations for Pediatric Preventive Care

- Adopt current Bright Futures guidelines including schedule of visits and recommended preventive services at each of these visits.
- Educate patients and families about the importance of well care visits, including information on the schedule of visits and essential preventive services performed during well care visits.



Avoid Missed Opportunities

- Create processes to identify patients due or overdue for well care to use every visit as an opportunity for well care:
 - Incorporate well care into chronic care visits, including ADHD or other behavioral health follow-up visits and asthma visits.
 - Add well care services to acute care visits whenever possible.
 - Perform well care at the time of sports clearance.



Leverage Technology

- Use your EHR to identify patients who are due or overdue for well care and automate recall and reminder messages to patients via text, email, portal communication and telephone.
- Use chart alerts to identify patients at point of care who are due for preventive services.



Improve Access

- Use daily huddles and standardized protocols for pre-visit work to identify patients on the schedule who are due for preventive services and perform services or connect to scheduling while they are in the office.
- Consider options to include scheduling six to 12 months in advance, scheduling the next well care visit at check in or check out, offering online scheduling and altering work schedules to accommodate evening and weekend appointments to reduce missed work and school days.
- Develop a process to track canceled and missed appointments to facilitate rescheduling.
- Assess barriers to attendance at well child visits, such as transportation, and provide solutions when available.



Engage The Team

- Reinforce the importance of well care and provide continuing education for all office staff, including scheduling, front desk, clinical, providers and leadership.

Implementing each of these best practices has been shown to improve completion of well care visits and leads to improved health outcomes.

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