What Really Happens in the Pediatrician's Office?

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"Typical Day"

- 10 yo boy with a history of asthma, obesity and dental caries
- Seen in clinic for sick visit for a cold
- Mother reports concerns about sending child to school when he is sick and brought out court paperwork at the end of the visit. She was due in court the following week because of her child's excessive absences in school. She reports all of his absences are due to illness but he had only been to the clinic 3 x and ER 1x that year.
  - 26 unexcused absences
  - 7 excused absences
  - 49 tardies
- Pt is in 4th grade at an elementary school 1 block from clinic

"Typical Day"

- 8 yo male for well-child check
- Mother screaming at older brother as I entered exam room
- Mother just returned from Houston where she was visiting family since start of school year and was there during the floods
- Mother reports 8 yo has been having issues paying attention in school and acting out since start of school year
- Needs to wrap up appointment ASAP because older brother has first appointment with psychiatrist in 30 minutes at another clinic

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Children's Health Center at Adams Morgan

- 40 years
- 85% Latino patient population
- Mixed immigration status
- 90% Medicaid patients
- 10,000 visits a year
- One of 6 primary care clinics operated by Children's National Goldberg Center for Community Pediatric Health
  - 40,000 patients
  - 100,000 visits annually

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Clinic Fast Facts

- 6 days a week
- Monday – Thursday 730am – 9 pm
- Friday 730am – 5pm
- Saturday 8am – 4pm
- School physicals available Saturdays and evenings
- 20 minute appointment slots
- Walk-ins welcome

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Patient-Centered Medical Home

- The PCMH puts patients at the center of the healthcare system and provides primary care that is accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective. (AAP)

- Patient Centered
  – Office hours accommodate families

- Access
  – 24/7 via telephone/web based patient portal, advanced call center

- Patient Satisfaction
  – Continuous satisfaction surveys

- Care Coordination
  – Case Management, Social Work, Parent Navigators

Check-In

- Visit begins at Check-In

- Screening tools distributed
  - Edinburgh (2 weeks thru 6 months)
  - Ages & Stages (9, 30, 36 months)
  - Strengths & Difficulties (4 – 17 yo)
  - MCHAT (18, 24 months)

Food Insecurity Screening

We want to make sure that you have all of the help you need to stay healthy. We ask these questions of all of our families so we can connect you with help if needed. This information is only for your doctor.

1. Within the past 12 months, we worried whether our food would run out before we got money to buy more. **YES**   **NO**

2. Within the past 12 months, the food we bought just didn't last and we didn't have money to get more. **YES**   **NO**
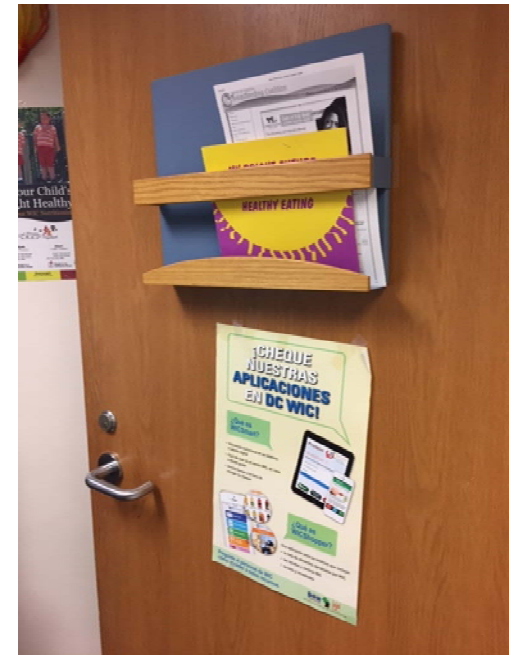
Nursing

- Vital signs, including hearing and vision screens
- Reach Out and Read Books (6 months – 5 years)
- Fluoride Varnish Kits (9 months – 3 years)

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Provider

- Well-Child visit templates
- Medical, Social, Developmental, Academic
- Academic questions
  - Grade, school, special education, discipline issues, social
- Confidential time with adolescents
- Assess results of screening tools
- Referrals
  - Social work
  - WIC
  - Children's Law Center
  - Mental health – DC MAP
  - Community agencies

Fluoride Varnish

- Tooth decay is the most common childhood chronic illness
- Dental disease impacts academic performance
- Oral Health Risk Assessments incorporated into well child visit templates
- Providers complete training

DC Mental Health Access in Pediatrics (DC MAP)

- **Free**!!
- Contact about **any** issue pertaining to mental health
- M-F, 9am – 5pm; call back within 30 minutes
- Medical Providers only
- www.dcmap.org)
- Provide basic information about your question/patient and connect with appropriate team member
- Psychiatrists, psychologists, social workers

Our Vision and Approach

Our vision is that Children's National is a school-friendly health care system designed to ensure all children reach optimal health and achieve their fullest academic potential.
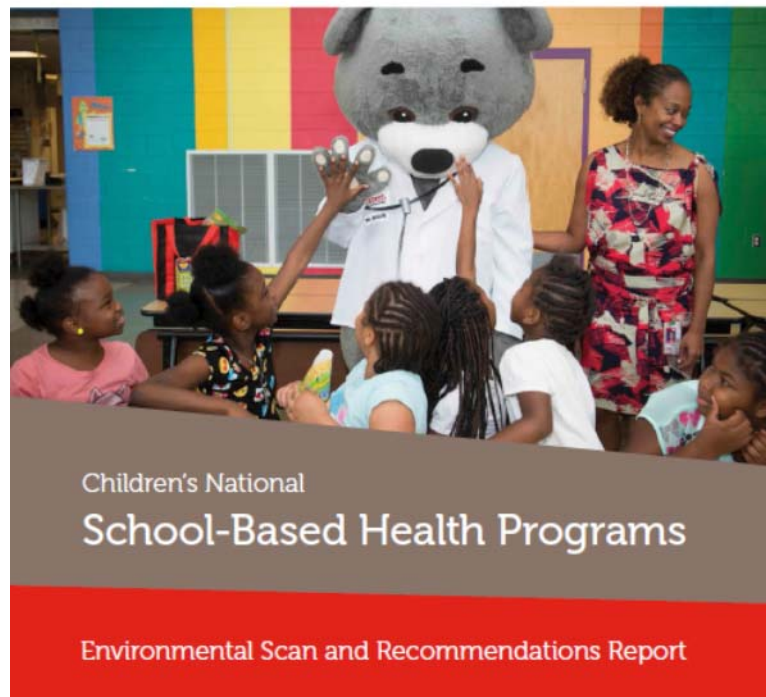
- Education
- Coordination
- Collaboration
- Data-sharing

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https://childrensnational.org/advocacy-and-outreach/child-health-advocacy-institute/community-affairs

Thank You

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