



What Really Happens in the Pediatrician's Office?

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System



“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

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



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





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)

Strengths and Difficulties Questionnaire P 4-10

For each item, please mark the box for Not True, Somewhat True or Certainly True. It would help us if you answered all items as best you can even if you are not absolutely certain. Please give your answers on the basis of your child's behavior over the last six months.

Your child's name _____ Male/Female _____

Date of birth _____

	Not True	Somewhat True	Certainly True
Considerate of other people's feelings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restless, overactive, cannot stay still for long	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Often complains of headaches, stomach-aches or sickness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shares readily with other children, for example toys, treats, pencils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Often loses temper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rather solitary, prefers to play alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generally well behaved, usually does what adults request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Many worries or often seems worried	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpful if someone is hurt, upset or feeling ill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Constantly fidgeting or squirming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has at least one good friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Often fights with other children or bullies them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Often unhappy, depressed or tearful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generally liked by other children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easily distracted, concentration wanders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nervous or clingy in new situations, easily loses confidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kind to younger children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Often lies or cheats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Picked on or bullied by other children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Often offers to help others (parents, teachers, other children)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thinks things out before acting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Steals from home, school or elsewhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gets along better with adults than with other children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Many fears, easily scared	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good attention span, sees chores or homework through to the end	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments or concerns?

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**



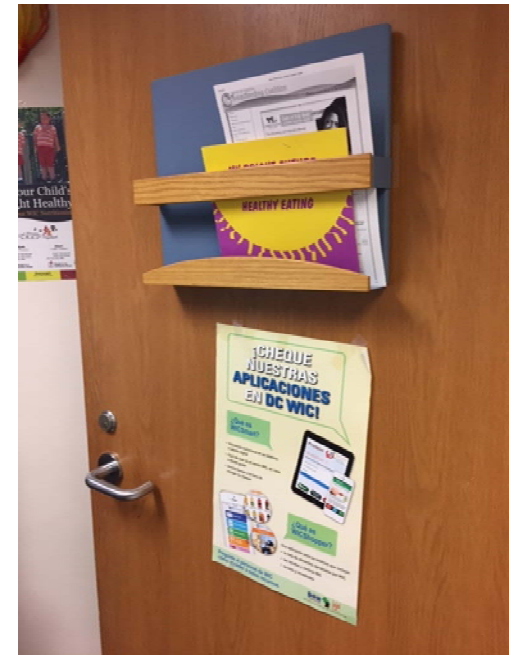
Nursing

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



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.dcmmap.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.*

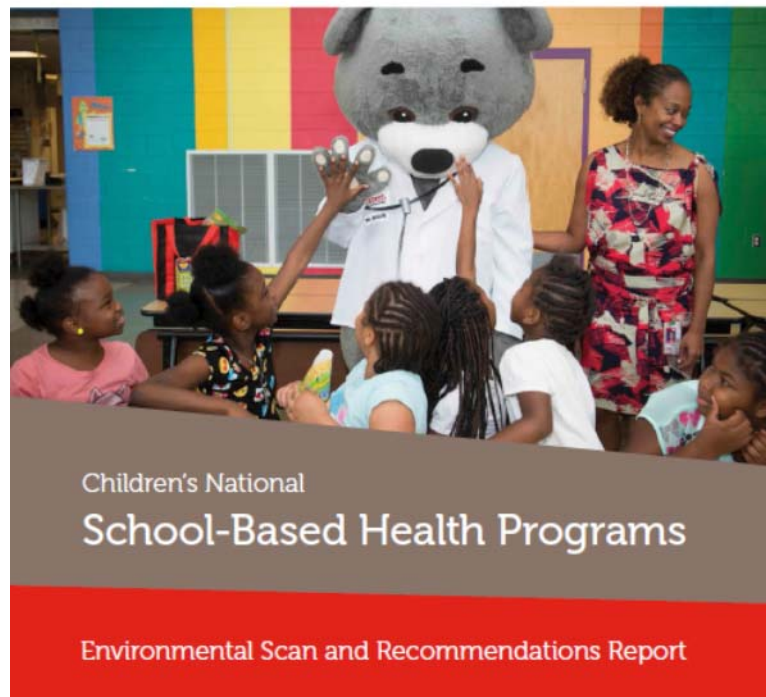
- Education
- Coordination
- Collaboration
- Data-sharing



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



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Thank You

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