



# Improving Quality of Standardized Action for ASQs: I QSA-ASQ





# BACKGROUND



- Developmental concerns and delays are common among low-income children and racial/ethnic minorities.
- While the PPC has successfully standardized screening for developmental concerns and delays, the response to positive screens is variable and does not always reflect family's needs, preferences, capacity, or priorities

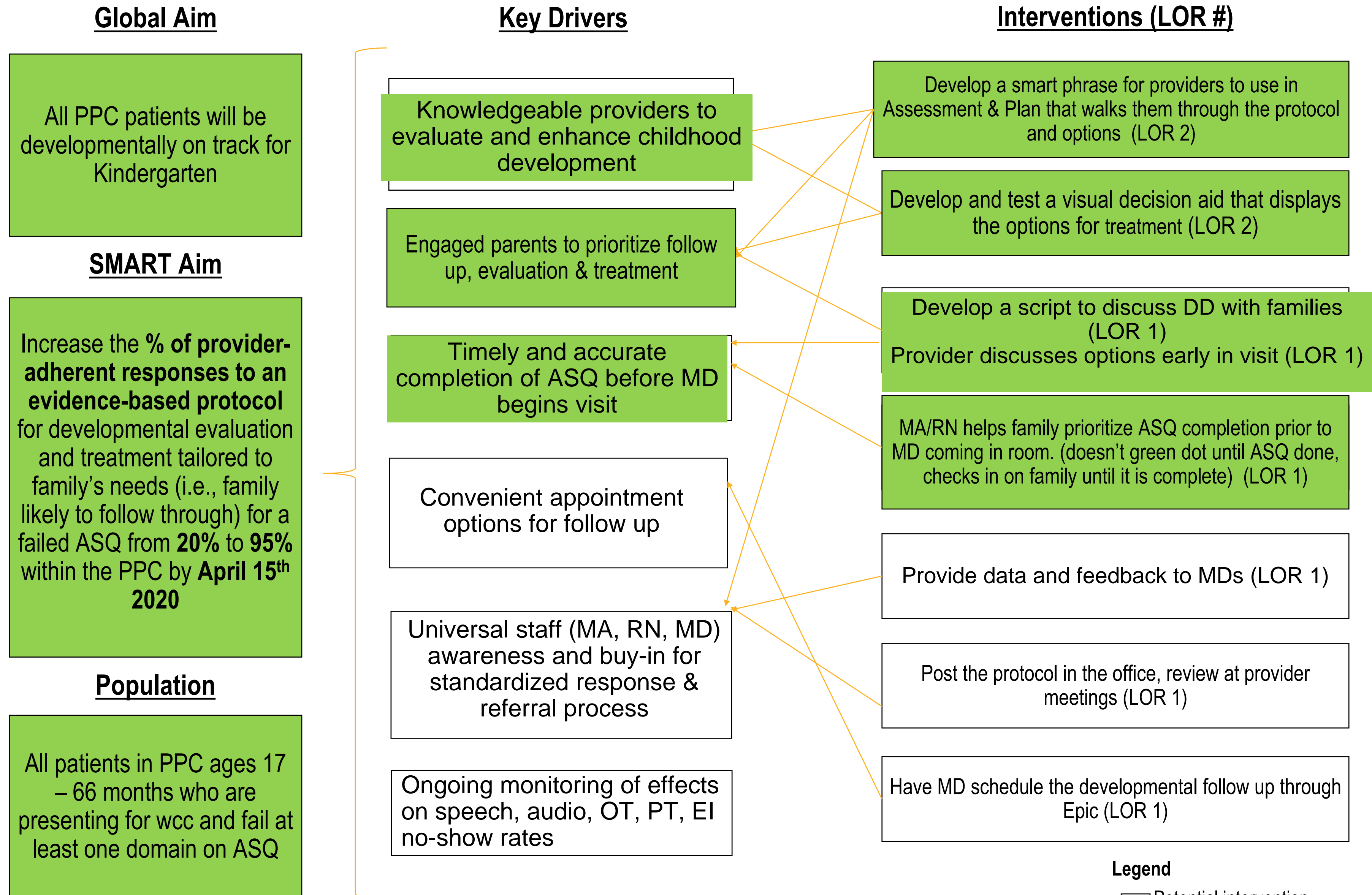


**Vision: All PPC patients are developmentally on track for Kindergarten**

# I-QSA-ASQ Key Driver Diagram (KDD)

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Note: LOR # = Level of Reliability Number, e.g., LOR 1



# PROCESS CYCLE



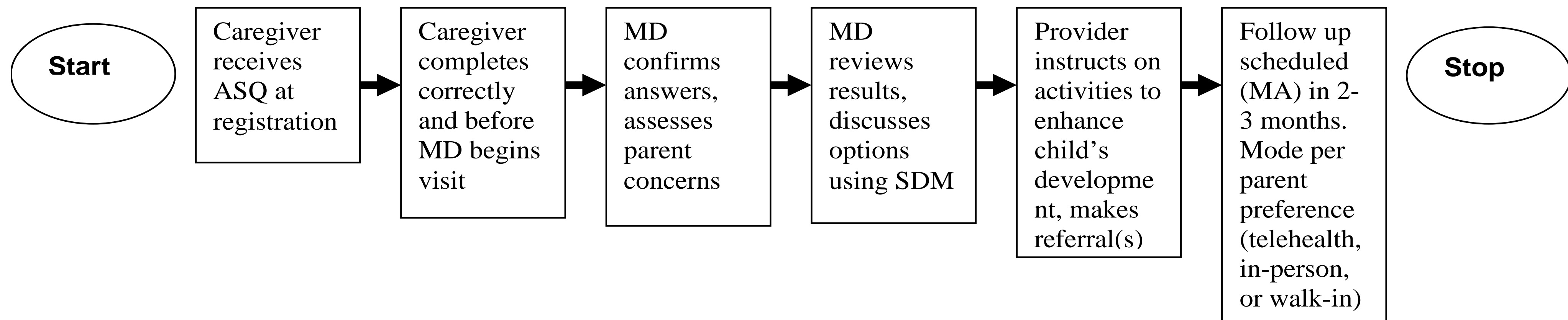
**Process:** Actions on failed ASQ in PPC

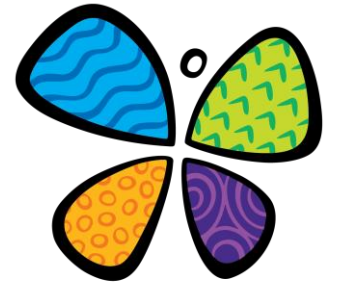
**Beginning Boundary:** patient age 17-66 mo arrives for wcc

**Ending Boundary:** patient leaves

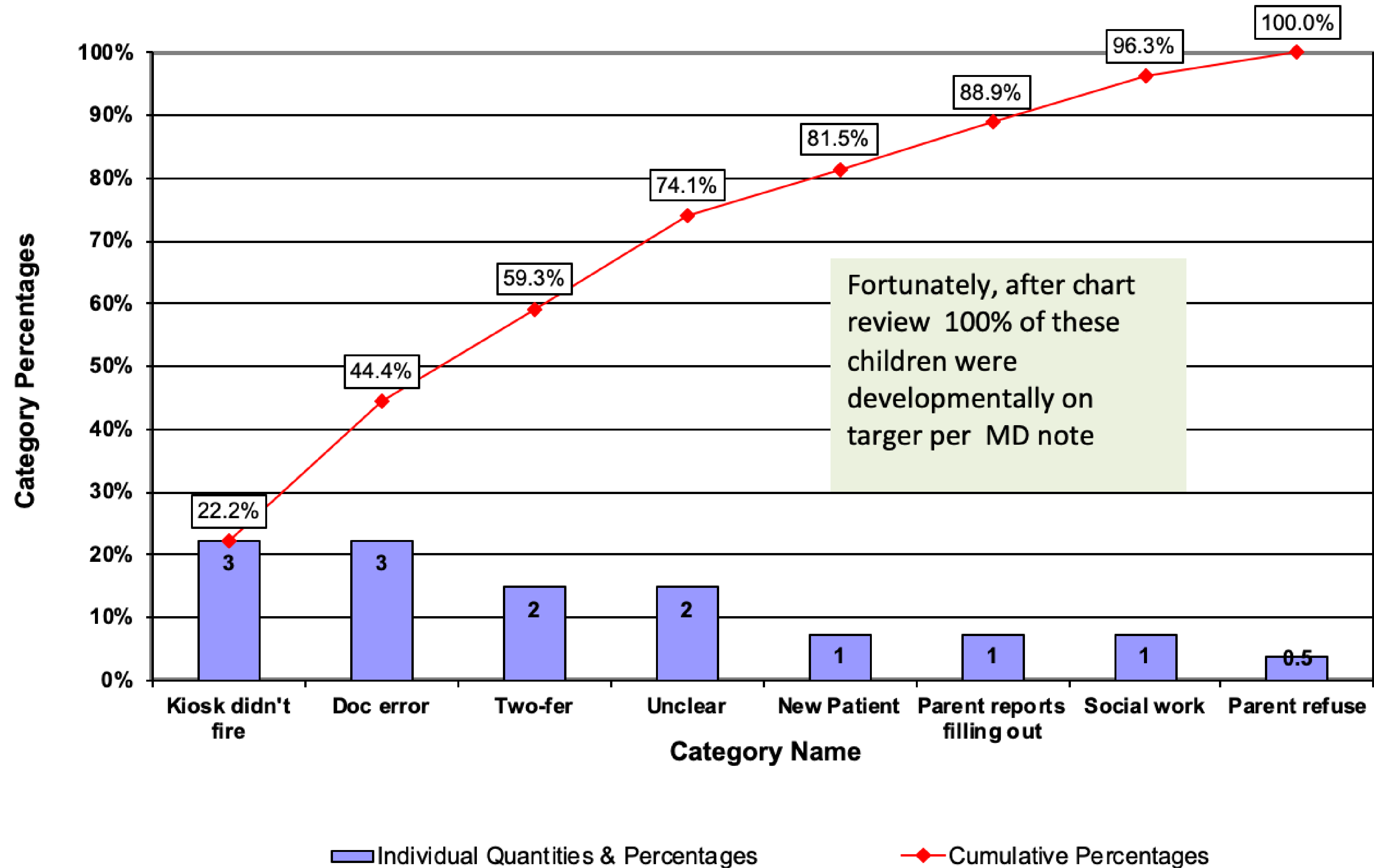
**Customers:** patients who fail at least one domain on ASQ

**Outputs/Outcomes:** MD states the problem, discusses options, uses shared decision making to choose the best option(s) for family today, schedules follow up





## Reasons why ASQ not documented as done





# MOST PROUD & WHY



1. It appears we can build the algorithm through learning. We will build the “what” through learning. We will work on changing the process for the project (also using learnings)
2. Team members across roles (MD, MA, ASR, parents) all seem poised and ready to conduct testing to improve the process and experience for all.



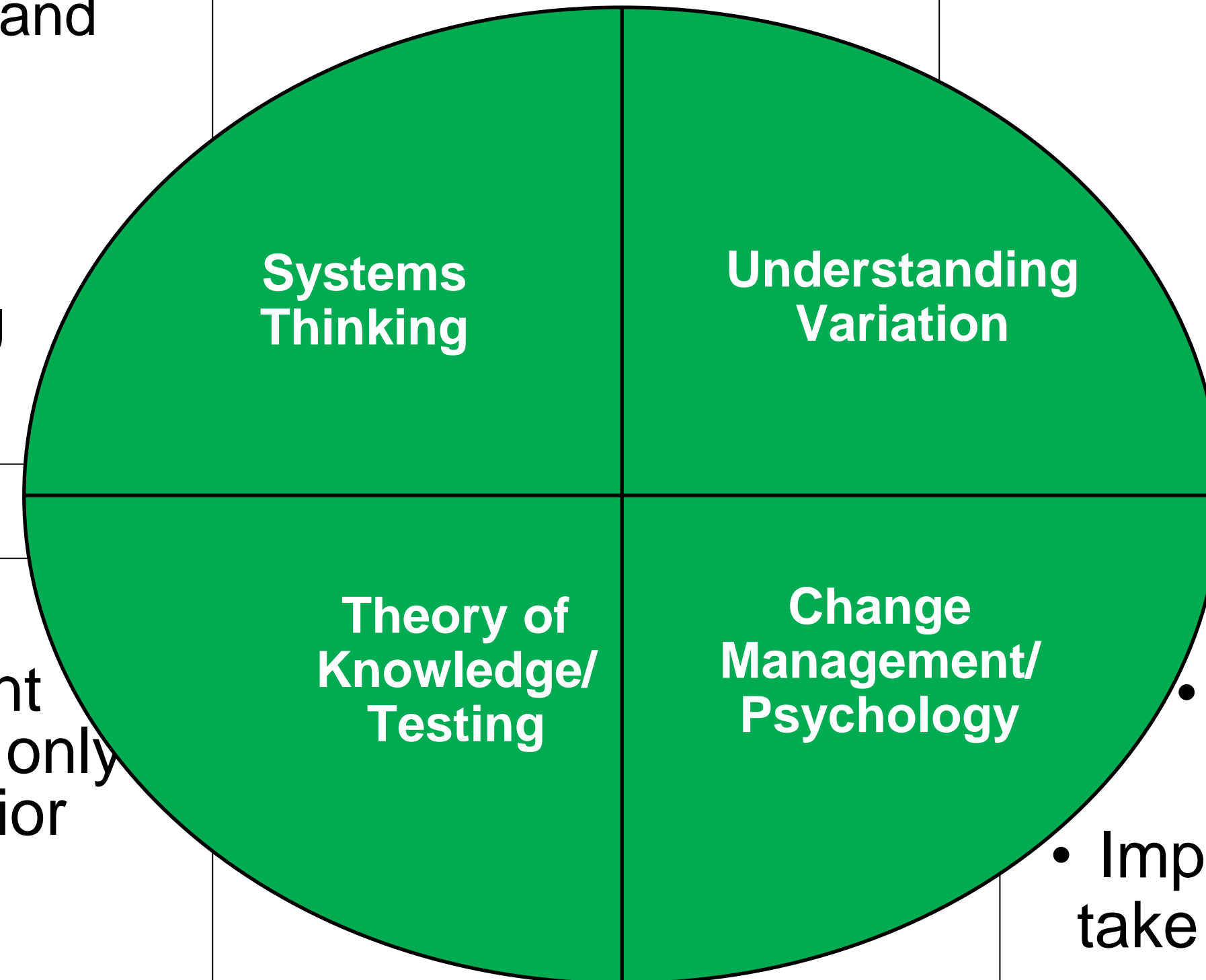


# GREATEST CHALLENGES



- Involves several divisions (speech, OT, PT, EI, preschool) and family circumstances
- Families lack transportation and time/capacity to pursue all recommended options
- Families cannot be reached reliably by phone and during business day

- We are designing the protocol to maximize parent follow through, but we are only measuring provider behavior only at the visit
- Our protocol is not designed yet – the interventions I think would be most effective can't be implemented without it.



- No data to analyze yet
- Difficult to do a post-hoc through chart review

- Resistance to testing
- Implementing the protocol will take more than current practice



## TEAM MEMBERS

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