

A Practice Survey 2002
Family Practice

"ABCD" Program

Raleigh, North Carolina



"ABCD" Practice Survey for Family Practice

The primary purpose for conducting our practice survey is program quality improvement. A standardized survey instrument was distributed in April 2002 to all Family Practice staff identified as being involved with the process. The findings are qualitative rather than quantitative per design.

Ten of thirty-nine surveys were returned for a response rate of twenty-six percent (26%).

Findings from the Survey:

The Process

- ❑ 50% felt the practice's workflow had changed since they began using the ASQ. The **degree of change** was noted to be: **"somewhat"**.
- ❑ 50% felt there had been **"no real change"** in the practice's workflow since they began using the ASQ.

Respondents were asked to explain how they felt the workflow had changed:

40% indicated that using the ASQ made the time they spend with parents more efficient.

20% indicated "other" as their response. Specific remarks include: "Typically it's not completed until the end of the visit", "Parents often do not have the form fully filled out"

20% indicated that ASQ should be given to parents at a different time in the visit, e.g., in the waiting room.

20% did not respond to this question.

Recommendations for changes to workflow:

- ❑ Give ASQ to parents in waiting room (Recommended by 30% of respondents overall.)
- ❑ Mail the ASQ to parents
- ❑ Make form shorter
- ❑ Easier Summarization

Suggestions for other practices as they prepare for the process:

- ✓ More time for appointments as parents often do not have anyone to take care of child while completing
- ✓ More time - parent needs to know
- ✓ Give to parents in waiting room

The Tool

- ❑ 100 % would recommend the ASQ as a developmental screening tool. No additional comments were present.

Specific likes and dislikes of the ASQ:

Scoring:

100% liked how the ASQ is scored. No additional comments were present.

Phrasing/clarity of ASQ:

80% liked the phrasing/clarity of questions. No additional comments were present.

20% indicated a dislike. No additional comments were present.

Time involved with completing it:

50 % indicated they liked how much time was involved in completing the ASQ with comments such as, "gives parents something to do while waiting to be seen."

40% indicated they disliked the time involved completing the survey. No additional comments were present.

10% responded to the question with "NA"

Other Likes were indicated by 20% of respondents. Comments include: "Helps focus on development without spending more time."

The ASQ as a guide when talking about a child's development:

10% indicated; "Yes definitely", when asked if they use the ASQ as a guide when talking to parents about their child's development.

60% indicated; "Yes somewhat", when asked if they use the ASQ as a guide when talking to parents about their child's development. (Comments associated with "Yes somewhat" responses include: "I don't go over it point by point, just the highlights"; "I use it when the questions point to deficits"; "only if specific concerns"; "cover important points, kids often crying or distracting parent sometimes uninterested")

30% indicated they do not use the ASQ as a guide when talking to parents about their child's development. (67% of those who indicated No or NA were nurses. They indicated that the MD talks to the parents.)

Parents Feedback-The Tool and Process

70% indicated they had not received feedback from parents about the ASQ.

20% indicated that they had received feedback from parents about the ASQ. (Of the 20% who received feedback, 50% received "Positive feedback" and 50% indicated that the tool is "hard to read and answer appropriately.")

10% did not respond to this question.

Conclusions:

- ❖ Practice staff agree that the ASQ is a good tool for assessing a child's development and they would recommend it to other providers.
- ❖ Practice staff often use the ASQ as a guide for discussing issues with the parent.
- ❖ Practice staff agree that the impact on workflow *has not* been a "significant change", but that it is important to pay attention to where in the process, parents complete the questionnaire.