

# Lower Than Expected Well-Child Visits in the First 15 Months Care Gap

*Redwood Community Health Coalition  
Promising Practice*

## PROMISING PRACTICE OVERVIEW

SRCH developed a new Relevant Care Gap to identify if a child has Lower Than Expected Well Child Visits Before 15 Months of Age.

Led by Data Analyst Ben Fouts, SRCH created a matrix of how many Well Child Visits a child should have by age interval. The Care Gap compares how many visits a patient has with the expected number of visits, accounting for the 14-day rule. This Care Gap helps identify patients with “Lower than Expected Well Child Visits” so Care Teams can address during dyad huddles using Relevant’s Visit Planning and through Patient Recalls.

Prior to this Care Gap, SRCH could only use Relevant to identify if it was 2 or 3 months since the last Well Child Visit (depending on child’s age) and lacked a way to determine how many Well Child Visits a patient had compared to the goal of at 6 visits before 15 months. The development of the Care Gap stemmed from an impact analysis of the 14-day rule on the Well Child Visit (6 by 15) Quality Measure.

## AIM

To ensure that each child at SRCH has at least 6 Well Child Visits by 15 months of age, accounting for the 14-day rule.

## MEASURES

### Well-Child Visits in the First 15 Months of Life

Percentage of children who turned 15 months of age in the measurement period who had six or more well child visits

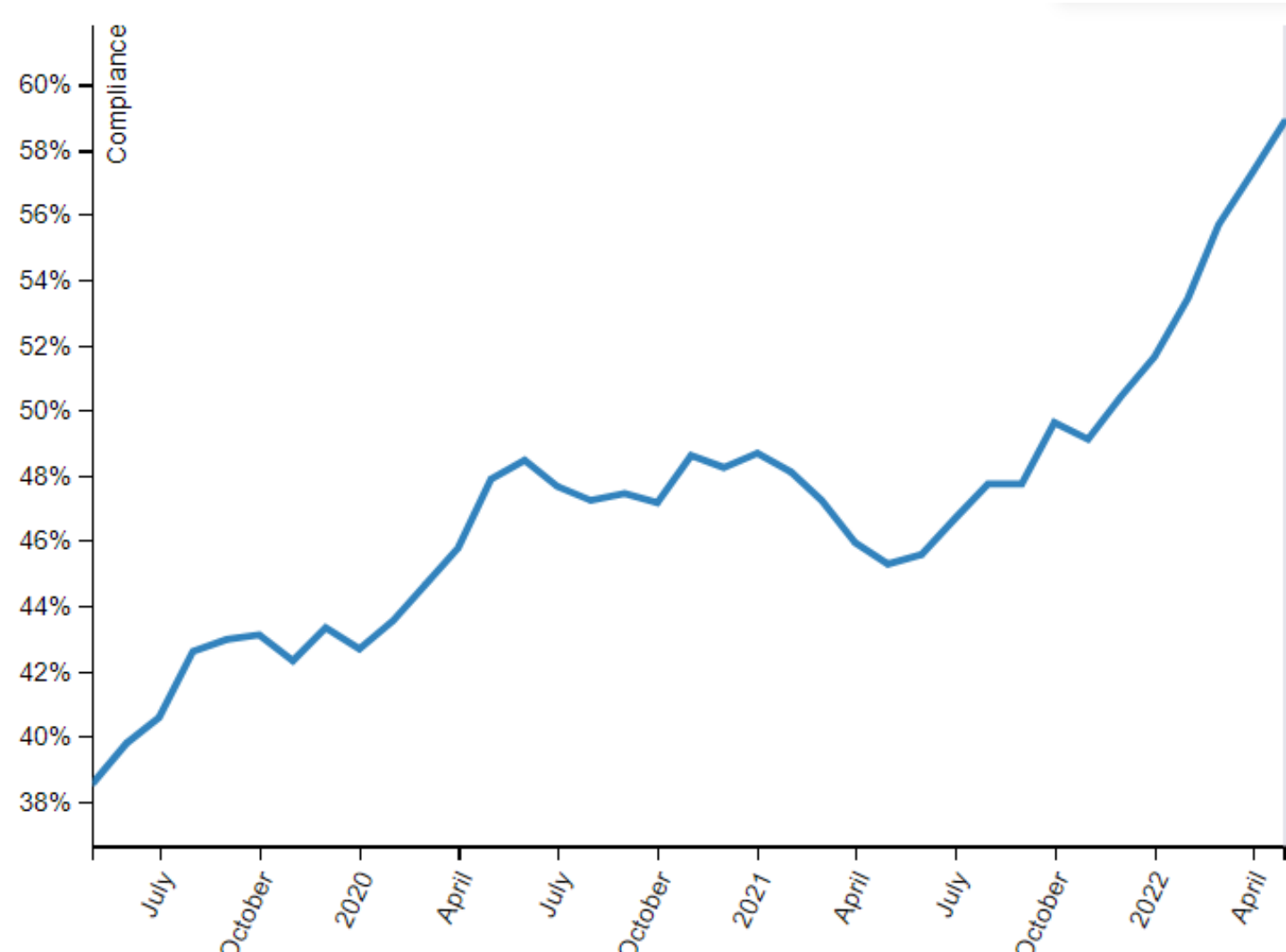
Numerator: Denominator patients with at least six well-child visits, at least 14 days apart, before turning 15 months of age.

Denominator: Patients who turned 15 months of age (1 year + 30 days) in the measurement period and had at least one medical visit in the measurement period

Exclusions: Patients in hospice during the period

## RESULTS TO DATE

To date SRCH compliance for this measure is at 59%



## LESSONS LEARNED

- Most of the discounted Well Child Visits from the 14-day rule were ~2 weeks after newborn visit.
- Counted visits gradually dropped off after 2-mo visit but were especially low at the 9-mo visit, possibly due to no immunizations given at this visit.
- Ideally, the next WCV should be scheduled at the time of visit. If not possible, MA should set an “Action” to contact the patient for when the Provider’s schedule is open and before the patient becomes due.

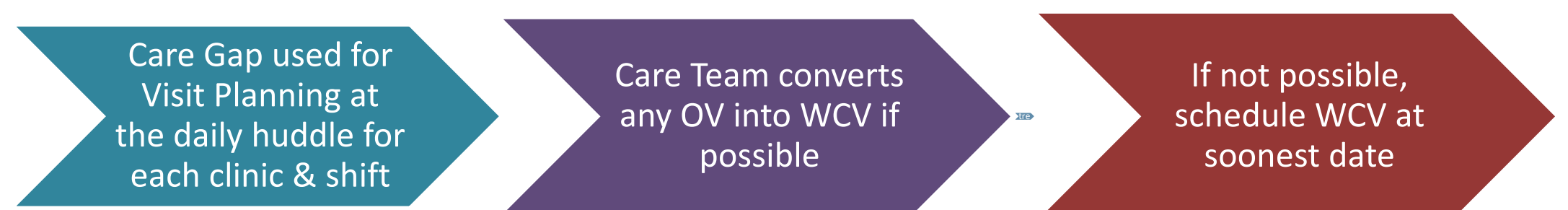
## ACTIONS TAKEN

The SRCH Quality Team worked with Data Analyst Ben Fouts to design and develop the new Care Gap. The Care Gap compares the patients’ actual visits with expected visits according to age interval.

Age category	Expected visits	Number of counted well child visits						
		0	1	2	3	4	5	6 or more
Less than 1 month	0	0	40	3	0	0	0	0
Past 1 month but not past 2	1	3	37	25	2	0	0	0
Past 2 months but not past 4	2	5	14	45	39	4	1	0
Past 4 months but not past 6	3	5	13	21	43	26	4	0
Past 6 months but not past 9	4	3	25	26	32	50	43	11
Past 9 months but not past 12	5	6	15	22	25	32	52	66
Past 12 months but not past 15	6	4	20	24	26	24	29	85

- A comparison of the eReports data was performed
- Care Gap was built in Relevant for use in Visit Planning and Patient Outreach
- Providers were trained to look at the Care Gap in Relevant Visit Planning
- Conversations in process with Operations to open Provider schedules 3 months out (currently less than 2 mo out), so next WCV can be scheduled at time of appt
- Coordinated MA Refresher trainings for scheduling WCV and optimizing use of “Actions”
- Quality Team started creating Care Gap list monthly for patient outreach

## HUDDLING USING RELEVANT WORKFLOW



## Relevant Care Gap in Visit Planning: Lower Than Expected Well Child Visits Before 15 Months of Age

Care Gaps

▼ **Uncategorized** 11

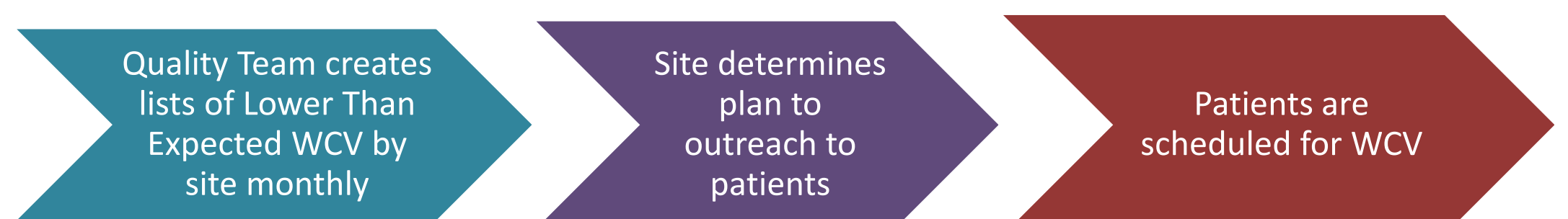
Due for SHA (1-2 years)  
Last SHA Performed On: 12/03/2021 at 9 months old  
*Recommended Intervention:* Administer SHA screening for current patient age group

**Lower Than Expected Well Child Visits Before 15 Months of Age**  
4 of 6 expected well-child visits (at age 14 months)  
*Recommended Intervention:* Schedule additional visits, as appropriate

Due for Well Child Exam (7-18 mo, no exam in last 10 weeks)  
Last Well Child Exam: 12/03/2021  
*Recommended Intervention:* Schedule Well Child Exam today, offer any IZs possible today

Lead Screening Due (ages 1-2; 3-6)  
Patient age now: 1 No previous lead test  
*Recommended Intervention:* Do lead screening today

## PATIENT OUTREACH WORKFLOW



## Relevant Population Explorer: Query: Lower Than Expected Well Child Visits Before 15 Months of Age

Population Explorer

Query: Lower Than Expected Well Child Visits Before 15 Months of Age Save Save As - Load -

Provider team: All AND Primary care giver: All AND Population: Alive and Active

AND

Care gap: Lower Than Expected Well Child Visits Before 15 Months of Age

Only Visit Planning data  Exclude deceased  Exclude inactive

Shared Queries

- Due for Colorectal Cancer Screening
- Due for 1st Covid or booster with Upcoming Visit
- Due for Any 2021 Quality Measure
- Due for flu shot or IZ Combo 10 (under 2 yrs)
- Lower Than Expected Well Child Visits Before 15 Months of Age**
- High Risk Pediatric Patients List
- Synagis Eligible Patients
- Pts w/ HTN (& high BP) not seen in 3 mo
- Pts w/ uncontrolled HTN and NO BP KIT in Rx
- Pts w/ DM (& high A1c) not seen in 3 mo
- Possible Missing Vaccines 11-12 YO
- Due for Cervical Cancer Screening