

Background

- Pediatric well child visits (WCV) provide the opportunity to discuss prevention, ensuring protection from infectious diseases by ensuring proper vaccination, discussing safety, and implementing healthy behaviors at an early age.
- In our Rochester Academic Family Medicine (RAFM) residency clinic, insurance quality information showed that from January - April 2020, WCV were below the 25th percentile of expected pediatric visits (children 11 months-20 years old).
- As a first step to improve the quality of pediatric care at RAFM, we sought to better understand the reasons behind missed pediatric and adolescent appointments.

Quality Improvement Objectives

- **Long-term:** Develop a system that increases pediatric office visits, and WCV in particular
- **Current:** Address the reasons behind the missed appointments especially during the COVID pandemic

Plan

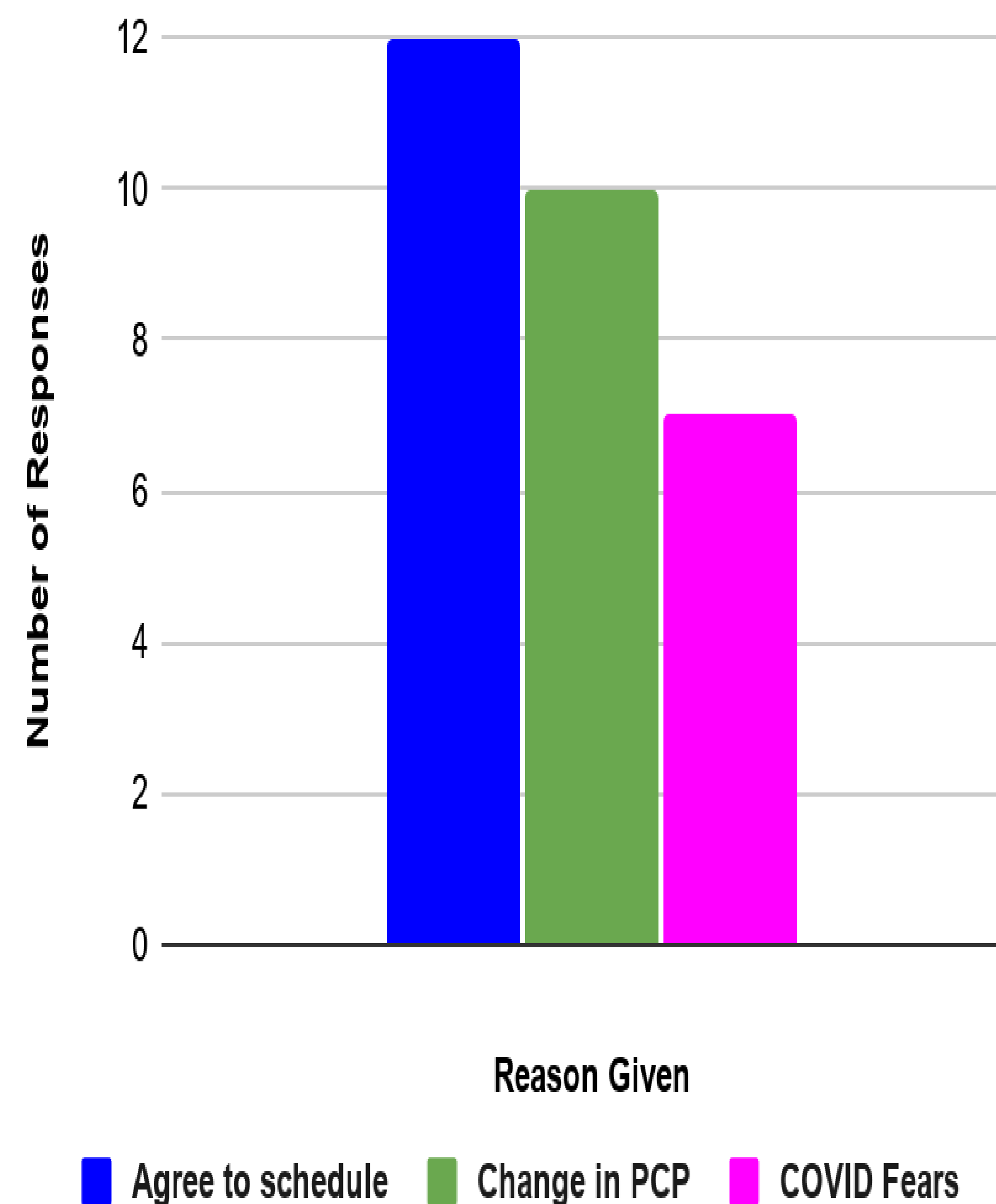
- contacted a random sample of 50 caregivers of pediatric patients between June/July 2020, who did not schedule WCV,
- We administered a standardized telephone-based questionnaire about barriers to not scheduling an appointment (e.g., transportation issues, don't feel well-child visits are important, and do not feel safe coming to the clinic during the pandemic)

Do

- Over the 2 months period our team of family physicians and analyzed the data that was obtained
- list of barriers was compiled based on literature and clinical experience
- Caregivers were asked to endorse as many reasons as applied.

Study

Reason For Not Scheduling Office Visit



Act

- Twenty-nine caregivers (58% of those contacted) were reached and took part in the survey. The most common survey response was the "other reason" category (75%, n=22).
- When examining this response, the answers were either a) new PCP due to change in insurance or moving out of state (45%, n=10) or b) had not yet scheduled a WCV but stated they would do so in the future (55%, n=12).
- Additionally, 24% (n=7) felt unsafe attending a WCV due to the COVID pandemic. Surprisingly, scheduling conflicts, transportation, lack of childcare, and dissatisfaction with PCP were not selected as barriers to attending a WCV.

PUBLIC HEALTH IMPLICATIONS

- Regular communication between primary and patients' families is essential to ensuring that physicians are able to practice preventive medicine and guide healthy development of our pediatric population.
- Moreover, regular attendance with a PCP can help to decrease Emergency and Urgent Care visits, thereby leading to less demand on the healthcare system.