

## QUALITY CORNER

### *Childhood Immunizations & Well Visits*

Does the Combo 10 Immunization BCBS PGI measure give your practice grief?  
Is it a struggle getting children and adolescents in for Well Care visits?

Dr. Heather Cadena and her staff from Watch Us Grow Pediatrics in Trenton have found the right components to ensure success for these quality measures.

Dr. Cadena has been in private practice for 14 years. She attributes her success to her cohesive staff and personal touch philosophy. The office carries a BCBSM commercial population of over 1200 patients! Last year, the Watch Me Grow Pediatrics team achieved scores in the 90<sup>th</sup> percentile for immunizations and annual Well Care visits. Congratulations to Dr. Cadena and her staff on a job well done!

Best practice for immunizations:

- Use the Michigan Care Improvement Registry (MICR.org).
- Use proper coding.
- Provide most up-to-date resources for immunizations and schedule RN visits for immunizations prior to check out.
- Distribute Vaccine Information Statements to new mothers to aid in preparation of immunization schedules. Review thoroughly and encourage making more than one appointment at a time.
- Provide education to caregivers, verbal and visual handouts of what can happen to a child if not vaccinated.
- Identify barriers of why immunization is not being done.
- Decrease fear of immunization. Decorate the immunization tray with magnets, pictures on the wall and play games.
- Of course, a visit to the treasure chest and receiving ice pops always helps.

Best Practice for Well Care visits:

- Schedule next appointment prior to checkout.
- Send reminder notification 1-2 days prior to appointment by phone, email and text. Text messages to primary cell phone have the best outcomes!
- Remind them that they are due for well visit when they come in for a sick visit.
- Utilize the Healthy Blue Gaps in Care Report to identify patients due for Well Care visits and notify them with personalized letter and follow up call or text.
- Patients are never discharged from the practice for non-compliance. Instead, Dr. Cadena and staff work with patient and family to identify barriers.
- Patients turning 18 years of age receive a transition letter to establish care with an adult PCP provider in addition to verbal discussion.

Lastly, waiting room times under five minutes and some late-night appointments keep patients and families happy and coming back!

***Thank you, Dr. Cadena and team, for sharing your tips for success***