Behavior Checker
A Behavioral Triage Tool

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Disclosure
• I have no relevant financial relationships with the manufacturers(s) of any commercial products(s) and/or provider of commercial services discussed in this CME activity

• I do not intend to discuss an unapproved/investigative use of a commercial product/device in my presentation.
Barton Schmitt Model of Triage

- Standard response base on complaint
- Standard documentation
- Consistent response throughout the practice for common medical issues
  - Fever
  - URI symptoms
  - Acute Gastroenteritis
  - Allergy symptoms

Social Determinants, ACEs and Healthcare

- Recognition of multiple health determinants with medical care a minor factor in overall health
- ACEs associated with health e.g. an ACE score of 6 is associated with 20 years less of life
- Best predictor of positive outcomes despite exposure to adversity is a “caring, consistent, supportive adult”
- How to train/empower our parents to do a better job at home – Parenting as Healthcare
Triage Behavioral Calls

• Non-medical calls
  – “we won’t make it to our visit because I can’t get him into the car”
  – “she’s been kicked out of daycare, again, for biting
  – “I can’t get them to go to sleep”
  – “How to get him to poop in the toilet?”
  – “I’m worried, she’s so moody”

• No standard answer
• Non-English speaking
• VERY time consuming in all clinical settings

Raised with Love and Limits Foundation

• Barbara Unell and Dr. Jerry Wyckoff
• Raised with Love and Limits.org
• Behavior Checker
  – Evidence based behavioral information
• Partnering with foundation to get this info into parents hands
What is Behavior Checker? An innovative public health strategy

The first-ever, standardized, systematic pediatric phone and office prescription system, including education, clinical care and research, to manage common behavioral issues of children, based on evidence-informed strategies.

Two Step Approach

- Big picture
  - MindSET

- Smaller Picture
  - Specific problem by the groups
**Mind SET**

- Starts with the idea of treating the parent
  - SET
    - S - self-talk
    - E – empathy
    - T – teaching point

**Specific Advice**

- Forty specific problems in five categories
  - Social Behaviors
  - Sleeping, Eating, Cleanup
  - Noise
  - Independence
  - Activity
Multiple Modalities

- Triage Calls
- Web site
- Books
- Handouts
- Provider Interactions

Implementation Plan

- Training Modules with Nursing and Staff
  - CNE events
- Providers
  - MindSET statement trial
- EMR
  - Standard Nursing Documentation
  - Smart Phrases for all
- Clinic Materials
  - Posters
  - Books
  - Book marks
Nursing and Front Desk Staff

- Nursing Champion identified
- Two hour morning events, required but food and CNE provided
- Well received
  - Addressed common triage problem
  - Allows for standardized answer at least as starting point
  - Pre/Post tests showed that training helped staff increase their comfort level for handling behavioral issues

Rollout to Physicians

- Presented at Divisional Meetings
- Materials to clinic
- Trial of MindSET standard phrase
Making it easy

• EMR steps
• Badges
• Distribution of books and materials
• Reminders around clinic with posters

Outcomes

• Triage Nurses
  – Continued use of smart phrases and standard documentation
  – Decreased time on the phone
• Families
  – Anecdotal positive responses to advice and to receiving the book
• Providers
  – Mixed
Plans Going Forward

- Re-education of all
- Expansion to focus on the BC website
- Standardization
  - 24 month visit handout
  - Addition to the after visit summary

Behavior Checker

- Major Purposes
  - Begin our process of addressing ACEs by helping to build Healthy Parenting
  - Addressing clinic realities
    - Standard work for frequent questions
    - Gains of efficiency with standard documentation tools

- Going Forward
  - Increase the variety of tools available
  - Spanish
  - How to address outcome measures in a research-oriented way
    - Initial efforts