



Behavior Checker A Behavioral Triage Tool

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- 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