



CHANGE IDEA: Use an adaptable positive parenting protocol to meet family needs and backgrounds.

STEP 1: GET READY (TASKS)

- A. Select a parenting resource appropriate for your population and assign one individual to access and manage the resource, including its use guidelines. This example uses the Centers for Disease Control and Prevention's (CDC) Positive Parenting Resources.
- B. Decide whether to embed messages into the electronic health record (EHR) or link directly to the resource.
- C. Orient 1-2 care teams of provider and staff (e.g., care coordinator/early childhood specialist [ECS]/lead nurse) to the resource or messages within the EHR.
- D. Create a [script for introducing the resource to families](#).
- E. Identify 1-2 families for each care team to test the change idea with.

STEP 2: PLAN AND PRACTICE

After completing Step 1, test your process on a small scale with one family, one well-child visit, in 1 day.

SAMPLE PROCESS:

- A. The care coordinator/ECS/nurse introduces the resource and helps the family access it as needed.
- B. The care team follows the protocol to streamline the use of materials at the next well-child visit. (Not all resources will require on-site handouts or materials.)
- C. The provider asks for the caregiver's priority topic at the beginning of the well-child visit, integrates resource content or EHR messages into the visit, and encourages use of the resource as supplemental guidance.
- D. The provider models positive strategies and highlights family strengths observed during the visit.
- E. At the end of the visit, the care coordinator/ECS/nurse asks the family: How was it hearing about your child's anticipated development? Did you feel heard by the provider as the expert on your child's development?
- F. On follow-up visits, the team may ask: Did you use the parent resource since your last well-child visit? Was it helpful?
- G. The provider rates their comfort with the process on a scale of 1-5 and notes needed changes.

STEP 3: REVIEW AND REFINE

Hold a brief huddle to review results and adapt the process as warranted.

STEP 4: EXPAND

Once the review is complete and any adaptations are made, scale implementation with additional families and provider teams. Continue brief huddles to ensure the process works across different circumstances and families.

STEP 5: SUSTAIN

Once the process has been tested and is ready to be adopted by your health center, ensure it is part of your routine workflow. Ensure staff understand their roles and receive regular refresher trainings. Share data and celebrate success stories.