



CHANGE IDEA: Use a standard process to share anticipatory guidance during well-child visits using clear, multilingual print and multimedia materials.

STEP 1: GET READY (TASKS)

- A. Select the anticipatory guidance that the practice will use with families.
- B. Create a [script](#) for introducing resources and sharing guidance with families.
- C. Develop a [protocol for introducing scripts and resources](#) to staff.
- D. Identify one staff member to test the process with 1-2 families.

STEP 2: PLAN AND PRACTICE

After completing Step 1, test the process on a small scale, with one family, one visit, in 1 day. This example uses the Centers for Disease Control and Prevention's (CDC) Learn the Signs. Act Early. developmental milestones resources.

SAMPLE PROCESS:

- A. The care coordinator/nurse adds CDC milestone strategies to the patient's file for provider review.
- B. The provider reviews the milestones and strategy page prior to entering the patient's room.
- C. The provider shares anticipatory guidance using prepared scripts.
- D. At the end of the visit, the care coordinator/nurse or Early Childhood Development (ECD) Champion 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? Is there anything we could improve?
- E. 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 team huddle to review results and adapt the process as warranted.

STEP 4: EXPAND

After refining the process with one or two families and gathering feedback, gradually introduce the standardized anticipatory guidance to more families. Train additional providers and ensure materials and scripts are available in commonly used languages. Continue regular team huddles and feedback loops to monitor effectiveness and make ongoing adjustments. As confidence and consistency grow, scale the approach to all well-child visits, ensuring guidance is delivered reliably and respectfully across the patient population.

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 the process and their roles.