



CHANGE IDEA: Introduce a standardized operating procedure (SOP) for early childhood telehealth visits to improve consistency, efficiency, and developmental outcomes.

STEP 1: GET READY (TASKS)

- A. Assess the need for integrated telehealth options for well-child visits to enhance family services.
- B. Obtain senior leadership approval to prioritize this effort.
- C. Review current telehealth workflows and existing SOPs.
- D. Engage key stakeholders (e.g., providers, IT, parents, administrators) for input and feedback.
- E. Conduct a [needs assessment](#) to identify process gaps.
- F. Identify reimbursement pathways and processes.
- G. Select or draft an [SOP](#) for early childhood telehealth visits and developmental screenings.
- H. Ensure all team members understand their roles.

STEP 2: PLAN AND PRACTICE

Pilot the SOP. Start small with just a few early childhood telehealth visits and families in one topic area (e.g., safe sleep, diaper rash). Provide training and a practice session for all involved clinicians and support staff.

SAMPLE PROCESS:

- A. Schedule and confirm telehealth appointments with caregivers.
- B. Share preparation instructions with families (e.g., how to access the platform, [what to expect](#)).
- C. Conduct the visit using the SOP, including developmental milestone checklists, caregiver observations, and documentation practices.
- D. Gather feedback post-visit from caregivers and providers.

STEP 3: REVIEW AND REFINE

Collect and review feedback from staff and families. Analyze visit quality, satisfaction, and follow-through on care recommendations. Revise the SOP as needed.

STEP 4: EXPAND

Roll out the revised SOP across all early childhood telehealth visits. Provide refresher training to ensure consistent implementation.

STEP 5: SUSTAIN

Integrate SOP training into onboarding and continuing education. Review regularly to align the SOP with updated guidelines and technologies.

Continue monitoring SOP use and performance metrics (e.g., screening rates, caregiver satisfaction, follow-up compliance).