



CHANGE IDEA: Create and require web-based Early and Periodic Screening, Diagnostic and Treatment (EPSDT) provider training.

STEP 1: GET READY (TASKS)

- A. Identify key stakeholders (e.g., clinical leads, training coordinators, IT staff, pediatric providers).
- B. Review current EPSDT compliance rates and provider knowledge gaps, referencing [SHO # 24-005 RE: Best Practices for Adhering to EPSDT Requirements](#).
- C. Identify web-based training platforms aligned with current Medicaid guidelines.
- D. Collaborate with state Medicaid or health department experts to tailor training content to local community needs and state requirements.
- E. Develop or customize the EPSDT training module to ensure accessibility and interactivity.
- F. Establish [data tracking mechanisms](#) for completion rates, pre and post scores, and provider feedback.
- G. Create staff communication materials explaining the new training requirement and [rationale](#).

STEP 2: PLAN AND PRACTICE

SAMPLE PROCESS:

- A. Pilot the training with five team members over 1 week.
- B. Administer [pre- and post-training assessments](#) to measure knowledge of core EPSDT elements, with a defined passing score (e.g., $\geq 80\%$).
- C. Conduct follow-up interviews or [surveys](#) to gather qualitative feedback on training content, length, accessibility, and usefulness.
- D. Observe changes in documentation and discussion of EPSDT components during patient visits.

STEP 3: REVIEW AND REFINE

- A. Analyze assessment results to evaluate knowledge improvements.
- B. Review feedback to identify challenges (e.g., time constraints, technical difficulties).
- C. Assess improvements in provider confidence and accuracy in delivering EPSDT services.
- D. Identify any necessary revisions to training content or platform usability.
- E. Discuss results with stakeholders to determine readiness for expansion.

STEP 4: EXPAND

- A. Refine training content based on pilot feedback.
- B. Launch training for all providers.
- C. Set flexible completion deadlines and integrate training into onboarding.
- D. Integrate training into existing workflows (e.g., staff meetings).

- E. Incorporate EPSDT training completion as a metric in provider performance evaluations.
- F. Provide office hours or tech support for staff during rollout.

STEP 5: SUSTAIN

- A. Schedule annual EPSDT refresher trainings with updates on guidelines or community needs.
- B. Maintain an internal dashboard tracking completion and compliance.
- C. Collect ongoing feedback to enhance training over time.
- D. Include EPSDT metrics in quality improvement reports and leadership dashboards.
- E. Continue collaboration with early childhood development experts to align training with updated resources.