



CHANGE IDEA: Integrate the Online Promoting Healthy Development Survey (PHDS) as a routine family feedback tool to improve developmental screenings.

STEP 1: GET READY (TASKS)

- A. Identify screening workflows that can benefit from family feedback (e.g., developmental screening during well-child visits).
- B. Explore the [Online PHDS platform](#) and determine how to integrate it into post-visit digital or paper workflows.
- C. Train front desk and clinical staff on introducing the PHDS to families and its purpose in improving care. See a [sample presentation](#).
- D. Develop a simple process to collect and review responses weekly during the test period. See this [sample implementation checklist](#) and [data collection template](#).

STEP 2: PLAN AND PRACTICE

Test integration of the Online PHDS for well-child screening feedback with families of children ages 0-5 over a 2-week period.

SAMPLE PROCESS:

- A. Provide caregivers with a [QR code or printed link](#) to the PHDS at the end of well-child visit.
- B. Encourage completion of the survey within 48 hours and offer support where needed (e.g., tablets in the clinic).
- C. Review responses weekly to identify themes related to screening experiences and improvement opportunities. Survey summaries may be uploaded to the [Well Visit Planner](#) portal or documented in the electronic medical record (EMR) if integrated. Integration with the EMR may require coordination with the vendor and data-sharing agreements.
- D. Share summary findings with the quality team to identify improvements to workflows or communication.

STEP 3: REVIEW AND REFINE

Evaluate response rates, caregiver feedback quality, and feasibility. Meet with staff and family partners to review insights and identify improvements to implementation.

STEP 4: EXPAND

If promising, extend PHDS feedback collection to additional visit types or age groups. Adjust the distribution method to optimize participation (e.g., integrate with text reminders).

STEP 5: SUSTAIN

Hold a review meeting with leadership, clinical teams, and any family advisors to assess how feedback has improved screening processes and plan long-term integration.

Embed PHDS feedback into quality improvement cycles. Assign staff to review responses regularly, summarize insights, and ensure families are aware of changes made in response to their feedback.

