



CHANGE IDEA: Use community health workers (CHWs) or patient navigators to support telehealth visits.

STEP 1: GET READY (TASKS)

- A. Identify trained CHWs or patient navigators with experience in early childhood support.
- B. Review [baseline telehealth participation data](#) for families with children ages 0-5.
- C. Create a [checklist and tip sheet](#) for early childhood telehealth preparation (e.g., setting up the space, having toys nearby).
- D. Select a small group of families to pilot CHW-supported early childhood telehealth visits.

STEP 2: PLAN AND PRACTICE

Prepare CHWs on how to engage families of young children, including basic developmental milestones, virtual visit preparation, and troubleshooting common video visit issues. Start with one family and one visit.

SAMPLE PROCESS:

- A. The CHW contacts the caregiver 24-48 hours before the visit to confirm the appointment and review expectations.
- B. The CHW reviews the telehealth platform, tests the link, and ensures device readiness.
- C. The CHW ensures the checklist is followed.
- D. The CHW provides tips to prepare the child (e.g., have snacks, books, and toys ready; ensure the child is fed and rested).
- E. After the visit, the CHW checks in to review the care plan, help with referrals, and answer any caregiver questions.

STEP 3: REVIEW AND REFINE

Review [metrics](#) (e.g., visit completion rates, caregiver satisfaction, completed screenings and referrals). Gather [feedback](#) from CHWs and families to improve the model.

STEP 4: EXPAND

Based on pilot outcomes, expand support to additional families, prioritizing those with prior no-shows or new to telehealth.

STEP 5: SUSTAIN

Embed telehealth support in CHW workflows. Collaborate with pediatric providers for coordinated follow-up and seek sustainable funding (e.g., grants, Medicaid). Use continuous quality improvement processes and metrics from Step 3 to ensure consistent implementation.

Conduct periodic reviews of CHW processes and caregiver outcomes. Update training and preparation materials based on family needs and platform changes.