

Research Questions and Data Sources

1. How are Healthy Steps relationships different from typical patient-provider relationships outside this program?
- Data Sources: Literature review; participant demographics; Healthy Steps trainings and materials
2. What are the elements or active constructs of the Healthy Steps patient-provider relationships?
- Data Sources: Literature Review; Key Informant Interviews with program staff; observations in Well Child Visits
3. How do program stakeholders (Child Development Specialist, Doctor, Family) characterize the value added to the patient-provider relationship?
- Data Sources: Key Informant Interviews with program staff; Future survey with parents in program

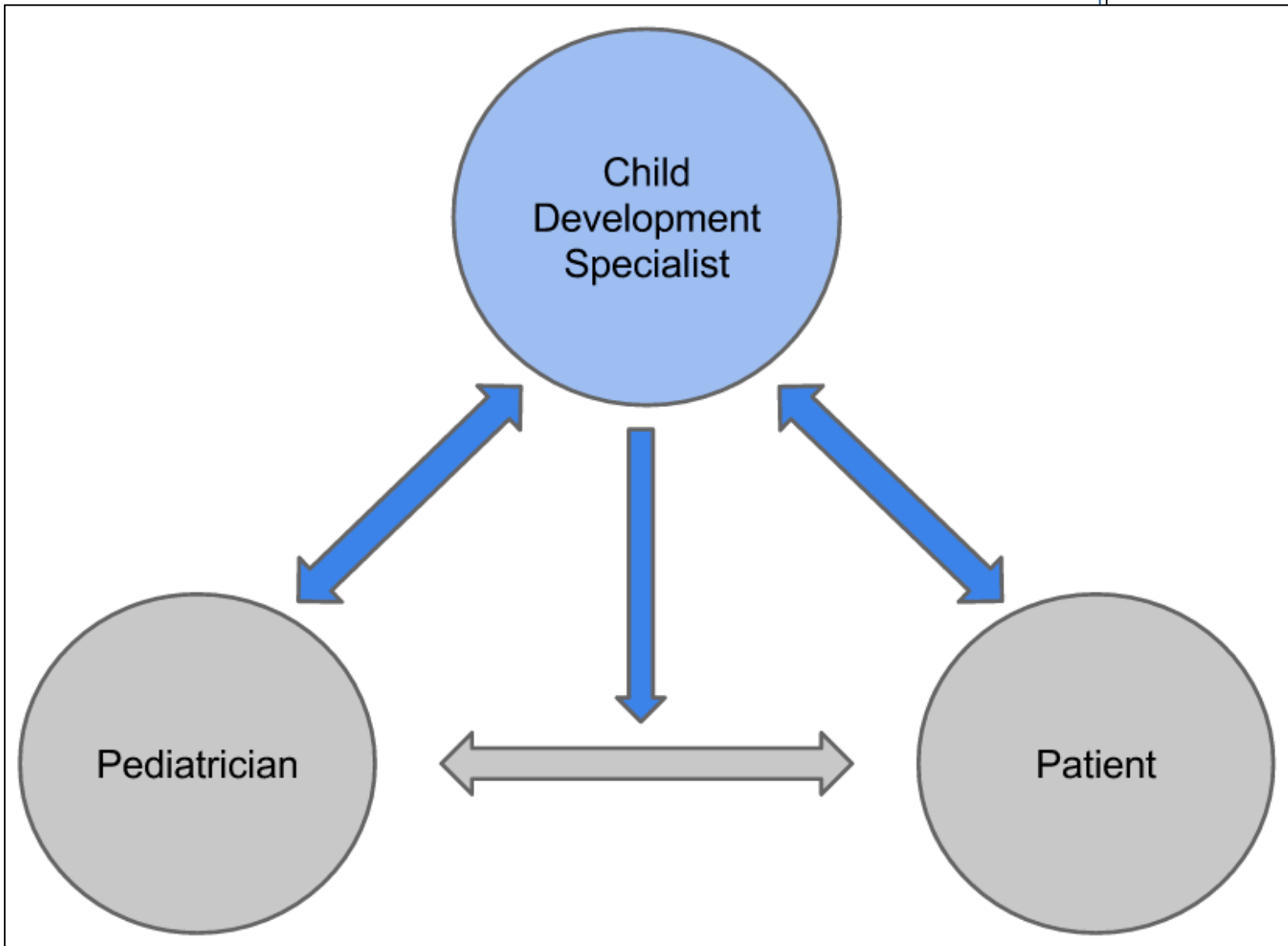
The Well Child Visit

- The American Academy of Pediatrics recommends 13 visits in the first 3 years of life.
- The focus of these visits is largely on immunizations, the physical exam, and safety. They focus on the child and not the whole family.
- Doctors have limited time; visits are often limited to less than 20 minutes.
- Parents want more information about development, behavior, and psychosocial health.

The Healthy Steps Program

The Healthy Steps program addresses these deficiencies in the Well Child Visit by adding a Child Development Specialist to the care team. According to the literature, it is by forging **relationships** with

families, within in the medical team, and between families and resources that Child Development Specialists are able to meet the behavioral and psychosocial health needs of families. An understanding of what works in the Healthy Steps Model means understanding what makes an effective patient-provider relationship.



Revere Sample

- The Revere Healthcare Center serves a transient yet vibrant community of many immigrants.
- All first-time families are invited to take part in Healthy Steps.
- Participants are diverse in age and race/ethnicity.
- Families with more risk factors can receive home visits in addition to support during pediatric visits.
- The program has a high attrition

Key Informant Interviews

Key Informant Interviews were conducted with the four Child Development Specialists. The purpose of these interviews was to gain insight to how the staff characterizes the importance of their role and what they assign as the most meaningful constructs in their relationships with families. Each interview lasted 45 minutes. These are some example questions:

- Walk me through what a Healthy Steps WCV looks like, and how it’s different from a normal WCV.
- Describe the dynamic in a WCV: What roles do the CDS and the doctor take on? How do you work together to guide the visit?
- If you were to define the ‘role’ of the CDS, what would that sound like? Are they an educator? A support system? A communication liaison?

Results: Key Constructs of Healthy Steps Relationships

- Time:** CDSs cited their ability to spend more time with families and be available outside of the Well Child Visit as a key factors.
 - “One of the biggest difficulties is scheduling, making sure we can maximize our time with the families”
- Continuity:** CDSs emphasized the importance of building their relationship as a regulating factor across the three years they spend with a family.
 - “The continuity is really important for our families. So with this baby who was seeing a different doctor yesterday, at least I was able to be some sort of continuity. I don’t know how helpful I was but at least I was a familiar face when she hadn’t met this other doctor before”
- Flexibility:** CDSs can provide families with outside resources, emotional support, and parenting advice; these “many hats” enable families to utilize the program in the ways they need.
 - “I try to offer what I think they’re looking for. I think that that’s the benefit ...we just adapt it to whatever the family needs as opposed to here’s the cookie cutter model you’re going to get”
- Tone:** CDSs consistently stated that they had a more familiar relationship with families, perhaps because of their lack of authority on medical issues.
 - “A lot of times before the doctor comes in, I’ll spend time asking about, you know, it’s a little bit more casual I think with me”
 - “Mom might share a whole bunch with me at the beginning of the visit and she has a good relationship with the doctor too, but I might even say, is it okay if I let the doctor know this?”

Continuing Semester Project

- I am interning at MGH Revere this semester to conduct a survey with parents who participate in Healthy Steps.
- Items in the survey were influenced by the analysis from the staff interviews.
- The purpose of the survey is to assess:
 - Guidance given by their Child Development Specialist
 - How the program influences parenting practices
 - Parents’ overall satisfaction with the program

Survey Methodology

- The survey will be piloted in the clinic before being sent to the sample.
- The study sample includes 200+ families who have been in the program for more than four months.
- The survey will be sent by mail and families will return and complete for a \$10 gift certificate incentive.
- Data will be collected and analyzed for the purposes of the program staff at MGH Revere.

How often does your Healthy Steps specialist...	Always	Usually	Sometimes	Never
Take enough time to understand the specific needs of your child				
Respect you as an expert about your child				
Build your confidence as a parent				
Take you seriously				
Ask you about how you are feeling as a parent				
Understand your family and how you prefer to raise your child				
Ask you if you have concerns about your child’s development, behavior or learning				
Give you enough time to talk about your concerns				
Include you in decisions				
Answer questions you have about your child				

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I feel comfortable and relaxed when talking with my Healthy Steps specialist.					
My Healthy Steps specialist is genuinely interested in me and my child.					
I trust the advice of my Healthy Steps specialist.					
My Healthy Steps specialist knows me very well and how I feel about things.					

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