

Increasing Early Identification: The benefit of scheduling two appointments prior to hospital discharge

An Interview with Cindy Grant-See

The benefits of having the two appointments follow-up is that we see the babies at two weeks and four weeks of age. So we are seeing the babies earlier than we have. We end up seeing about 1/3 of the babies back in for follow-up for the second appointment.

Parents are prepared for that second appointment, in that everything may not get accomplished in one appointment. The other benefit is that if the family misses the first appointment that second appointment is already on the schedule and it's a matter that we just call them up and remind them that we have this follow-up appointment. The only disadvantage we've had is that we have to remember to cancel that second appointment.

But it has been well received by families, by pediatricians, and by our staff that schedules the appointments. The most beneficial part of participating in this learning collaborative has been learning the quality improvement strategies, the benefit of data collection, and actually looking at the process and does it really work, and has been meeting other team members and looking at this process from start to finish. And not to mention working with the families that are actually impacted by the work that we are doing.