

Tips to Elicit and Document Family Interests and Concerns

For a health supervision visit to be successful, the interests and concerns of the family should be addressed in a culturally effective way.

Following are some practical ways to elicit patient/family interests and concerns, which is the first priority of every health supervision visit. Check the ones that may be useful in your practice. If you have other ideas, please write them in. Share this information with practitioners/staff in your clinical setting.

- c Use knowledge from the following to ensure your practice is a welcoming, stigma-free, culturally and linguistically inclusive environment:
 - AAP 2019 [The Impact of Racism on Child and Adolescent Health](#) policy statement
 - AAP 2019 [Providing Care for Children in Immigrant Families](#) policy statement
 - National Center for Medical Home Implementation fact sheet, [Strategies to Enhance Care for Hispanic Children, Youth and Families](#)
 - AAP 2013 [Enhancing Pediatric Workforce Diversity and Providing Culturally Effective Pediatric Care: Implications for Practice, Education, and Policy Making](#) policy statement
 - National Resource Center for Patient/family-centered Medical Home: [Enhancing Cultural Competence in Pediatric Medical Homes](#)
 - AAP: [A Pediatrician's Guide to an LGBTQ+ Friendly Practice](#)
- c Ask about patient/family interests and concerns on the phone or patient portal when the visit is scheduled.
- c Use a previsit questionnaire that specifically asks about patient/family interests and concerns such as these in the *Bright Futures Tool Resource Kit*, 2nd Edition (sample versions are available [here](#)). Questions centered around the [visit priorities](#) are included on the questionnaire.
 - ✓ Send the previsit questionnaire in advance of the visit.
 - ✓ Have the patient/family complete the previsit questionnaire in the waiting room before the visit.
- c Plan to ask about interests and concerns through face-to-face communication during the visit. Ask, *What would you like to talk about today?*
- c Have the front desk staff ask at patient checkout, *Did we address all your concerns today?*
- c Encourage families to visit the Bright Futures [Well-Child Visits: Parent and Patient Education web page](#) to learn what to expect from each milestone visit and about typical child development for that age. This may help them formulate interests and concerns to discuss during the visit.
- c Develop ways the clinical setting can learn from families about their experience of care (eg, face-to-face inquiries, focus group discussions, use of a family survey tool) for purposes of improving patient/family satisfaction and/or quality of care. There is a direct correlation between satisfaction with care and addressment of concerns.
- c Use techniques such as those found on the AAP Communicating with Families web page at <https://www.aap.org/en/patient-care/healthy-active-living-for-families/communicating-with-families/>, which includes information about using a strength-based approach, employing motivational interviewing techniques, and communicating in plain language, especially for patients/parents with limited health literacy.
- c Consider customizing the EHR to include a prompt to ask about patient/family interest and concerns. Include space to type or write in information.
- c Use a review of interest/concerns identified during previous visits to discuss progress or worsening conditions and to ensure all are addressed over time. This may help springboard discussions about new topics.
- c OTHER: _____