



Children  
Now

# Analysis of Medi-Cal Member Surveys About Infant Well- Visits



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## Survey Objective

**To survey parents of infant Medi-Cal managed care plan members to understand the challenges and potential solutions to ensuring timely infant well-visits, particularly for children who have three or fewer visits.**

## Survey Design

HealthNet, Health Plan of San Joaquin & their network providers partnered to develop & administer a simple parent survey consisting of **two open-ended questions** (plus demographic questions – age of baby, race, ethnicity, & caregiver language):

1. What makes it hard/difficult to bring your baby to the doctor for well-child visits?
2. What would make it easier to bring your baby to the doctor for well-child visits?

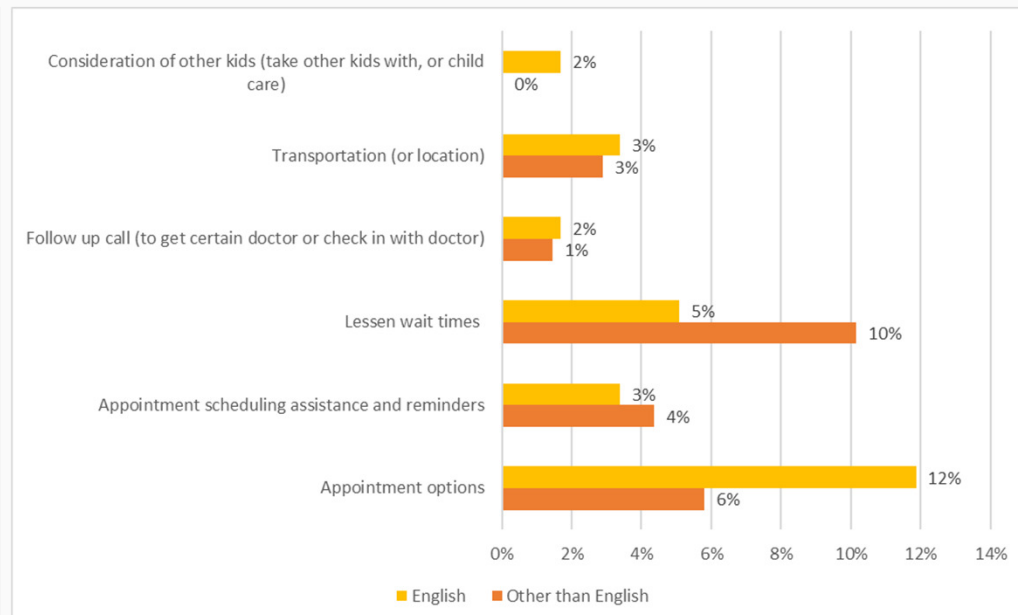
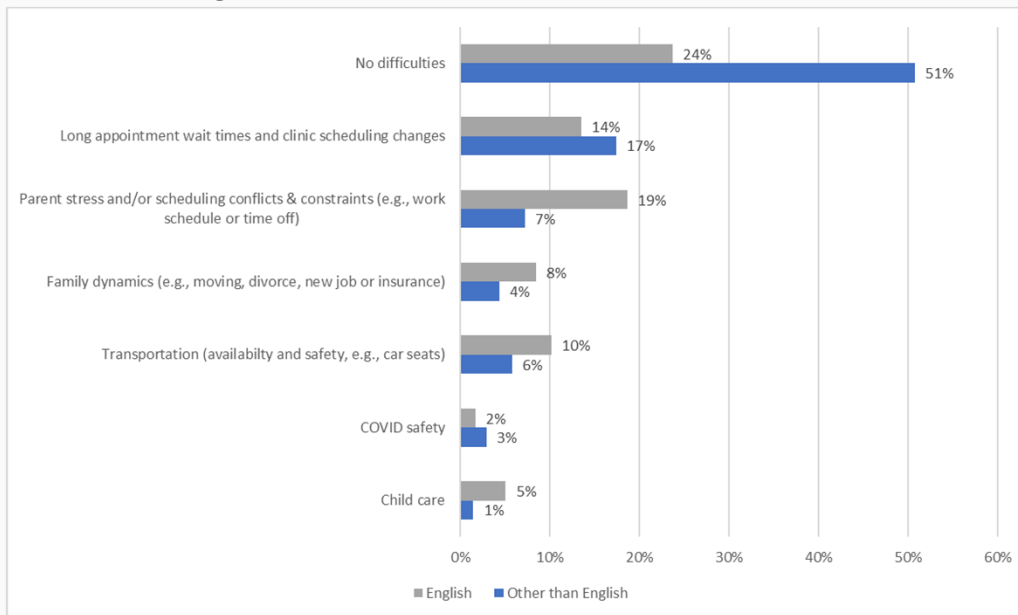
# Survey Results & Analysis: Responses from Caregivers of Babies Who Speak Languages Other Than English (including bilingual)

Survey results show that caregivers who speak languages other than English:

- Are more likely to report long wait times and clinic scheduling challenges and no difficulties;
- Are less likely to report parent stress and family dynamics challenges.
- Are less likely to report transportation or child care challenges.

Suggestions:

- Caregivers who speak English are twice as likely to suggest more appointment options, while
- Caregivers who speak languages other than English are twice as likely to suggest lessening wait times.



Note: 59 respondents report speaking only English; 69 respondents reported speaking languages other than English (including bilingual)

## Analysis of Parent Responses

- **Wait times must be addressed.**
- **Transportation assistance/support appears to be “low hanging fruit”.**
- **Scheduling challenges and parent stress are real barriers.**
- **More flexibility, assistance, options, and reminders for appointments could help.**

## Provider Survey Methodology

HealthNet and Health Plan of San Joaquin surveyed clinic staff about the appointment scheduling practices and protocols of four of the highest volume clinics in San Joaquin and Stanislaus Counties:

- Community Medical Centers (CMC)
- Stanislaus Health Services Agency
- San Joaquin County Clinics
- Golden Valley Health Center

## Provider Responses on Efforts to Improve Infant Well-Visits

- **Clinics partner with local agencies to increase awareness of importance of well-child care:**
  - Three of four clinics partner with local WIC agencies.
  - Two clinics partner with home visiting programs and First 5 agencies.
  - One clinic partners with the local Black Infant Health program.
- **Clinics educate families about importance of infant preventive care**
  - All four clinics share brochures or newsletters with families (in language).
  - Two clinics share digital information with families offer one-one coaching or navigation support (all in language).
  - One clinics noted CPSP (CA Perinatal Services Program) in its effort to educate families, and another noted providers' role in patient education.
  - None of the clinics reported providing peer group sharing education opportunities.
- **Clinics review data on infant well-child visits** very often (two site) or sometimes (two sites) to identify trends and identify infants due for a visit.

## Recommendations

- 1. Strengthen member access to the transportation benefit.**
- 2. Address wait times for scheduling appointments and work with clinics to create more flexible appointment options to meet caregiver needs, such as exploring options for online appointment scheduling and after-hour appointment times.**
- 3. Address wait times in-clinic during an appointment.**
- 4. Implement or strengthen appointment reminders and call-back after missed appointment.**
- 5. Ask members/caregivers what they need to make/get to an appointment.**