



Welcome to the *Online PHDS*: FAQs for Providers

General Information About the *Online PHDS*

What is the *Online PHDS*?

The *Online Promoting Healthy Development Survey (Online PHDS)* is a quality improvement post-visit assessment of well-child care delivery and parents' experiences. This parent-completed online tool assesses whether children **3-48 months** of age are receiving nationally recommended preventive and developmental services, and promotes the continuous engagement of families to improve the quality of care.

How does the *Online PHDS* work?

Parents complete the *Online PHDS* parent tool (www.onlinephds.org), to provide anonymous **feedback about their experience and quality of care** they received from their child's health care provider. After completing the survey, parents receive a **feedback report and educational resources** to help guide them about questions they could ask at their child's next well-visit. Providers get access to reports containing **aggregated, de-identified data** specific to their practice or organization based on validated quality measures and parent-completed survey responses, **after 25 surveys** have been completed. They can use the data to understand the **quality of care** they provide and identify areas that need improvement.

What kinds of questions are asked in the *Online PHDS*?

The *Online PHDS* asks questions about the following **six main quality of care topics**, based on the American Academy of Pediatrics' *Bright Futures Guidelines for Health Supervision of Infants, Children and Adolescents, 4th Edition*:

- ✓ Anticipatory guidance and education for parents
- ✓ Parental concerns about child's learning, development, and behavior
- ✓ Standardized developmental and behavioral screening
- ✓ Follow up for children at risk for development, behavioral, and social delays
- ✓ Psychosocial well-being and safety in the family
- ✓ Family-centered care

The *Online PHDS* also asks questions about children's **health and health care needs** including:

- ✓ Health care utilization
- ✓ Access to care and care-coordination
- ✓ Child's health status
- ✓ Parent & family behaviors and parental health

Finally, there are demographic questions and the non-condition-specific Children with Special Health Care Needs (CSHCN) Screener. In addition to the Bright Futures Guidelines, the questions are aligned with many Healthy People 2020 goals.

How was the *PHDS* developed?

The *PHDS* was developed by the *Child and Adolescent Health Measurement Initiative (CAHMI)* using a multistage process including family focus groups, review of the literature and parent surveys, and input from three advisory groups. The *PHDS* also underwent cognitive testing with families, and then was tested with a diverse group of families in three managed care organizations. For more information, see “[Assessing health system provision of well-child care: The Promoting Healthy Development Survey](#)” (Bethell, Peck, & Schor, 2001).

How and where has the *PHDS* been used in the past?

The *PHDS* has been used since 1998 by health care systems and health care providers to assess the quality of health care they provide to young children. The *PHDS* has been used at the national, state, health plan, practice, and provider-level. Over 45,000 surveys have been completed by parents, which have been used to improve the quality of health care provided to young children. Additionally, items from the *PHDS* have been included in national surveys such as the *National Survey of Early Childhood Health (NSECH)* and the *National Survey of Children’s Health (NSCH)*.

Is the *Online PHDS* available in languages other than English? What is the reading level of the parent survey?

Currently, the *Online PHDS* is only available in English. In the future, we hope to make the *Online PHDS* available in Spanish and other languages, as time, capacity, and funding allow. The *Online PHDS* is written at an 8th to 9th grade reading level, and has been tested with people across a range of educational levels.

Can it be used with a mobile device?

Yes, parents can use the *Online PHDS* on a mobile device – there is no app, but the website is optimized for mobile use. If there are families at your practice who do not have internet at home, it may be a good idea to allow time and resources for families to complete the tool immediately after their visit and/or to provide a list of community locations with free internet access.

Does the *Online PHDS* collect personal health information (PHI)? Is parents’ information secure?

The *Online PHDS* **collects but does not save any personal health information**, and we do not share individual parent responses with providers. On the website, parents are asked to provide their child’s date of birth. This is not stored in our database. Rather, it is used to calculate the appropriate well-visit and present the age-specific questions. It is optional for parents to enter their child’s first name or nickname. This name is only collected to be included in the parent feedback report, and is not saved anywhere or shared with anyone other than the parents.

Data collected through this online tool is confidential. **Individual parent responses in the *Online PHDS* are confidential** and are only summarized with other parent responses. After 25 surveys have been completed, you can generate a summary report specific to your practice or organization.

Benefits of Using the *Online PHDS*

How will using the *Online PHDS* benefit my practice or organization?

The *Online PHDS* supports providers in the planning, implementation, and refinement of a quality improvement activity by the collection of parent-reported data at multiple time-points. You will have the opportunity to review aggregated, de-identified data based on validated quality measures and multiple completed survey responses. The summarized data can help you to assess the quality of preventive and developmental care provided and to conduct quality improvement activities.

Can the *Online PHDS* be used for Maintenance of Certification or Continued Medical Education credits?

The *Online PHDS* can be used to obtain Continued Medical Education (CME) credit and Maintenance of Certification (MOC, Part 4) credit from American Board of Pediatrics (ABP). These features will be made available soon. To get MOC credit, you will need to complete **three Plan-Do-Study-Act cycles** using the *Online PHDS* and then complete the application form (available on the *Online PHDS* portal). You can learn more about it [here](#).

Can the *Online PHDS* be used by anyone other than health care providers?

Yes, the *Online PHDS* can be used by community organizations (such as Head Start and Help Me Grow), health plans, and group provider practices.

Implementing the *Online PHDS*

How can I get started?

You can register on the on the *Cycle of Engagement website* at coe.cahmi.org through which you get access to the *Online PHDS Portal*. On this Portal, you can add your own logo and create your unique URL for the *Online PHDS* that you can share with parents. You can also add resources specific to your practice or organization to be displayed on the parent feedback report. You get access to your dashboard, where you will be able to generate summary reports containing aggregated, de-identified data specific to your practice or organization, based on validated quality measures and multiple completed survey responses, after **25 surveys have been completed**.

How do I make the *Online PHDS* available to parents?

You can refer parents to the *Online PHDS* tool (www.onlinephds.org). If you choose to register for the *Online PHDS Portal*, you get a unique *Online PHDS* URL that you can share with parents. You also get access to *Online PHDS* educational materials designed for parents on the Portal.

What is the cost of using the *Online PHDS*?

There is **no cost to parents** for using the *Online PHDS* tool. It is publicly available for them to utilize for their child's well-visits and educational purposes. Currently, there is no cost to implement the *Online PHDS* in a practice or organization. In the future, there might be a licensing fee, and additional costs for team education, engagement resources, and implementation and evaluation support, and this would require the development of a business agreement with CAHMI. You will receive an alert from CAHMI, should this occur.

For more information, please contact us at: info@cahmi.org