

Success Stories

Children's Mercy Hospital

For patients who are being seen in PHIT Kids Weight Mgmt Clinic who we refer to our PHIT Kids evening group program, we let them know that they can return to PKWMC for an individual visit anytime. We technically do not need to see them until they finish the evening group program, but want them to know that the door is open in case they want some more individual follow up in the meantime. We also go ahead and schedule them for a follow up appt in PKWMC in case they do not end up joining the evening group program—this way we are more sure that they will not “fall through the cracks”.

Children's Hospital Omaha

We have recently started a blog for our HEROES families. We use Yammer because IT had security concerns with a Facebook page. This site is for enrolled families only and they have a password that they are given to access the site. We are limited to our own group of HEROES patients and families. Anyone with access to the site may post something that is important to them. One of our teenagers has become quite a blogger. We also have a dedicated IT person to monitor the site to prevent inappropriate postings.

Connecticut Children's Medical Center: Melissa Santos, PhD

Melissa's practice of putting pts who no show and then call for an appt into a group visit; if they attend, they can get an appt for an individual visit. Currently CT has a set policy around 3 no shows then some sort of “break” and “start over”. CT has a backup group for a group of chronic cancellers – not a medical appointment; more of a group meeting. Those kids can earn a chance back into a “better”, individual time.

Doernbecher Children's Hospital

Doernbecher Children's recently implemented a policy that in order for patients to schedule their first appointment they must first attend a 1-hour group orientation session, complete paperwork (e.g., food diary), and have basic labs completed. A letter informing them of this policy is sent to the family and referring PCP immediately after referral is received – and a follow up phone call is made to explain further and schedule the orientation. No-show rate for the orientation is fairly high, however show-rate for first appointments is now quite good compared to previous years. Also, this significantly reduced the wait list. An additional component of this intervention is using language to encourage families to invest in their participation – e.g., at the orientation statements are made such as, “you are welcome to schedule your first appointment today if you believe this is the right program for you *and* if you are ready to join the program! If you are not ready yet, that is ok – now you know what we do and how to contact us.”

Success Stories

Healthy Weight Center: Healthy Counts for Kids Blog

“The Healthy Counts for Kids blog provides weekly posts related to healthy weight management and active lifestyle tips for the whole family. They are always looking to connect with the community and inspire others to pursue a healthy lifestyle each and every day.” #HCFK

The Healthy Weight Center: Healthy Counts for Kids Blog was created to increase patient communication and provide a way for patients to stay connected between clinic visits. Since so many Healthy Weight Center families spend their time on computers and electronic devices, I thought they could at least spend some of that time learning healthy habits. Our original idea spanned from creating a Facebook page, but it was decided that a blog would reach out to more people and be easier to update and maintain. The application process through the marketing team was one that took a significant amount of advocacy to see through to approval. They required 6 months of posts up front with a plan to continue to stay on track with regular posts. The blog is geared toward both children and families in the community. The HWC team provides posts on community events, as well as education in areas of nutrition, exercise, mood and mind. We also have posts “for kids by kids,” that we call “kid-interviews.” These are a fun read and a great way for the children we are working with to share their success.

We post a blog every Wednesday and some days in between if there are other posts we want to share. Our whole team is involved in sharing ideas. Our blog has been successful in increasing its subscriptions in a very short amount of time. It is a great way to promote our patients to work on healthy habits when they are not at clinic. I have already heard a few patients discuss things they have read or learned from our blog. I have received comments and emails from individuals around the community asking for more. Our plan is to continue to promote the blog and we are working on cards to pass out so that families can have the link on-hand. I will encourage all patients to leave comments if they have questions, because we can respond to them. Overall, it is a great tool not only for the HWC, but for the community. Hopefully it will bring support to children and families everywhere.

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Healthy Weight Center
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