

A Focus on the Parent/Caregiver-Clinician Relationship

Parents tell us that their relationship with the doctor influences their response to guidance

Patient experience (the patient-clinician relationship) is a critical factor that influences health outcomes

Patient experience (the patient-clinician relationship) is a core success measure for Medicaid and healthcare institutions and drives healthcare reimbursement

It will:

- Improve the impact of promotion of ERH through pediatric primary care
- Open a pathway to sustainable funding for promotion of ERH through pediatric primary care



Developing a Survey of the Parent-Clinician Relationship

- ▶ Identified a gap in the availability of appropriate surveys to measure the parent-clinician relationship
- ▶ Co-designed with parents a survey of the parent relationship with the clinician
- ▶ Validated the survey

Parent/Caregiver-Clinician Relationship Survey

Survey Items	Core Themes
My child's doctor.....	
talked about my child's health in the way I understood	Patient-Centered Communication
gave me the information needed to make the right decision for me and my child	
gave me information on how to get in touch with them	
addressed my questions and concerns	
gave me full attention	
did not seem rushed during the visit	
worked with me in making decisions about my child's health	
was kind and showed they cared	Compassion and Respect
made a connection with me and my child	
made me feel valued and respected	
did not judge me	
made me feel safe and comfortable	Comfort and Safety
The doctor's office staff were respectful and professional	

Survey Validation via Mid-Atlantic ROR Network

- 131 clinics in 5 states (NC, SC, MD, VA, DC)
- 9825 caregivers completed the survey right after their child's well-child visit
- Survey available in English and Spanish





Validation

- We have a VERY LARGE # of responses
- The survey demonstrates strong evidence of validity and reliability in measuring parent-clinician relationship quality within pediatric well-child visits.
- Our results align with responses to other surveys measuring similar constructs

Our survey is scientifically credible!

A photograph of a woman with glasses and a blue top reading a book to a young child with curly hair. They are outdoors, with pink flowers and a blurred background. The text 'Reach Out and Read Model Improves The Parent-Clinician Relationship' is overlaid on the left side of the image.

Reach Out and Read Model Improves The Parent-Clinician Relationship

Parents from clinics delivering Reach
Out and Read with high quality were

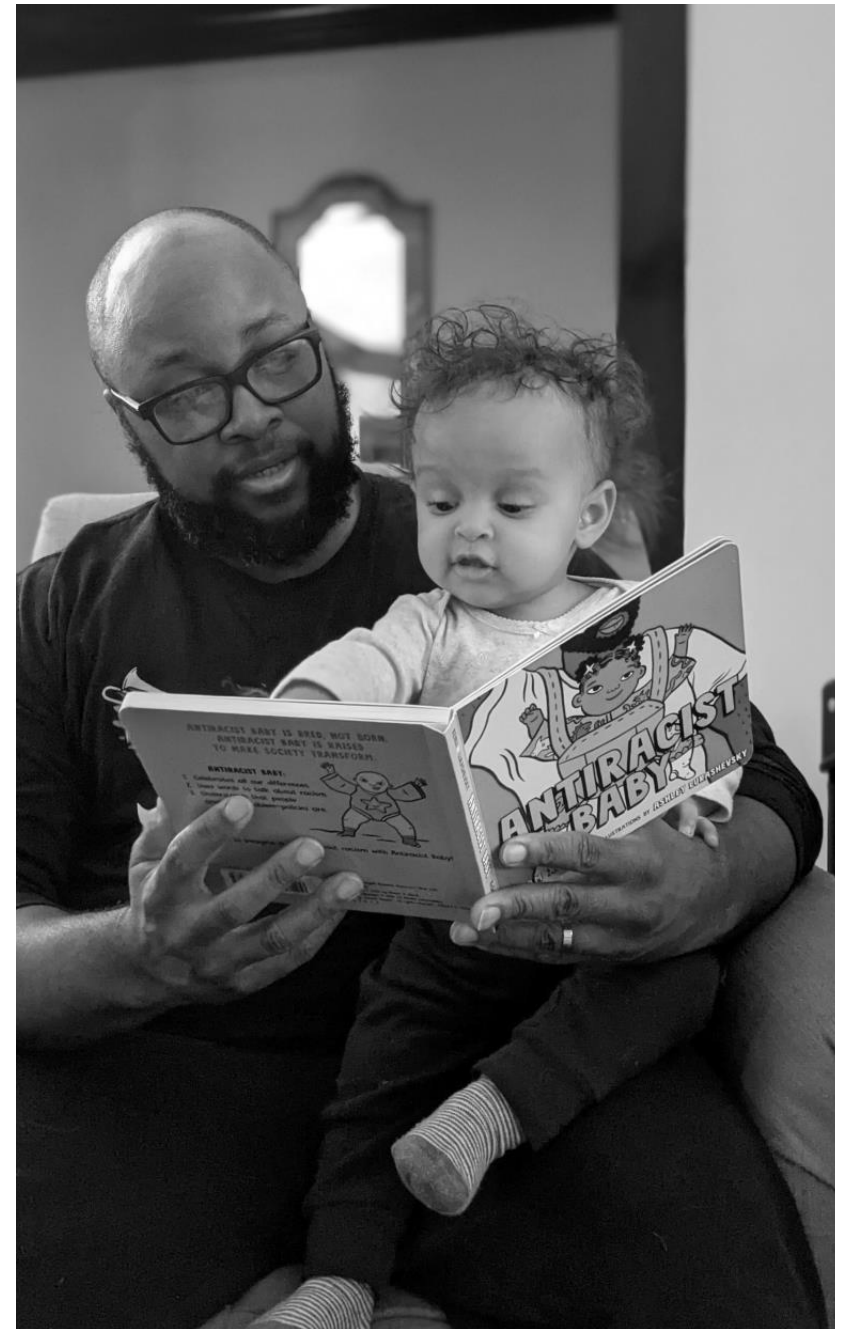
46%

more likely to report a higher average
score than other clinics

We have **STRONG** evidence that:

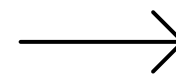
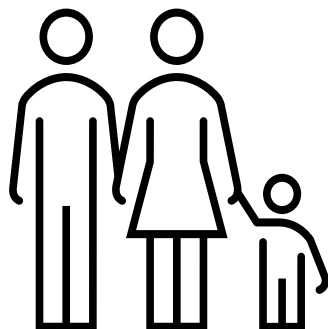
Delivery of Reach Out and Read in a clinic improves the parent-clinician relationship

The quality of delivery of Reach Out and Read is critical



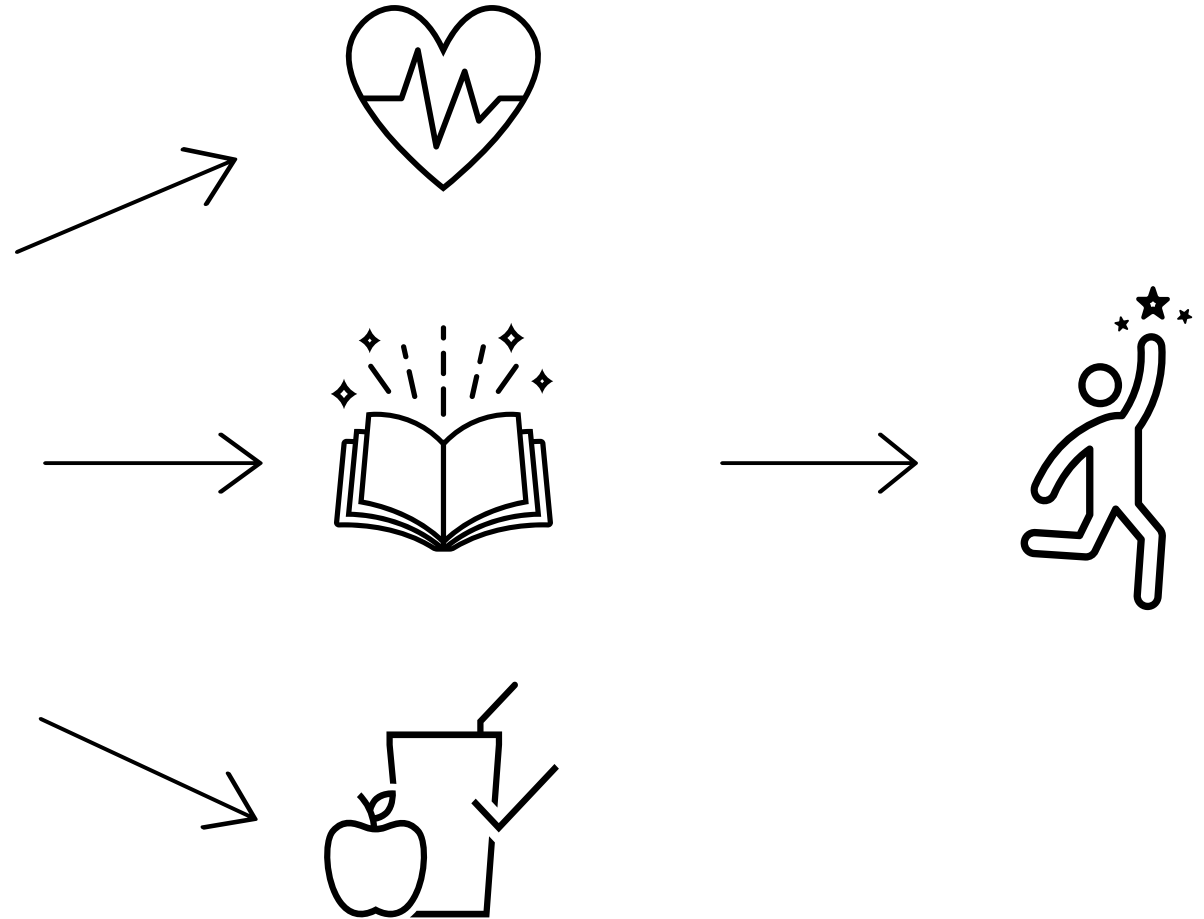
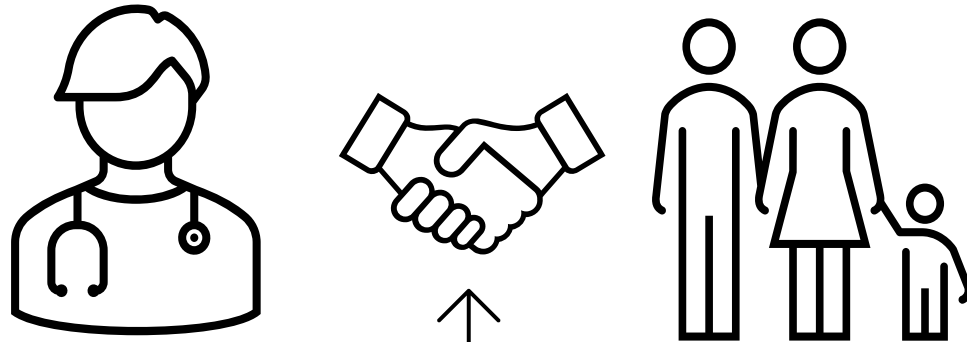
Relationships Matter

What our previous
data indicated:



Relationships Matter

Reach Out and Read improves the parent/caregiver-clinician relationship in well-child visits



“What I find powerful is how this data demonstrates the impact Reach Out and Read has on caregiver experiences. I have been part of many studies that seek to uplift equity. Very few can say that they are doing what Reach Out and Read is clearly achieving.”

Allison Kimble-Cusano
Institute for Child Success