Medical Home Assessment Questionnaire: Health Care Professional Version

The following questionnaire is designed to be used in two ways:

1. During the workshop, please read through these self-assessment questions and circle the response that best matches your level of ability. Connect each circle to obtain a graphic representation of your strengths and weaknesses for each element.

2. Once you return to your practice, you may find it beneficial to ask your office staff to complete the questionnaire. Use their responses to create a picture of strengths and weakness in your practice.

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<tr>
<td>1. I acknowledge the family’s sense of urgency by responding quickly to requests, such as for information and referrals.</td>
<td>1</td>
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<td>2. My schedule is flexible enough to individualize services for different family circumstances.</td>
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<td>3. My coworkers and I understand our responsibilities and how to respond appropriately to family needs.</td>
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<td>4. I educate families and professionals about how to contact me.</td>
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<td>5. I schedule meetings and appointments at mutually convenient times for families.</td>
<td>1</td>
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<td>6. Our office has a plan to improve accessibility within the office.</td>
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Accessibility: Geographic

7. I have information about where and when the following services are provided in my community:

a. Home health care and/or home nursing | 1 | 2 | 3 | 4 |

b. Hospice care | 1 | 2 | 3 | 4 |

c. Mental health services and support | 1 | 2 | 3 | 4 |

d. School health care | 1 | 2 | 3 | 4 |

e. Early intervention | 1 | 2 | 3 | 4 |

f. Care coordination | 1 | 2 | 3 | 4 |

g. Special education (from time of diagnosis to age 21) | 1 | 2 | 3 | 4 |

h. Vocation, rehabilitation, and habilitation programs | 1 | 2 | 3 | 4 |

i. Training for independent living | 1 | 2 | 3 | 4 |
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<td>j.</td>
<td>Hospital school programs including home tutoring</td>
<td>1</td>
<td>2</td>
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<td>k.</td>
<td>Family resource libraries, centers, and programs</td>
<td>1</td>
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<td>l.</td>
<td>Family-to-family support and networking</td>
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<td>m.</td>
<td>Sibling support</td>
<td>1</td>
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<td>n.</td>
<td>Toy or equipment loan or exchange</td>
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<td>o.</td>
<td>Playgrounds</td>
<td>1</td>
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<td>p.</td>
<td>Respite care, child care, and baby-sitting</td>
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<td>Transportation assistance</td>
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<td>Recreational programs and camps</td>
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<td>Legal services for estate planning, wills, and guardianships</td>
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<td>Spiritual support as the family desires</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<td>u.</td>
<td>Home adaptation for health or development equipment needs</td>
<td>1</td>
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<td>8.</td>
<td>My office is barrier-free (e.g., wheelchair-accessible).</td>
<td>1</td>
<td>2</td>
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<td>9.</td>
<td>When I suggest or prescribe services, I consider the demands they place on the family from the perspective of time, location, cost, and coordination.</td>
<td>1</td>
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**Accessibility: Financial**

10. My coworkers and/or I are knowledgeable about resources (direct and indirect: eg, federal, state, local, foundations, clubs, non-governmental agencies) available to families.

11. My coworkers and/or I encourage families to seek these resources.

12. My coworkers and/or I are aware of the various health plans in which my patients may participate and how these plans treat special needs.

13. My coworkers and/or I advocate for families when issues arise concerning their health care plan.

14. My billing process is flexible enough to allow for various payment options or schedules.

**Compassionate**

15. I listen respectfully to the opinions of family members.

16. I work to create an environment in which families feel supported and comfortable enough to speak freely.
17. I believe that the family's perspective and opinion are as important as mine/ours as professionals.

18. I set my values and preferences aside and operate from those of the family.

19. I take the time to learn about the child's family.

20. I ask families how they would like medical and other information provided to them.

21. I recognize the need for respite care and help families plan for it.

22. I accept that a child's health care needs are only one part of the family's priorities and that sometimes a family's needs and concerns may take precedence.

23. I value the competence of other care providers.

24. I talk with the family about the range of possibilities for a child's progress.

25. I take the time to ask about the needs, health, and other concerns of family caregivers.

**Comprehensive**

26. I and/or my coworkers make health care available 24 hours a day, 7 days a week.

27. My coworkers and/or I manage health promotion, injury prevention, acute and chronic illness, and the tertiary health care needs of our patients.

28. My coworkers and/or I provide children with special health care needs and their families anticipatory guidance and make referrals to community and tertiary resources when needed.

**Coordinated**

29. My coworkers and/or I freely share information with various providers to facilitate communication and collaboration.

30. My coworkers and/or I link families to all necessary providers and services to meet the needs of the child and family.

**Family-centered Care**

31. My coworkers and/or I ask families to identify their strengths.

32. My coworkers and/or I continuously and openly share information to families about their child's condition.

33. My coworkers and/or I are supportive to families and help them adjust to the needs of their child.

34. My coworkers and/or I work with family's to identify needs during each visit.
Continuous
35. I am aware of the variety of potential transitions that a child and family may experience.
   1 2 3 4

36. I provide support for families faced with upcoming transitions.
   1 2 3 4

37. I encourage families to learn necessary skills about how to manage their child's special needs at home.
   1 2 3 4

38. My coworkers and/or I make ourselves available to other professionals who are involved with the child's care during periods of transition.
   1 2 3 4

Cultural Competence
39. My coworkers and/or I are trained in different ways of helping that are respectful of diversity in areas such as race and family structure.
   1 2 3 4

40. My coworkers and/or I are aware of and encourage families to seek out support of other families with similar backgrounds.
   1 2 3 4

41. My coworkers and/or I attempt to make information available to families in their first language.
   1 2 3 4

42. My coworkers and/or I are aware of the impact our background or presentation of self may have on the family and patient.
   1 2 3 4

43. I work to acquire the knowledge and skills needed to be sensitive to the primary cultural group(s) that I serve.
   1 2 3 4

Action Plan:
Take a moment to look back at your responses. Look at the elements where more than half of your responses are circled 1 or 2. Create action steps to help improve these scores in the future. List 3 goals on which you would like to work:

1.

2.

3.