


- Some studies suggest that 13-17 year olds visit the doctor less than any other age group
- Adolescents who are on routine meds or play sports are more likely to have an annual well exam
- Adolescents hold the number one spot for gaps in care


- ### The Challenge
- How can we reach out and draw in our adolescents who need a well exam in a short period of time?
 - Create a space specifically for teens
 - Create a small team that would put the plan together and see it through to completion
 - Capture the support staff and providers so they see the value and buy-in to the challenge (\$\$\$)

Our Goal
200 Adolescent
(13-19)
Well Visits in July

Close some gaps in care
Improve HEDIS scores




*Tell me again how lucky
I am to work here ...*




*I keep
forgetting*

Our bait??



- \$10 Gift Cards
- Chick- Fil-A
- iTunes
- Movie Theatre
- All teens who had a well exam in July were entered into a drawing for one of our door prizes!
- \$200 VISA gift card
- Bluetooth Speaker
- Smart TV
- PS4




UNC: It's amazing that all in the ER for my name!

New! Teen Waiting Room



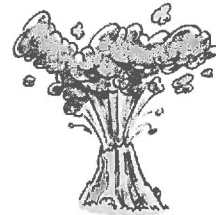
The Dream Team

- Our Patient Service Reps reached out to a long list of teens who were due for a well exam!





- The Nurses rocked it out with mental health screens, vaccines, and all the extra chaos!
- Providers jumped on board with full support making each visit count!



Adolescent Well Exam Challenge - 2017

231



What did we learn?

- Teens require a little bit of bait
- Patients who were anemic
- Patients who tested positive with Gonorrhea & Chlamydia
- Order more vaccines next year
- April is a better month for us to do this
- The REWARD is worth the WORK!
- We will DEFINITELY do this AGAIN!



Truth in Stats...

- TCC has 2,479 active adolescent patients
- 2017 - 629 adolescents for WCC
- 2016 – 1059 adolescents for WCC
- The top months for adolescent well visits before July 2017 were June 2017 & August 2016 with 129 each month.

Could this work for your practice?

- Set a goal (take what is reasonable and add a little more)!
- Identify your key players that can catch the vision, cast a plan, and keep staff motivated!
- What kind of bait works for you? Think outside of the box!
- Keep it challenging and recognize a job well done!

**Our Goal for April 2018
300**

**“A goal should scare
you a little, and excite
you a lot.”**

Joe Vitale