

# 2012 Military Health System CONFERENCE



## Royal Air Force Lakenheath: Enhancing Care & Satisfaction with Electronic Communications

The MHS: Healthcare to Health

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## Ages & Stages Pediatric Screening Questionnaire (ASQ) Is Essential, But Poses Challenges to Care

Benefit	Drawback
Provides optimal population health	Process is tedious and disruptive to care
Aligned with patient-centered care	Slows flow of patients through clinic
224% increase in referral rates	Frustrated/stressed patients, providers, staff
70% delays/differences identified solely by screening qualified for special services; 83% scheduled for additional monitoring	One-hour backlog of patients every day based on 10 additional minutes at 5–7 daily well-child visits





## Lakenheath Method

- Weekly email service for expectant & new families\*
  - Large readership
  - Customizable
  - Messages scheduled according to child's age
- One hour to create messaging to be sent automatically to target groups
  - Screening paperwork attached





## Results

- 30% now arrive with completed paperwork
- Projected savings = 78 hours in FY2012
- Providers/patients no longer stressed/distracted
- Complaints dramatically decreased
- Clinic runs more smoothly

*“[Using the email system to deliver the appropriate ASQ paperwork prior to appointments] has increased patient and doctor satisfaction and saves time at the appointment.”*





## Conclusion

- Using electronic communications, Lakenheath:
  - Solved the “time” factor in issuing pediatric screenings
  - Invested little time and effort with substantial return
  - Capitalized on Quadruple Aim elements
- Reminders are effortlessly sustainable and replicable at any MTFs.

**Royal Air Force Lakenheath**  
INTEGRITY - SERVICE - EXCELLENCE

**Paperwork for 4 months WELL Check**

This is a reminder that your 4 month WELL check is coming up. A WELL check is your child's physical appointment. Please call the clinic at 01638-52-8010 to schedule the appointment. Attached is a PDF containing some paperwork that you need to fill out. Please remember to bring these to your appointment. If you have any questions, please do not hesitate to contact us at the number above.

Thank you for your time and we look forward to see you at the clinic again,  
Royal Air Force Lakenheath Pediatric Clinic

Note: If you have trouble downloading the PDF then click [here](#) for an alternate download.

\*TRICARE-funded service, provided by TPR Media since 2008.

For more information, please contact: CAPT Tran, Pediatric Nurse, Royal Air Force Lakenheath, 01144-0163852 8714, [phi.tran.1@us.af.mil](mailto:phi.tran.1@us.af.mil); Debra Zalvan, Senior Director of Health Programs/Government Relations, TPR Media, 617-524-8861, [debra@tprmedia.com](mailto:debra@tprmedia.com).

