**Example Practice Team Focus Group Questions**

**What is the flow of the office visit?**

* What type and how many employees are at your front desk?
* Who is the parent’s first point of contact? Is it with someone in your office when they come in for a visit?
  + Who do they check in with upon arrival?
  + What takes place upon check-in?
    - Go over insurance, co-pay?
    - Hand out any paperwork? What paperwork?
    - Anything standard or semi-standard for parent to fill out at each well-child care visit?
  + How long does checking-in take?
  + What is parent instructed to do next?
    - Sit in waiting room until called by nurse/doctor?
    - How long is the typical wait in between check in and call by nurse/doctor to treatment?
* Who calls the parent to the treatment room? Nurse, MA or physician?
  + Who sees child/parent first? Doctor? Nurse or MA?
  + How long is the pediatrician (or other provider) with the parent and child?
  + How long is the nurse/MA with the child?
* When is the doctor going to review the Visit Guide? Is it going to be during the visit or before?
  + What changes will need to be made to the currently work-flow to integrate the Visit Guide?
* Does the parent check-out with anyone after visit is over? If so, with who and what takes place at check out?

Based on your perception of the flow of a well-child care visit, who do you think should pass out the WVP reminder materials(such as the WVP Post Card, Stickers for the children, and Parent Tip Sheet, see Appendix A of the Implementation Toolkit) and when? (what will be the least disruptive, yet most effective method?)

* + Front office staff at check in?
  + Nurse or MA during immunizations/other Nurse/MA components of visit?
  + Pediatrician/Nurse Practitioner/Physician Assistant?
    - Will the parent take it more seriously if materials are coming from their doctor?
    - Are the parents already receiving a lot of paperwork when they check in and this could get lost in the shuffle if given along with other paperwork?)

Based on your perception of the flow of a well-child care visit, how will you ensure the WVP Visit Guide (VG) is incorporated into your work flow? When parents bring the VG into the office or email it to your secure system before the visit, who will be responsible for getting it into the patient’s chart? Who will review the VG with the patient?

**See our recommendations for work flow with the Well-Visit Planner in the “step 3” of the Well-Visit Planner Implementation Toolkit**