

TREEHOUSE IMPLEMENTATION OFFICE TIPS

Designate *staff roles*- who will be the *office champions*?

- Who will *inform* the office staff about the program?
- Which providers will *perform* the parent coaching?
- Who will *perform* scheduling?
- Other?
- Invite support staff to observe a coaching session in order to further engage them in the program

Promote the service to patients - how will parents be informed about the program?

- Office staff/ providers during office visits?
- Posters/ flyers in office? (sample flyers in English and Spanish are on the TREEHOUSE website)
- Office website?
- Social media?
- Other?

Recruit families for telehealth coaching sessions who have children ages 4 to 12 months and who receive Medicaid or are low-income (but freely offer the coaching to other interested families as well). Perform a total of 10 coaching sessions during the QI program (alternatively you can recruit 5 families and perform two coaching sessions with them).

- Indicate to caregivers that you are offering your patients an opportunity to participate in a telehealth developmental coaching program in which you are training in conjunction with the Maryland Chapter American Academy of Pediatrics. The TREEHOUSE program focuses on tips for parents about early child development and promoting Positive Early Childhood

Experiences. Let them know that this program is offered to all of your patients at ages 4 to 24 months and that you will be conducting the coaching session with them

- **maintain a list of interested patients and patients who have received coaching**
- **create a system to *flag* eligible patients**
- **Be prepared to enter these coaching sessions into the QIDA data base for MOC 4 credit (please see the QIDA Data Entry Guide on the TREEHOUSE MDAAP website)**

***Scheduling-* how will the telehealth coaching session be integrated into the provider schedule?**

Select a *telehealth platform* that is HIPAA compliant and that has *sharing* capabilities for the power point you will be using and that can also be used to *videotape* one of the coaching sessions

***Parent permission forms* if that is office policy for telehealth visits/ (permission forms will be needed for any video recorded patient sessions). A sample parent permission form can be found on the MDAAP TREEHOUSE website.**

***TREEHOUSE EMR template* can be copy and pasted or directly integrated into the office EMR**

***Coding and insurance reimbursement:* use the insurance reimbursement tracking form to document which codes are being reimbursed and which insurance companies are providing reimbursement. Your office can choose whether to bill the patient directly if insurance does not cover the session. You can also challenge a denial by the insurance company.**

These codes can be used ICD Code: Z13.42 and Z71.89 and CPT code: 99215 (use appropriate telehealth modifier for CPT code). Billing codes are also listed on the top of the EMR template.

Please let us know if a coaching session is not reimbursed.

Familiarize yourself with the Key Parent Teaching Points and the Developmental Narrative on the TREEHOUSE website.

- integrate the TREEHOUSE program incrementally.
- don't sweat if you cannot get through the entire Parent Power point during a coaching session- use the time you have available to address what you feel are the key points.
- Be prepared to *improvise* and follow the parental cues and interests.
- use the EMR template as a guide.
- try using the TREEHOUSE concepts during routine well child office-based encounters.
- use the cue cards located on the TREEHOUSE website.

Keep parents *engaged* during the coaching session:

- Focus on what *fun* things are they already doing?
- Allow and encourage parents to "show off" their kids.
- Ask parents to have a toy and/ or book available for the session.
- Use the photos in the TREEHOUSE PARENT power point to engage parents in thinking about child development.
- Have parents "try out" concepts like the *sports announcer* approach particularly if it is a new skill.
- Provide *positive* feedback.

General Tips on conducting a coaching session:

- **We suggest beginning coaching sessions early on to get the most out of the program and monitor your progress.**
- **Ask the family to have *toys and books* available for the session.**
- **Consider having the family video tape 1-2 minutes of doing something fun together to show at the coaching session.**
- **If videotaping, unshare the TREEHOUSE power point when not using it so you can see the family interactions more clearly. Also have the family remove their names from their zoom screen if videotaping to decrease identifying factors if the video is used for future presentations. Alternatively, you can view the TREEHOUSE power point on your phone as a guide for the coaching session and share the TREEHOUSE Photos Only power point with the parent and unshare when the photos are not needed**

After the session ideas:

- **Ask the family if they would like a copy of the session if it was videotaped and show it to a family member or caregiver who was not present.**
- **Text or email the family a summary of key points discussed.**
- **Refer family to parent handouts in English and Spanish using the QR code on the TREE webpage on the MDAAP Chapter website <https://www.mdaap.org/tree/>**

- **Have the family view the Thinking Outside the Blocks and the Observing and Conveying Child Development videos on the MDAAP chapter TREE/ TREEHOUSE webpage.**