Communicating Results with Families

Preparing for communicating with families

- Role-play conversation with a peer or supervisor if needed.
- Make notes about the child / family strengths and any challenges the child is having (through ASQ-3, ASQ:SE, and objective observations).
- Note what information you need to gather from the family (e.g., health history).
- Request a time to talk with the family, including important family members who know and care for the child.
- Consider culture or language differences.
- Know your community resources and follow-up options.

Expressing your concerns

- Make the setting as private and comfortable as possible.
- Assure the family that the discussion is confidential.
- Remind the family about the purpose of screening.
- Avoid terms such as test or fail.
- Review the questionnaire.
- Emphasize the child’s strengths.
- Provide specific, nonjudgmental examples of your concerns.
- Explain cutoffs and the child’s scores.
- Be open to the family’s ideas and viewpoints.
- Discuss information that may have affected the child’s scores (e.g., health history, risk factors, lack of opportunity, cultural bias).
- Be empathetic and compassionate.
- Discuss parental concerns.
- If parents are willing, provide information about community resources and referral options.
Provide fun ideas for practicing developmental skills by using the ASQ Learning Activities or Intervention Activities.

Remember that you are there to help the family take the next steps.