



Dear Healthcare Provider:

We want to thank you for your continued support of Raising Readers and share the results of our 2008 Quality Improvement Survey with you.

The results help us evaluate how the program is operating, how we are doing with our book selections and to identify opportunities for improvement in the future.

With your help, over 1.2 million Raising Readers books will have found their way into the homes of Maine children by the end of this calendar year!

Sincerely,

Diane E. Skog, MSB
Program Director

The program is funded by the Libra Foundation and is a collaboration of MaineHealth and EMHS.

Learn more at:
www.raisingreaders.org
1-800-397-3263



QI Survey Results

Site Coordinators Things that are Working Well

Survey results show that the major components of the program appear to be working well. Nearly all site coordinators report being **very satisfied** with:

- the **customer service** provided by program staff,
- the **timeliness and accuracy** of book order delivery,
- the **variety of books** offered, and
- the **appropriateness of the book** for the selected age group.

98% of those using **online reporting and ordering** are very satisfied with the ease of using it.

Comments

“I have been so pleased with the program since inception. The added website and ordering process has made this even easier. The physicians and staff love this program as well. And of course, the children do!”

“You have made the program a very easy one to participate in and we appreciate this. Thanks for all your work.”

“This program has improved our well child visits and I feel the quality of time the parents spend with the child. Parent comments are great when they receive the books for their children.”

Medical Contacts Positive Impact

Medical contacts (physician\PA\NP) across the state said their experience with Raising Readers was **positive** (97%).

Impact on Patients and Families

According to medical contacts, the program impacts patients and families in a variety of ways:

- increased **parent practices of reading aloud** to children (69%),
- increased **attendance at well child visits** (18%), and
- increased **frequency of counseling about reading** (51%).

92% of medical contacts **report talking about reading** with patients and families.

Books are Well Received

Virtually all medical contacts agreed that the books used in the program were acceptable to them *and* to their patients and families.

How Books are Used in Well Child Visits

- Model reading behavior (40%)
- Part of anticipatory guidance (57%)
- Assess parent\child interaction (45%)
- Assess developmental level (27%)
- Entertain child (61%)





