

Prisma Health Children's Hospital Wellness Education Chat

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Programmatic Presentation Abstract

Background Information:

Developing healthy habits, such as physical activity and sleep routines, early in life can help improve health outcomes. Educating on these topics in the current media era can be a challenge to both health care providers and parents/guardians. WE CHAT was designed to simplify access to a digital platform that would provide advice and resources for children and their parents/guardians at no cost.

The program started in 2022 and has more recently undergone updates (drafted responses from physicians and self-enrollment QR code) to improve its quality and function.

Overview of Activity:

The goal of Prisma Health Children's Hospital Wellness Education Chat (WE CHAT) is to improve the healthy habits of children and adults by interacting with children and families in an accessible and user-friendly way. The program focuses on helping you to establish your own goals while providing you with resources to help achieve those goals.

With the addition of Spanish to our existing English Chats; we have increased the spectrum of potential participants.

The hope is with the addition of the self-enrollment option via a simply QR code, the active number of enrollees/participants will increase. The original program was only "physician referred" which limited the flow of new users.

Patient Feedback for Prisma Pediatric Wellness	
Feedback ID	Feedback
18326	Ok skip
18287	I'd like to see more information.
18221	Muy buen

Figure 1. Example of feedback received from patients at the end of each chat.

- Presentation Objectives**
- 1) Describe the WE CHAT program and its benefits to a child and their family/guardians in developing and maintaining healthy habits within the pediatric population.
 - 2) Identify the 2025 updates to improve both the functionality and the quality of the program using physician resources, public links, feedback from users and the addition of the self-enrollment option.
 - 3) Discuss the decision-making process to forego some clinical outcomes data to expand the service to a wider range of populations and participants.



Figure 2. QR code to sign up for WE CHAT

WE CHAT Process

To begin, scan the QR code provided. There is no download required. WE CHAT uses responses prewritten by pediatricians in a decision tree format. It can help you with goals regarding:

- Food choices
- Eating Routines
- Fitness
- Screen time
- Sleep

WE CHAT offers a few different SMART goals based on the category you chose. For example, the sleep category offers 3 options:

- No devices at bedtime
- Turn off autoplay
- 15-minute walk

WE CHAT shows options to help hold you accountable to your goals. WE CHAT can provide you with tips to support overall wellbeing also. Throughout the process, WE CHAT offers links to resources for more information.

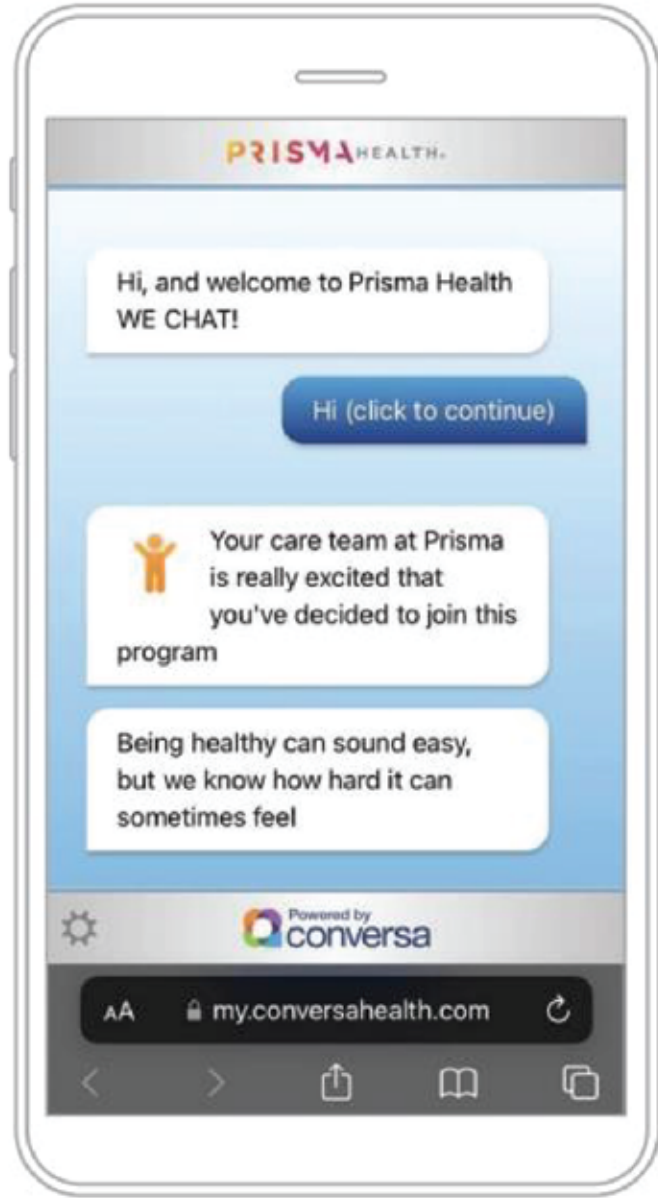


Figure 4. Photo of introduction screen when you scan the self – enrollment QR code.

Conclusion

WE CHAT is an accessible pediatrician designed program worth investing resources in an attempt to reach a variety of children and their families to offer interactive healthy habits education and access to helpful resources.

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Chat educativo sobre bienestar en el Hospital Infantil de Prisma Health

El chat educativo sobre bienestar del Hospital Infantil de Prisma Health (WE CHAT) le ayuda a usted y a su hijo a lograr sus objetivos para llevar un estilo de vida saludable.

Educación de bienestar para crear y mantener hábitos saludables y acciones para crecer bien

Sencillo: Escanee este código QR o visite <https://prisma.health/WEchat> para inscribirse y empezar a chatear. Le preguntaremos un poco sobre su estilo de vida o el de su hijo y configuraremos sus notificaciones del chat (texto o correo electrónico). Después de eso, recibirá chats semanales para ayudarlo a usted y/o a su hijo a lograr cambios saludables. No hay nada que descargar, ni contraseña que recordar.

Centrados en objetivos: Trabajaremos con usted para fijar objetivos en torno a la nutrición, actividad física, el tiempo frente a la pantalla y el sueño, y le ofreceremos apoyo para su salud social y emocional. Después de fijar sus objetivos, WE CHAT hará un seguimiento de su progreso.

Conexión: Y lo que es más importante, ¡queremos que tenga éxito! Le proporcionaremos consejos y recomendaciones prácticas sobre recursos locales para ayudarlo a alcanzar sus objetivos. Si encuentra dificultades y desea ponerse en contacto con su equipo médico, podemos ayudarlo a organizar un seguimiento posterior.

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Figure 3. Spanish version of WE CHAT flyer posted throughout the Columbia and Upstate areas of SC.