

Oregon School-Based Health Center encounter and operational profile data

Data reported below covers the period from July 1, 2018 to June 30, 2019 and are from encounter visits and the SBHC State Program Office operational profile database.

SBHC encounter and operational profile data		
Data type	Percentage	
Number of certified SBHCs in Oregon	79	
SBHC population served	38,057 clients in 130,586 visits	
SBHC population served by a behavioral health ¹ provider	6,466 clients in 43,982 visits	
Number of Oregon school-aged children (5–21 years) with access to SBHCs in their schools	63,298	
SBHCs with PCPCH recognition	48%	
SBHCs sponsored by FQHCs	74%	
SBHCs sponsored by LPHAs	30% (26% have FQHC status)	
Insurance status of SBHC clients at first visit	OHP/Medicaid	52%
	Private	21%
	Unknown/none ²	21%
	Other Public	5%
	C Care	2%
Average number of visits per client (all visits)	3.4	
Average number of visits per client (behavioral health provider visits)	6.8	
Male: percent clients, percent visits	44% clients, 40% visits	
Female: percent clients, percent visits	56% clients, 59% visits	
Transgender: percent clients, percent visits	0.2% clients, 0.5% visits	
School-aged youth (5–21 years): percent clients, percent visits	74% clients, 77% visits	

¹ In this report, the term “behavioral health” is intended to include mental health and substance abuse.

² “Unknown/none” categories include some clients who have insurance but for whom insurance information is not captured for a number of reasons: It is not a billable visit; it is a confidential visit, so insurance is not billed; student does not know of provide evidence of their insurance.

White: percent of clients	77%
White, non-Hispanic: percent of clients	55%
Hispanic/Latino(a): percent of clients	25%
Black: percent of clients	5%
American Indian/Alaska Native: percent of clients	3%
Asian: percent of clients	3%
Native Hawaiian or other Pacific Islander: percent of clients	1%
Unknown race/ethnicity: percent of clients	6%
Percent of all clients who had a comprehensive well visit (ages 5–21)	42%
Percent of mental health clients who had a comprehensive well visit (ages 5–21)	30%
Percent of visits with a behavioral health provider	34%
Percent of visits where an immunization was administered	12%
Percent of visits with a reproductive health-related service	10%
Percent of visits with an oral health component	4%

Student Satisfaction Survey Data

Each year, all certified SBHCs are required to survey a sample of clients aged 12 – 19 years who share their experience of healthcare services they receive during their visit at their SBHC. Surveys are completed by either iPad (90%) or paper form (10%) and are anonymous and confidential. In 2018-19, 2,079 students representing 76 SBHCs completed the survey. Survey data was weighted to reflect the actual percent of 12 – 19-year-olds served in each SBHC.

Student Satisfaction Survey Data		
Questions	Categories	Percent
1. Grade (n = 2035)	5 th	0.2%
	6 th	3.1%
	7 th	5.7%
	8 th	6.5%
	9 th	20.0%
	10 th	20.9%
	11 th	23.2%
	12 th	20.2%

Questions	Categories	Percent
2. Age (years) (n = 2013)	12	7.0%
	13	6.4%
	14	11.0%
	15	22.1%
	16	22.7%
	17	20.8%
	18	9.0%
3. Gender (n=2075)	19	1.0%
	Male	29.6%
	Female	68.3%
4. Preferred language (n = 2076)	Transgender ³	2.1%
	English	92.0%
	Spanish	7.0%
5. Would you say that in general your physical health is: (n= 2074)	Other	1%
	Excellent	15.1%
	Very good	26.4%
	Good	42.1%
	Fair	14.8%
6. Would you say that in general your emotional and mental health is: (n= 2078)	Poor	1.6%
	Excellent	16.4%
	Very good	19.1%
	Good	29.9%
	Fair	25.4%
7. Which statement best describes your visit to the Health Center? (n = 2073)	Poor	9.2%
	Today is the first time I've ever visited the Health Center	12.2%
	Today is the first time I've visited the Health Center this school year.	15.8%
8. Which kind of provider did you see today? (n = 2057)	I've already visited the Health Center at least once this school year.	72.0%
	Physical Health	74.1%
	Mental Health	14.6%
	Dental	0.8%
9. During your visit to the Health Center today, did the Health Center staff explain things in a way that was easy to understand? (n = 2069)	2 or more providers	10.4%
	Yes, definitely	91.3%
	Yes, somewhat	8.4%
	No	0.4%

³ “Other” = Students who selected “Other” by itself (n=25), “Male” and “Other” (n=5), “Female” and “Other” (n=4), “Female” and “Male” (n=4) and “Female”, “Male” and “Other” (n=3).

Questions	Categories	Percent
10. During your visit to the Health Center today, did the Health Center staff give you easy to understand instructions about taking care of your health problems? (n = 2069)	Yes, definitely	90.1%
	Yes, somewhat	9.4%
	No	0.4%
11. During your visit to the Health Center today, did the Health Center staff spend enough time with you? (n = 2063)	Yes, definitely	89.3%
	Yes, somewhat	9.7%
	No	1.0%
12. During your visit to the Health Center today, did the Health Center staff involve you in making decisions about your healthcare (e.g. treatment options)? (n = 2065)	Yes, definitely	84.9%
	Yes, somewhat	12.9%
	No	2.1%
13. Is there at least one adult at this SBHC (e.g. provider, nurse, staff) that you feel really cares about you? (n = 2053)	Yes	79.9%
	No	1.9%
	Don't know	18.2%
14. During your visit to the Health Center today, how satisfied were you with the space at the health center (waiting room, patient room, etc.) (n = 2061)	Very satisfied	81.1%
	Somewhat satisfied	17.2%
	Not very satisfied	1.4%
	Not at all satisfied	0.4%
15. During your visit to the Health Center today, how satisfied were you with the check-in process? (n = 2060)	Very satisfied	83.8%
	Somewhat satisfied	14.3%
	Not very satisfied	1.3%
	Not at all satisfied	0.7%
16. During your visit to the Health Center today, how satisfied were you with the staff? (n = 2056)	Very satisfied	92.4%
	Somewhat satisfied	6.7%
	Not very satisfied	0.5%
	Not at all satisfied	0.4%
17. How many classes did you miss today to come to the Health Center? (n = 2063)	None or only part of a class	56.5%
	1–2 classes	34.6%
	3–5 classes	3.0%
	All day	2.5%
	I don't know	3.3%

Questions	Categories	Percent
18.If your school did not have a Health Center, would you have another place to go for care today (like a doctor’s office, emergency room or another clinic)? (n = 2013)	Yes	46.3%
	No	24.2%
	I don’t know	29.5%
14 a. If yes, would you go to the other clinic or doctor for care today? (n = 887)	Yes	42.8%
	No	35.9%
	I don’t know	21.3%
14 b. How many classes would you have missed today if you went to the other clinic or doctor? (n = 888)	None or only part of a class	17.4%
	1–2 classes	29.0%
	3–5 classes	19.1%
	All day	19.2%
	I don’t know	15.3%
19.In the past 12 months, how many days of school did you miss for ANY reason? (n = 2047)	None	18.6%
	1–5 days	43.4%
	6–10 days	19.7%
	11 or more days	18.4%
20.During the past 12 months, how many days of school did you miss because of physical health reasons (for example, cough, cold, stomach problems, injury, headache, cramps, asthma, allergies, etc.)? (n = 2042)	None	30.9%
	1–5 days	50.7%
	6–10 days	12.8%
	11 or more days	5.6%
21.During the past 12 months, have you had any physical health care needs that were NOT met? (Count any situation where you thought you should see a doctor, nurse, or other health professional, but couldn’t or didn’t.) (n = 2030)	Yes	18.7%
	No	81.3%
22.In the past 12 months, where did you usually go to get physical health care? (n = 2029)	School-Based Health Center	45.5%
	Doctor’s office	26.2%
	Other health clinic (not at school)	9.5%
	Emergency room or urgent care clinic	3.4%
	School nurse	1.4%
	Some other place	1.5%
	I don’t know	9.3%
Does not apply to me	3.3%	

Questions	Categories	Percent
23. During the past 12 months, how many days of school did you miss because of emotional or mental health reasons (for example, if you felt too sad or nervous to go to school)? (n = 2027)	None	58.6%
	1–5 days	29.6%
	6–10 days	5.6%
	11 or more days	6.3%
24. During the past 12 months, have you had any emotional or mental health care needs that were NOT met? (Count any situation where you thought you should see a counselor, social worker, or other mental health professional, but couldn't or didn't.) (n = 2014)	Yes	22.4%
	No	77.6%
25. In the past 12 months, where did you usually go to get emotional or mental health care? (n = 2029)	School-Based Health Center	30.6%
	Therapist or counselor	17.6%
	School counselor	4.5%
	Doctor's office	3.1%
	Emergency room or urgent care clinic	0.5%
	School nurse	0.4%
	Some other place	2.2%
	Other health clinic (not at school)	2.7%
	Don't know	11.4%
	Does not apply to me	27.0%
26. In the past 12 months, have you visited an emergency room or urgent care clinic for physical or mental health care need? (Check all that apply). (n = 2028)	Yes (any)	28.2%
	Yes - on the weekend	40.1%
	Yes – during school hours	36.7%
	Yes – before or after school	42.3%
	Yes – during the summer	30.4%
	No	57.7%
	Don't know	14.2%

Questions	Categories	Percent
27. In the past 12 months, did the Health Center doctor or nurse send you to another place to get health care services, like mental health, dental, or x-rays? (n = 2037)	Yes	21.2%
	No	68.3%
	I don't know	10.5%
28. In the past 12 months, did the Health Center doctor or nurse order a blood test, x-ray or other test for you? (n = 2030)	Yes	30.4%
	No	58.0%
	I don't know	11.6%
29. If Yes, did someone from the Health center follow up with you on the results of the blood test, x-ray or other test? (n = 586)	Yes	81.7%
	No	9.4%
	I don't know	8.9%
30. In the past 12 months, when you called this Health Center to get an appointment for care you needed right away, how often did you get an appointment as soon as you thought you needed? (n= 2014)	Always	47.0%
	Usually	24.2%
	Sometimes	9.2%
	Never	3.1%
	Does not apply to me	16.6%
31. In the past 12 months, when you made an appointment for a check-up or physical exam with this Health Center, how often did you get an appointment as soon as you thought you needed? (n = 2015)	Always	47.2%
	Usually	23.9%
	Sometimes	8.1%
	Never	2.7%
	Does not apply to me	18.0%
32. In the past 12 months, when you made an appointment for a mental health visit (like therapy or counseling) with this Health Center, how often did you get an appointment as soon as you thought you needed? (n = 2013)	Always	34.7%
	Usually	16.6%
	Sometimes	8.1%
	Never	3.7%
	Does not apply to me	36.9%