

Oregon School-Based Health Center encounter and operational profile data

Data reported below covers the period from July 1, 2019 to June 30, 2020 and are from encounter visits and the SBHC State Program Office operational profile database.

SBHC encounter and operational profile data		
Number of certified SBHCs in Oregon		78
SBHC population served		35,785 clients in 121,144 visits
SBHC population served by a behavioral health ¹ provider		6,537 clients in 44,258 visits
SBHC population served by dental provider		1,302 clients in 2,100 visits
Number of Oregon school-aged children (5–21 years) with access to SBHCs in their schools		67,148
SBHCs with PCPCH recognition		47%
SBHCs sponsored by FQHCs		76%
SBHCs sponsored by LPHAs		32% (24% have FQHC status)
Insurance status of SBHC clients at first visit	OHP/Medicaid	53%
	Private	22%
	None/unknown	18%
	Other Public	6%
	C Care	2%
Average number of visits per client (all provider type visits)		3.4
Average number of visits per behavioral health client (behavioral health provider type visits only)		6.8
Male: percent clients, percent visits		44% clients, 39% visits
Female: percent clients, percent visits		56% clients, 61% visits
Transgender: percent clients, percent visits		0.1% clients, 0.3% visits
School-aged youth (5–21 years): percent clients, percent visits		70% clients, 74% visits

¹ The term “behavioral health” is intended to include mental health and substance abuse.

White: percent of clients	75%
White, non-Hispanic: percent of clients	53%
Hispanic/Latino(a): percent of clients	24%
Black: percent of clients	4%
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	7%
Percent of all clients who had a comprehensive well visit (ages 5–21)	38%
Percent of mental health clients who had a comprehensive well visit (ages 5–21)	23%
Percent of visits with a behavioral health provider	37%
Percent of clients who had an immunization administered	34%
Percent of visits with a reproductive health-related service	10%
Percent of visits with an oral health provider	2%
Percent of visits that occurred During COVID-19**	17%
Percent of all clients who first received SBHC services During COVID-19**	10%
Percent of visits that were via telehealth	7%
Number of SBHC clients ages 5-21 who received dental sealants	353

** Due to Oregon Governor Kate Brown's *Executive Order No. 20-08*, ordering the March 16, 2020 closure of all in-person schools, we report and describe data as follows, when applicable: Pre-COVID-19 describes data July 1, 2019 through March 15, 2020 and During-COVID-19 describes data March 16, 2020 through June 30, 2020.

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 (99%) or paper form (1%) and are anonymous and confidential. In 2019-2020, 1,460 students representing 71 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 = 1,428)	5 th	0.2%
	6 th	2.3%
	7 th	5.2%
	8 th	6.8%
	9 th	19.9%
	10 th	22.6%
	11 th	22.7%
	12 th	20.3%
2. Age (years) (n = 1380)	12	6.5%
	13	6.5%
	14	14.9%
	15	20.5%
	16	21.9%
	17	20.9%
	18	8.4%
	19	0.3%
3. Gender (n = 1,451)	Male	34.2%
	Female	63.5%
	Other ²	2.3%
4. Preferred language (n = 1,450)	English	92.8%
	Spanish	6.3%
	Other	1.0%
5. Would you say that in general your physical health is: (n = 1,450)	Excellent	13.1%
	Very good	24.9%
	Good	41.8%
	Fair	17.5%
	Poor	2.7%

² “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
6. Would you say that in general your emotional and mental health is: (n = 1,451)	Excellent	13.3%
	Very good	19.4%
	Good	28.4%
	Fair	26.6%
	Poor	12.3%
7. Which statement best describes your visit to the Health Center? (n = 1,452)	Today is the first time I've ever visited the Health Center	12.4%
	Today is the first time I've visited the Health Center this school year.	19.0%
	I've already visited the Health Center at least once this school year.	68.6%
8. Which kind of provider did you see today? (n = 1,443)	Physical Health	71.6%
	Mental Health	18.3%
	Dental	1.0%
	2 or more providers	9.0%
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 = 1,445)	Yes, definitely	89.9%
	Yes, somewhat	9.7%
	No	0.4%
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 = 1,442)	Yes, definitely	87.9%
	Yes, somewhat	10.6%
	No	1.4%
11. During your visit to the Health Center today, did the Health Center staff spend enough time with you? (n = 1,440)	Yes, definitely	87.9%
	Yes, somewhat	11.4%
	No	0.7%
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 = 1,440)	Yes, definitely	85.0%
	Yes, somewhat	13.0%
	No	2.0%
13. Is there at least one adult at this SBHC (e.g. provider, nurse, staff) that you feel really cares about you? (n = 1,436)	Yes	77.3%
	No	1.1%
	Don't know	21.6%

Questions	Categories	Percent
14. During your visit to the Health Center <u>today</u> , how satisfied were you with the space at the health center (waiting room, patient room, etc.) (n = 1,434)	Very satisfied	80.8%
	Somewhat satisfied	18.3%
	Not very satisfied	0.7%
	Not at all satisfied	0.2%
15. During your visit to the Health Center <u>today</u> , how satisfied were you with the check-in process? (n = 1,434)	Very satisfied	84.5%
	Somewhat satisfied	14.0%
	Not very satisfied	1.3%
	Not at all satisfied	0.2%
16. During your visit to the Health Center <u>today</u> , how satisfied were you with the staff? (n = 1,432)	Very satisfied	92.0%
	Somewhat satisfied	7.6%
	Not very satisfied	0.2%
	Not at all satisfied	0.2%
17. During your visit to the Health Center <u>today</u> , how satisfied were you with the youth friendliness? (n = 1,429)	Very satisfied	87.7%
	Somewhat satisfied	11.1%
	Not very satisfied	0.9%
	Not at all satisfied	0.2%
18. How many classes did you miss today to come to the Health Center? (n = 1,434)	None or only part of a class	53.0%
	1–2 classes	39.5%
	3–5 classes	1.3%
	All day	2.7%
	I don't know	3.5%
19.a. 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 = 1,401)	Yes	44.9%
	No	26.7%
	I don't know	28.3%
19.b. If yes, would you go to the other clinic or doctor for care today? (n = 612)	Yes	51.5%
	No	30.4%
	I don't know	18.1%
19.c. How many classes would you have missed today if you went to the other clinic or doctor? (n = 622)	None or only part of a class	12.0%
	1–2 classes	38.8%
	3–5 classes	19.6%
	All day	16.4%
	I don't know	13.2%

Questions	Categories	Percent
20. 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 = 1,338)	Yes	16.9%
	No	83.1%
21. In the past 12 months, where did you usually go to get physical health care? (n = 1,437)	School-Based Health Center	44.0%
	Doctor's office	26.2%
	Other health clinic (not at school)	9.1%
	Emergency room or urgent care clinic	4.7%
	School nurse	1.9%
	Some other place	2.3%
	I don't know	9.4%
	Does not apply to me	2.3%
22. 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 = 1,437)	Yes	20.9%
	No	79.1%
23. In the past 12 months, where did you usually go to get emotional or mental health care? (n = 1,438)	School-Based Health Center	31.6%
	Therapist or counselor	17.3%
	School counselor	5.0%
	Doctor's office	3.4%
	Emergency room or urgent care clinic	0.9%
	School nurse	0.9%
	Some other place	2.5%
	Other health clinic (not at school)	3.3%
	Don't know	12.5%
	Does not apply to me	22.6%
24. 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 = 1,419)	Yes (any)	27.2%
	Yes - on the weekend	30.8%
	Yes – during school hours	41.6%
	Yes – before or after school	34.1%
	Yes – during the summer	33.5%
	No	59.5%
	Don't know	13.3%

Questions	Categories	Percent
25. 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 = 1,441)	Yes	19.4%
	No	69.1%
	I don't know	11.4%
26. In the past 12 months, did the Health Center doctor or nurse order a blood test, x-ray or other test for you? (n = 1,438)	Yes	27.6%
	No	60.1%
	I don't know	12.3%
27. 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 = 373)	Yes	83.8%
	No	6.7%
	I don't know	9.5%
28. 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 = 1,426)	Always	42.1%
	Usually	26.2%
	Sometimes	8.9%
	Never	2.9%
	Does not apply to me	19.9%
29. 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 = 1,427)	Always	45.2%
	Usually	23.2%
	Sometimes	9.9%
	Never	3.6%
	Does not apply to me	18.2%
30. 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 = 1,426)	Always	33.9%
	Usually	20.5%
	Sometimes	7.0%
	Never	6.0%
	Does not apply to me	32.6%