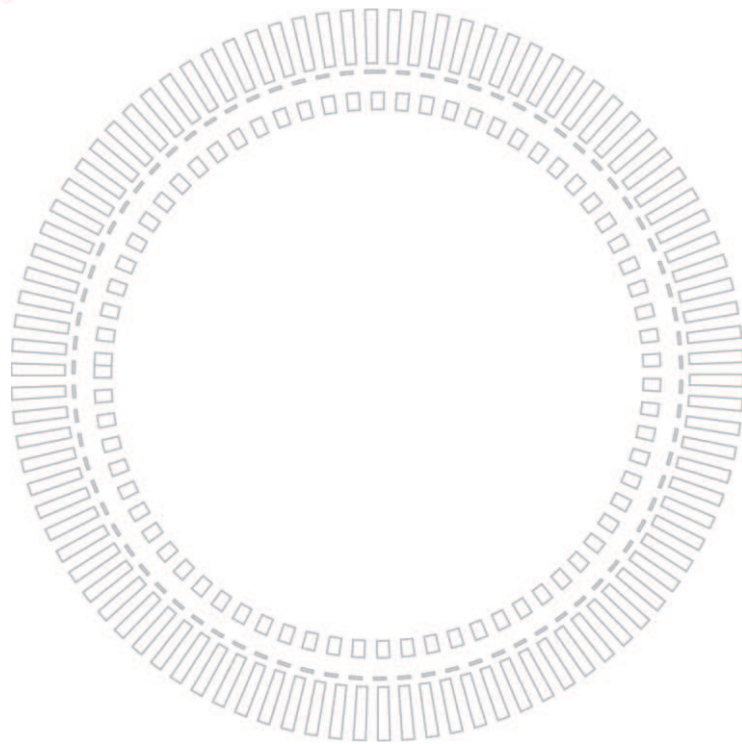
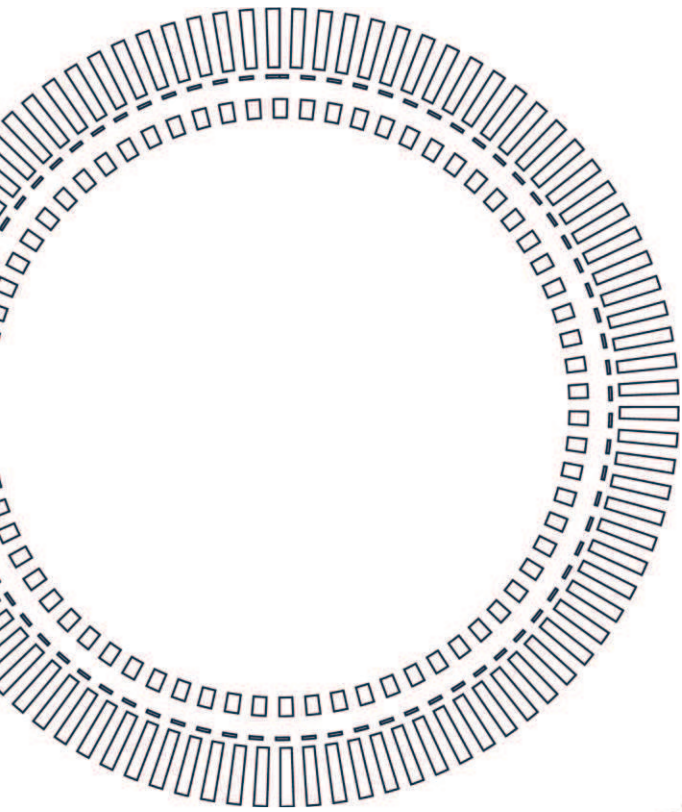


ADOLESCENT **HEALTH** INITIATIVE

Youth-Led Health Center Assessment Tool



Instructions

This assessment is intended to be completed by a group of youth with support from a health center representative.

Follow these steps to complete the assessment process:

- 1. Read** through all of the items on the Youth-Led Clinic Assessment Tool with your team of youth evaluators. Discuss any items which are unclear to you.
- 2. Walk** through the health center and rank each item on the assessment tool.
 - When you are unsure how to rank an item, put a star next to it, leave it blank, and ask about it during the interview.
 - Use the notes section to keep track of your questions.
- 3. Interview** a health center representative and ask them about the items on the assessment tool that you left blank.
- 4. Review** your rankings and comments with your team.
- 5. Share** your feedback with the health center.

Ranking Example

Assessment Tool Item #4: The health center is open during times that are convenient for young people.

No

The health center is only open from 8am – 4pm.

Partially

The health center is open until 7pm one night a week.

Yes

The health center is open until 7pm three nights a week.

Youth-Led Health Center Assessment Tool

Rank the health center on each of the items listed below. Put a star by the items you want to ask during the interview. Ask your facilitator if anything on this assessment tool is unclear.

Name of Health Center: _____

THIS HEALTH CENTER...	No	Partially	Yes
1. Is in a location that young people in the community can easily get to.			
2. Has walk-in or drop-in appointments.			
3. Makes their hours visible (listed on the website, posted on the front door, etc).			
4. Is open during times that are convenient for young people (after-school, weekend hours, etc.).			
5. Has a physical space that is welcoming to young people (appealing artwork, posters, free WiFi, etc.).			
6. Has a check-in and check-out area that feels private.			
7. Has exam rooms that feel private (soundproof, etc.).			
8. Has confidential services for youth.			
9. Posts information about confidential services in places that youth can easily see.			
10. Has services that are free or low-cost for youth.			
11. Posts information about free or low-cost services in places that youth can easily see.			
12. Posts visual cues (rainbow stickers, pamphlets, etc.) to indicate that LGBTQ+ youth are welcomed.			
13. Has an all-gender bathroom in a convenient location.			
14. Provides services in the languages spoken by youth in your area.			
15. Posts information about the languages staff speak in places youth can easily see.			
16. Has mental health services for youth.			
17. Posts information about mental health services in places that youth can easily see.			
18. Has health education materials (brochures, etc.) that are easy to understand and appealing to youth.			
19. Provides free menstrual products.			
20. Provides free condoms.			
21. Provides multiple birth control methods (pill, patch, LARCs, emergency contraception, etc.).			
22. Provides pregnancy testing and comprehensive options counseling.			
23. Provides testing and treatment for sexually transmitted infections (STIs).			

Additional Observations

1. What do you like the most about this health center?

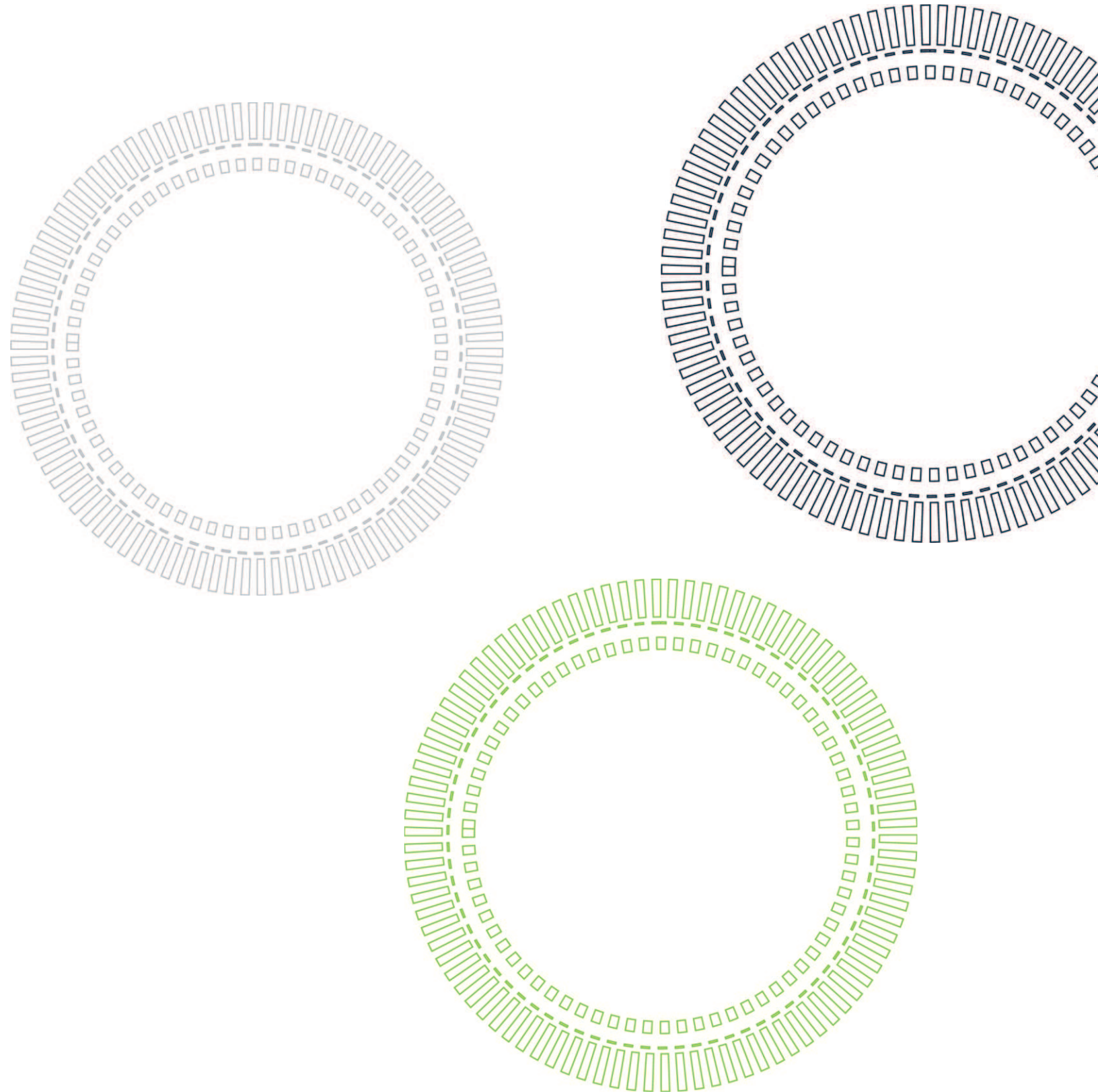
2. What is one thing you would change to make this health center a better place for youth?

3. Would you recommend this health center to your friends? Why or why not?

Notes

ADOLESCENT **HEALTH** INITIATIVE

**Youth-Led Health Center Assessment:
Facilitator Guide**



Goals

1. Engage young people in evaluating the youth-friendliness of health centers.
2. Provide meaningful, youth-driven feedback to health centers.

Preparing for the Activity

Step 1. Plan for Activity

Time: 2 – 3 hours (Complete this step at least one week in advance of the activity day.)

Identify a group of young people to serve as the youth evaluation team.

Watch the *What Matters to You(th)? Perspectives on Health Care Experiences* video: <https://youtu.be/kcxAtWLY7II>.

Read through this Facilitator’s Guide. Think about how you will facilitate the activities and share feedback with the health center.

Familiarize yourself with your state’s minor consent laws by visiting the [Guttmacher Institute’s website](#). Be prepared to share with your youth evaluation team which health services minors can consent to without parental permission in your state.

Schedule a tour of the health center your youth evaluation team will be assessing. Ideally the tour would occur during a time when the health center is not open to patients.

Schedule 15-30 minutes for an interview with a health center staff person to take place after the tour.

Arrange for transportation for your youth evaluation team to and from the health center. If necessary, secure parent permission documentation.

Step 2. Prepare materials

Time: 1 hour

Set up the computer, projector, and speakers.

Load the *What Matters to You(th)? Perspectives on Health Care Experiences* video: <https://youtu.be/kcxAtWLY7II>.

Collect materials for each young person including copies of the assessment tool, clipboards, writing utensils, notecards, and markers.

Write the following questions in large letters at the top of three pieces of flip chart paper.

- What did you like most about the health center?
- What is one thing you would change to make this health center a better place for teens?
- Would you recommend this health center to your friends? Why or why not?

Post the three pieces of flip chart paper around the room.

Materials List

- Computer
- Projector
- Speakers
- Copies of the *Youth-Led Health Center Assessment Tool*
- Clipboards
- Writing utensils
- Flip chart paper
- Tape (to hang flip chart paper)
- Markers
- Stopwatch or Timer

Facilitating the Activity

Note: This activity can be completed in one day or it can be broken up into multiple sessions.

Step 1. Discuss the Importance of Youth-Friendly Services

Time: 45 minutes

Required Materials: Computer, project, speakers

Ask: “How would you describe a youth-friendly health center?”

Explain: The World Health Organization says that a youth-friendly health center meets the needs of young people in ways that are sensitive, effective, and inclusive. Today, we’re going to watch a video about three young people’s experiences at a health center. Pay attention to the youth-friendly characteristics they notice during their visit.”

Play: *What Matters to You(th)? Perspectives on Health Care Experiences* video: <https://youtu.be/kcxAtWLY7II>.

Explain: “Now turn to a partner, and for the next three minutes discuss these questions:”

- “What did the young people in the video notice during their health center visit that was youth-friendly?”
- “What is important to you when you go to a health center to access physical or mental health services?”

Ask: “Would anyone like to share what youth-friendly characteristics they noticed during the video?”

- *Possible responses include: welcoming to LGBTQ+ youth, teen-friendly magazines, clean environment, confidential services, patient-provider interactions, translator services.*

Ask: “Would anyone like to share what is important to you when you go to a health center to access physical or mental health services?”

Ask: “Why is it important for health centers to be youth-friendly?”

- *Possible responses include: young people are more likely to be honest about their needs, young people are more likely to go back if they have a good experience, young people are more likely to get their needs met.*

Step 2. Prepare for the Evaluation

Time: 45 minutes

Required Materials: Copies of the *Youth-Led Health Center Assessment Tool*

Explain: “Today we are going to visit [*insert name of health center*] to evaluate ways it is youth-friendly. The evaluation will include a tour of the health center and an interview with a health center representative. Before we go, we’re going to review the worksheet that we’re going to use to do our evaluation.”

Distribute copies of the Youth-Led Health Center Assessment Tool.

Explain: “Let’s read through this worksheet together. As we read, we’ll pause to discuss some terms and ideas to make sure everything is clear. If anything is confusing, let me know as we go.”

Read through the tool aloud together. Stop to discuss the following terms along the way:

- “What does a welcoming physical space at a health center look like to you?”

- “What do confidential services mean to you?” **Explain** what health services are confidential in your state.
- “What does LGBTQ+ stand for?”
 - *Answer: Lesbian, Gay, Bisexual, Transgender, Queer or Questioning. The plus sign represents additional identities including asexual, pansexual, two-spirit.*
- “Why is it important for a health center to be welcoming to LGBTQ+ youth?”

Ask: “Now that we’ve read through the worksheet, does anyone have any other questions about it?”

Explain: “Great! Now we’re going to go evaluate the health center.”

Step 3. Evaluate the Health Center

Time: 60 – 90 minutes

Required Materials: Copies of the *Youth-Led Health Center Assessment Tool*, Clipboards, Writing utensils

Go to the health center with the youth evaluation team.

Explain: “You each have your own copy of the worksheet. As we walk through the health center, complete the form on your own. If any of the items on the assessment tool are confusing to you, we’ll pause to discuss them. If you feel like you need more information to rank an item, put a star by it and leave it blank. After the tour, we will sit down with a health center staff member to discuss any of the questions on the assessment tool that you starred and left blank. Does anyone have any questions before we get started?”

Tour the health center as a group, ranking items on the assessment tool as you go.

Interview a health center staff member as a group. Encourage your youth evaluation team to seek clarification on items on the evaluation tool that they were unable to rank during the tour.

Return to your program site.

Step 4. Evaluation Debrief

Time: 60 – 90 minutes

Required Materials: Flip Chart Paper, Markers, Tape, Stopwatch or Timer

Explain: “Take the next five minutes to review the ranking on your worksheet. Look at the final three open-ended questions and complete your responses.”

Explain: “Now we’re going to discuss each item on the evaluation tool together and come up with a final ranking.”

Read through each item on the evaluation tool together. Pause after each item to discuss the following questions:

- “How did each of you rank that item?”
- “Why did you rank it that way?”
- “What final ranking can we agree to give this item?”

Explain: “Now let’s review your responses to the last three questions on the evaluation tool. Around the room you’ll see three pieces of flip chart paper posted on the walls. Each piece of flip chart paper has one of the open-ended questions listed at the top. When I say go, let’s divide into three small groups. Each group will then go to one of the questions posted on the wall. As a group discuss your thoughts about that question and record your

responses on the flip chart paper using a marker. After two minutes, I'll ask your group to rotate to a new question. We'll repeat that process until your group has written their responses to all of the questions. Any questions before we get started? Ok, let's go!"

Tell the small groups to rotate to a new question after they have spent two minutes at each station. A stopwatch or timer can be useful to keep track of the time. Once each small group has rotated through each question, ask everyone to take a seat.

Review the responses written on each piece of flip chart paper as a group. Pause after each set of responses to discuss the following questions:

- "Is anything unclear on this list?"
- "Would anyone like to add anything to this list?" Write additional responses on the flip chart paper.

Step 5. Share Feedback

Time: Depends on the strategy your team chooses

There are many ways your youth evaluation team can share the results and recommendations from their evaluation project (take a look at the "Strategies for Sharing Results" box for a few ideas). Engage your team in a brainstorming session to decide how they want to provide feedback to the health center they evaluated. Some questions to consider include:

- Who should hear our feedback?
- What is the best way to provide feedback to them?
- How can we inspire them to make their health center more youth-friendly?

Once your team has picked a strategy to share their results, have them create and implement a plan to make it happen!

Strategies for Sharing Results

- Have your youth evaluation team prepare a presentation to share with health center leadership.
- Have your youth evaluation team develop a brief written report to email to health center leadership.
- Invite a health center representative to a youth evaluation team meeting. Share the results and recommendations through a facilitated conversation.

Step 6. Reflection

Time: 45 minutes

Required Materials: Notecards, writing utensils

Explain: "We are going to spend some time reflecting on the health center evaluation project. Let's start with a Rose-Bud-Thorn reflection. In this reflection activity, the rose stands for something you liked about the project, the thorn stands for something you didn't like about this project, and the bud stands for a new idea or perspective you have as a result of this project."

Ask: "First we're going to share our roses. Take a minute to think to yourself about something you liked about this project." Allow a little time to pass. "Now let's take turns sharing our roses. Who would like to go first?"

Ask: "Next we're going to share our thorns. Take a minute to think about something you did not like about this project." Allow a little time to pass. "Now let's take turns sharing our thorns. Who would like to go first?"

Ask: “Now we’re going to share our buds. Take a minute to think about a new idea or perspective you have as a result of this project.” Allow a little time to pass. “Now let’s take turns sharing our buds. Who would like to go first?”

Explain: “Thank you all for sharing your thoughts about this project. Now we’re going to spend a few minutes doing a more personal reflection. I’m going to give you a notecard. On one side, I’d like you to write down something you feel like you contributed to this project. On the other side, I’d like you to write down something that you learned as a result of this project. Take the next few minutes to write your responses on your notecard.”

Ask: “Would anyone like to share something you feel like you contributed to the project?”

Ask: “Would anyone like to share something you learned as a result of this project?”

Explain: “Thank you for participating in this project to evaluate and provide feedback to the health center! Your feedback will help make the health center a better place for all future teen patients.”