

## Oregon School-Based Health Center encounter and operational profile data

Data reported below covers the period from July 1, 2017 to June 30, 2018, and are from encounter visits and the SBHC State Program Office operational profile database.

<b>SBHC encounter and operational profile data</b>		
<b>Data type</b>	<b>Percentage</b>	
Number of certified SBHCs in Oregon	76	
SBHC population served	35,815 clients in 119,077 visits	
SBHC population served by a mental health provider	5,722 clients in 37,918 visits	
Number of Oregon school-aged children (5–21 years) with access to an SBHC	61,384	
SBHCs with PCPCH recognition	51%	
SBHCs sponsored by FQHCs	78%	
SBHCs sponsored by LPHAs	30% (25% have FQHC status)	
<b>Insurance status of SBHC clients at first visit</b>	OHP/Medicaid	52%
	CCare/other public	5%
	Private	19%
	Unknown/none <sup>1</sup>	23%
Average number of visits per client	3.3	
Male: percent clients, percent visits	45% clients, 40% visits	
Female: percent clients, percent visits	54% clients, 59% visits	
Transgender: percent clients, percent visits	0.2% clients, 0.3% visits	
School-aged youth (5–21 years): percent clients, percent visits	76% clients, 78% visits	
Hispanic/Latino(a): percent of clients	28%	
White Non-Hispanic: percent of clients	67%	

<sup>1</sup> “Unknown/none” categories include some clients who have insurance, but for whom insurance information is not captured in the data 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 or provide evidence of their insurance.

Data type	Percentage
Black: percent of clients	6%
Asian: percent of clients	4%
American Indian: percent of clients	3%
Native Hawaiian or other Pacific Islander: percent of clients	1%
Percent of clients ages who had a comprehensive well visit (ages 5–21)	42%
Percent of visits related to a mental health or substance use concern	32%
Percent of visits where an immunization was administered	11%
Percent of visits with a reproductive health-related service	10%
Percent of visits with a dental concern	2%

### 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 (91%) or paper form (9%) and are anonymous and confidential. In 2017-18, 2,086 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 = 2002)	5 <sup>th</sup>	0.2%
	6 <sup>th</sup>	3.0%
	7 <sup>th</sup>	6.9%
	8 <sup>th</sup>	7.4%
	9 <sup>th</sup>	15.2%
	10 <sup>th</sup>	21.2%
	11 <sup>th</sup>	23.6%
	12 <sup>th</sup>	22.4%

Questions	Categories	Percent
2. Age (years) (n = 2011)	12	7.0%
	13	6.9%
	14	11.2%
	15	18.1%
	16	23.4%
	17	22.6%
	18	9.1%
	19	1.6%
3. Gender (n=2082)	Male	32.6%
	Female	65.0%
	Transgender <sup>2</sup>	2.4%
4. Would you say that in general your physical health is: (n= 2082)	Excellent	13.8%
	Very good	26.8%
	Good	42.0%
	Fair	16.2%
	Poor	1.1%
5. Would you say that in general your emotional and mental health is: (n= 2082)	Excellent	14.1%
	Very good	19.5%
	Good	32.4%
	Fair	24.9%
	Poor	9.2%
6. Which statement best describes your visit to the Health Center? (n = 2080)	Today is the first time I've ever visited the Health Center	14.4%
	Today is the first time I've visited the Health Center this school year.	16.3%
	I've already visited the Health Center at least once this school year.	69.4%
7. Which kind of provider did you see today? (n = 2070)	Physical Health	76.5%
	Mental Health	16.4%
	Dental	0.5%
	2 or more providers	6.6%
8. Did you ask a Health Center staff to make sure your visit today was confidential ? (n = 2061)	Yes	39.7%
	No	46.6%
	I don't know	13.7%
9. How satisfied are you with the Health Center? (n = 2076)	Very satisfied	89.5%
	Somewhat satisfied	10.1%
	Not very satisfied	0.2%
	Not at all satisfied	0.2%

<sup>2</sup> “Other” = Students who selected “Other” by itself (n=34), “Male” and “Other” (n=4), “Female” and “Other” (n=8), and “Female”, “Male” and “Other” (n=4).

Questions	Categories	Percent
10. During your visit to the Health Center today, did the Health Center staff explain things in a way that was easy to understand? (n = 2080)	Yes, definitely	91.0%
	Yes, somewhat	8.6%
	No	0.4%
11. 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 = 2076)	Yes, definitely	87.8%
	Yes, somewhat	10.8%
	No	0.7%
12. During your visit to the Health Center today, did the Health Center staff spend enough time with you? (n = 2076)	Yes, definitely	88.5%
	Yes, somewhat	10.5%
	No	1.0%
13. How many classes did you miss today to come to the Health Center? (n = 2023)	None or only part of a class	59.3%
	1–2 classes	34.0%
	3–5 classes	1.7%
	All day	2.5%
	I don't know	2.5%
14. 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 = 2052)	Yes	48.9%
	No	25.7%
	I don't know	26.9%
14 a. If yes, would you go to the other clinic or doctor for care today? (n = 904)	Yes	49.7%
	No	32.9%
	I don't know	17.5%
14 b. How many classes would you have missed today if you went to the other clinic or doctor? (n = 940)	None or only part of a class	16.2%
	1–2 classes	34.1%
	3–5 classes	20.5%
	All day	16.2%
	I don't know	13.0%
15. In the past 12 months, how many days of school did you miss for ANY reason? (n = 2059)	None	17.4%
	1–5 days	42.8%
	6–10 days	21.0%
	11 or more days	18.7%
16. 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 = 2057)	None	29.5%
	1–5 days	53.1%
	6–10 days	10.8%
	11 or more days	6.7%

Questions	Categories	Percent
17. During the past 12 months, have you had any <b>physical health</b> care needs that were <b>NOT</b> met? (Count any situation where you thought you should see a doctor, nurse, or other health professional, but couldn't or didn't.) (n = 1915)	Yes	14.4%
	No	85.5%
18. In the past 12 months, where did you usually go to get physical health care? (n = 2056)	School-Based Health Center	42.1%
	Doctor's office	23.4%
	Other health clinic (not at school)	9.5%
	Emergency room or urgent care clinic	5.1%
	School nurse	1.9%
	Some other place	1.7%
	I don't know	11.8%
	Does not apply to me	4.5%
19. Where do you usually go during summer to access physical health care? (n = 2048)	School-Based Health Center	15.8%
	Doctor's office	33.0%
	Emergency room or urgent care clinic	5.8%
	Other health clinic	10.2%
	Some other place	2.1%
	Don't know	11.8%
	I don't usually need care during summer	21.2%
20. 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 = 2049)	None	62.6%
	1–5 days	25.7%
	6–10 days	6.2%
	11 or more days	5.5%
21. During the past 12 months, have you had any <b>emotional or mental health</b> care needs that were <b>NOT</b> 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 = 1874)	Yes	18.9%
	No	81.2%

Questions	Categories	Percent
22. In the past 12 months, where did you usually go to get emotional or mental health care? (n = 1996)	School-Based Health Center	26.3%
	Therapist or counselor	14.7%
	School counselor	4.2%
	Doctor's office	2.9%
	Emergency room or urgent care clinic	0.9%
	School nurse	0.5%
	Some other place	2.3%
	Other health clinic (not at school)	2.9%
	Don't know	14.1%
	Does not apply to me	31.4%
23. Where do you usually go during summer to access mental health care? (n = 2020)	Doctor's office	5.3%
	School-Based Health Center	10.3%
	Therapist or counselor	15.0%
	Other health clinic (not at school)	3.4%
	Emergency room	0.6%
	Some other place	3.1%
	Don't know	23.1%
	I don't usually need care during summer	39.3%
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 = 2058)	Yes (any)	29.6%
	Yes - during school hours	13.3%
	Yes - during the summer	9.5%
	Yes - on the weekend	12.8%
	Yes - before or after school	11.6%
	No	57.3%
	Don't know	13.1%
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 = 2045)	Yes	19.8%
	No	70.6%
	I don't know	9.5%
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 = 2045)	Yes	29.1%
	No	62.3%
	I don't know	8.5%
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 = 575)	Yes	79.1%
	No	10.2%
	I don't know	10.7%

Questions	Categories	Percent
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= 2024)	Always	46.0%
	Usually	21.2%
	Sometimes	9.7%
	Never	4.1%
	Does not apply to me	19.1%
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 = 2016)	Always	45.6%
	Usually	21.3%
	Sometimes	9.7%
	Never	3.4%
	Does not apply to me	20.0%
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 = 2010)	Always	28.2%
	Usually	13.7%
	Sometimes	8.3%
	Never	5.9%
	Does not apply to me	44.0%