

# Transforming School-Based Health Centers into Adolescent-Centered Medical Homes

Adolescent Health Initiative  
University of Michigan Health System

November 30, 2016

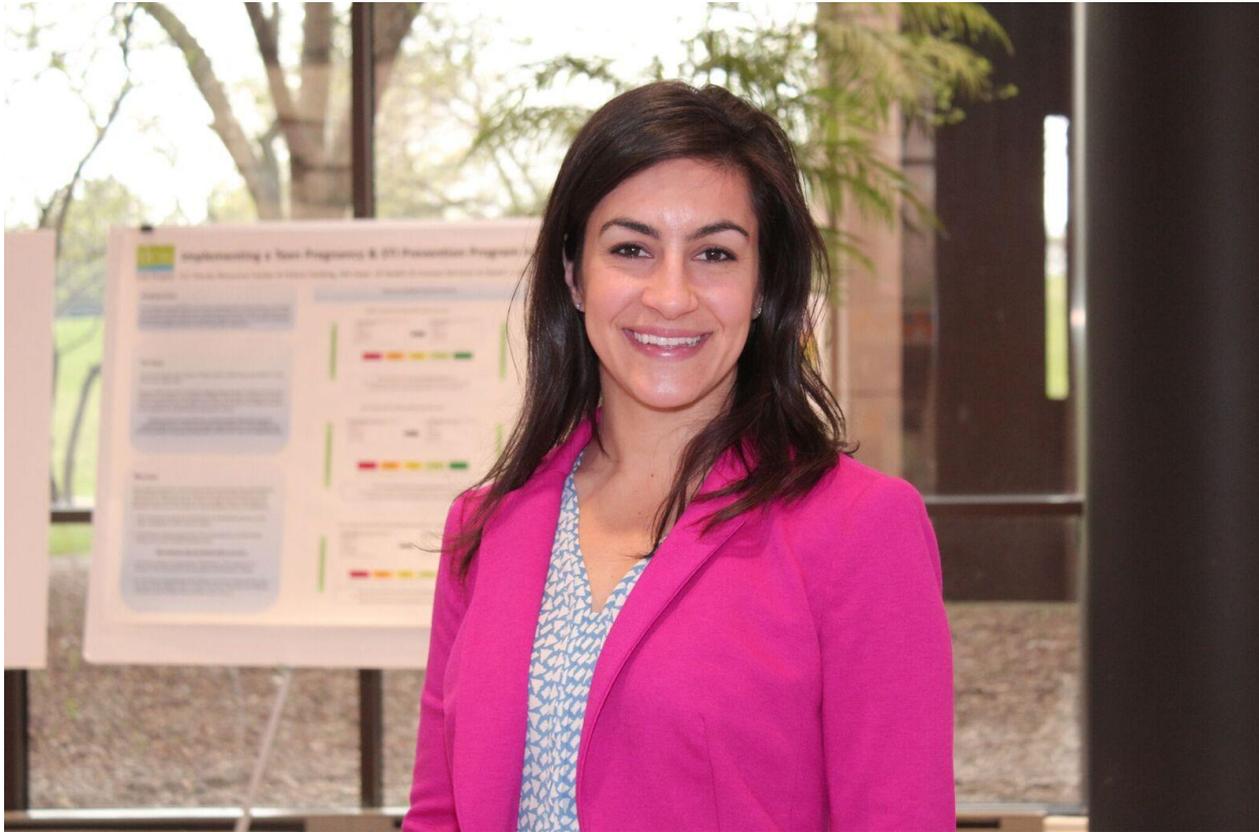


# Our Presenters



Monique Selimos, MSW

# Our Presenters



Vani Patterson, MPH



# Transforming School-Based Health Centers into Adolescent-Centered Medical Homes

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# Objectives

Participants will...

1. Describe components of an adolescent-centered medical home
2. Identify opportunities to improve delivery of adolescent-centered care in their own practice
3. Obtain resources to enhance adolescent-centered practices



# Why is adolescent-centered care important?



Missed opportunities for providing patient-centered care and impacting adolescent patient outcomes.



# Adolescent Health Initiative

## Vision

*To transform the healthcare landscape to optimize adolescent and young adult health and well-being.*

## Mission

*To advance innovative adolescent-centered healthcare through practice improvement, education, research, and youth and community engagement.*



# Drawing a Picture: Adolescent-Centered Medical Homes

<https://youtu.be/vAu5ad827I8>



# Chat



What can the consequences be when teens *don't* feel comfortable with their healthcare experience?

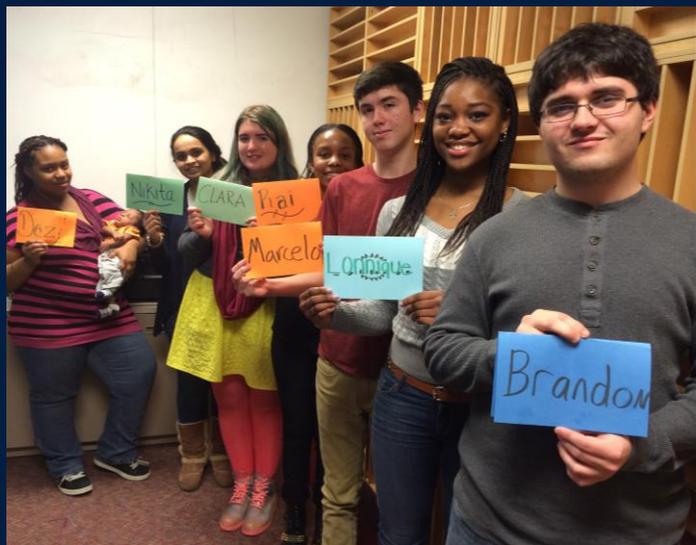




# Adolescent Champion Model



# Development of the Champion Model



## Developed by Multidisciplinary Team:

- Adolescent Collaborators
- Family Medicine
- Pediatrics
- Adolescent Medicine
- Obstetrics & Gynecology
- Psychiatry
- Public Health
- Social Work

## Informed by:

- United States Preventive Services Task Force (USPSTF)
- Centers for Disease Control and Prevention (CDC)
- American Academy of Pediatrics (AAP)
- American Academy of Family Physicians (AAFP)
- Society for Adolescent Health and Medicine (SAHM)



# Adolescent Champion Model



\*ACE = Adolescent-Centered Environment

# Adolescent-Centered Environment (ACE) Assessment



1. Access to Care
2. Adolescent-Centered Environment
3. Confidentiality
4. Best Practices & Standards of Care
5. Reproductive & Sexual Health
6. Mental Health
7. Nutritional Health
8. Cultural Responsiveness
9. Staff Attitude & Respectful Treatment
10. Adolescent Engagement & Empowerment
11. Parent Engagement
12. Outreach & Marketing



# Poll: Which of the following ACE components is most challenging for your SBHC?

- Adolescent-Centered Environment
- Confidentiality
- Adolescent Engagement & Empowerment
- Parent Engagement
- Outreach & Marketing

# Outcome Highlight

At baseline, participating SBHCs had implemented **55%** of adolescent-centered indicators on the ACE assessment.

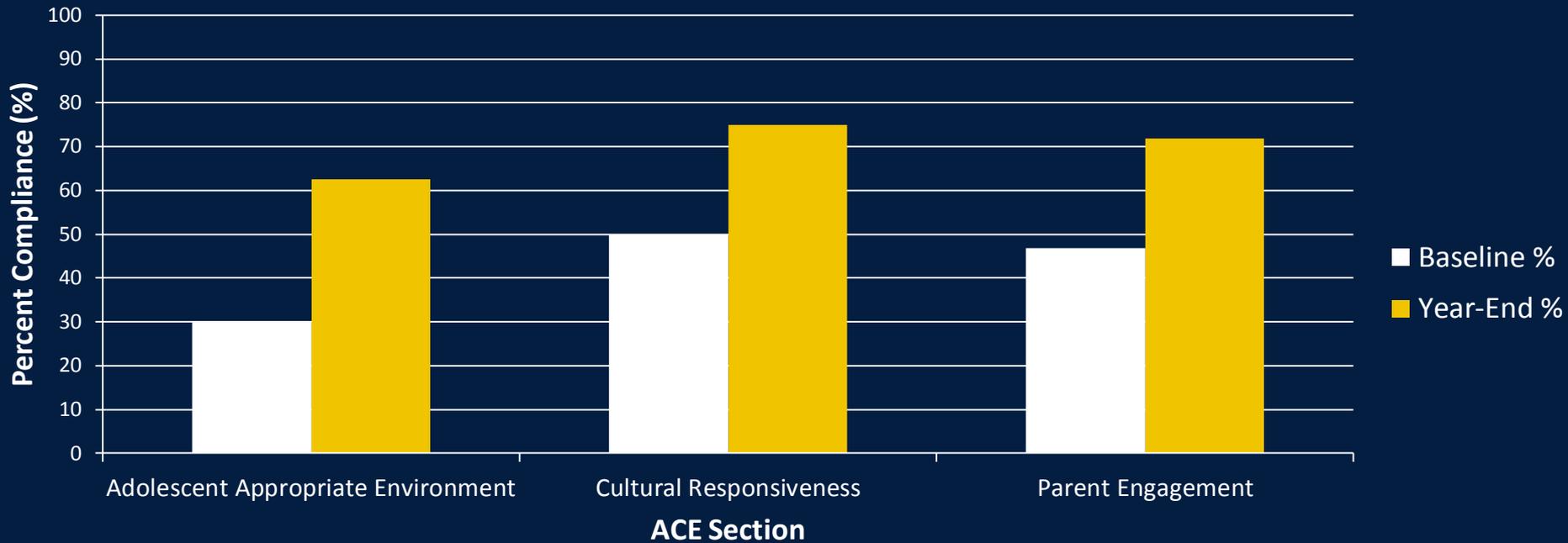
Implementation rates increased to **73%** at year-end.



# Outcome Highlight



## SBHC Areas of Greatest Improvement





What can you do to make your health center an adolescent-centered medical home?



## Adolescent-Centered Environment Self-Assessment – Sample Questions

Health Center: © 2014 Regents of the University of Michigan

**Special Considerations**      H – HEDIS Measure      P – PCMH Alignment      \* – Focus area for new clinics

**Priority Level**      High Priority      Medium Priority      Lower Priority

Special Considerations	H – HEDIS Measure	P – PCMH Alignment	* – Focus area for new clinics
Priority Level	High Priority	Medium Priority	Lower Priority

2.	Has a comfortable and inclusive décor for waiting rooms to indicate that adolescents of all genders, gender identities, races, ethnicities, sexual orientation, religions, and abilities are welcome.		
3.	Has a confidential system for calling students from class to appointments.		
4.	Collaborates with students' PCP to coordinate care and services for shared patients.		
5.	Has a clear policy and procedure to prepare adolescents for the transition from SBHC health services to adult primary care health services.		
6.	Uses a method to routinely gather feedback from adolescent patients, and uses this feedback to improve clinic access, quality, clinic physical appearance, and services.	P	
7.	Maintains an active and engaged Youth Advisory Council (YAC), allowing adolescents the opportunity to give feedback to clinic leadership.		
8.	Regularly meets with school officials, administration, and teachers to foster collaboration and positive relations between school and health center.		
<b>Total</b>			/16





## Adolescent-Centered Environment Self-Assessment – Sample Questions

Health Center:	© 2014 Regents of the University of Michigan		
Special Considerations	H – HEDIS Measure	P – PCMH Alignment	* – Focus area for new clinics
Priority Level	High Priority	Medium Priority	Lower Priority

<b>Score Key:</b>	0= Not Implemented	1= Partially Implemented	2= Fully Implemented
<b>Scoring Example:</b>	<i>Services are provided to adolescents at no out of pocket cost.</i>		
	<i>0- Does not offer services at no out of pocket cost</i>	<i>1- Offers some services at no out of pocket cost</i>	<i>2- Services are provided to adolescents at no out of pocket cost</i>

ACE Indicator	Score
1. Uses a standardized health assessment survey for adolescents to complete confidentially at least yearly.	1

	<b>0= Not Implemented</b>	<b>1= Partially Implemented</b>	<b>2= Fully Implemented</b>
<b>Score Key:</b>	<i>Services are provided to adolescents at no out of pocket cost.</i>		
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2. Has a comt genders, gi welcome.			
3. Has a confi			
4. Collaborati			
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<b>Total</b>			/16



## Adolescent-Centered Environment Self-Assessment – Sample Questions

Health Center: © 2014 Regents of the University of Michigan

5. Has a clear policy and procedure to prepare adolescents for the transition from SBHC health services to adult primary care health services.

Score Key:	0= Not Implemented	1= Partially Implemented	2= Fully Implemented
Scoring Example:	<i>Services are provided to adolescents at no out of pocket cost.</i>		
	<i>0- Does not offer services at no out of pocket cost</i>	<i>1- Offers some services at no out of pocket cost</i>	<i>2- Services are provided to adolescents at no out of pocket cost</i>

ACE Indicator	Score
1. Uses a standardized health assessment survey for adolescents to complete confidentially at least yearly.	
2. Has a comfortable and inclusive décor for waiting rooms to indicate that adolescents of all genders, gender identities, races, ethnicities, sexual orientation, religions, and abilities are welcome.	
3. Has a confidential system for calling students from class to appointments.	
4. Collaborates with students' PCP to coordinate care and services for shared patients.	
5. Has a clear policy and procedure to prepare adolescents for the transition from SBHC health services to adult primary care health services.	
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7. Maintains an active and engaged Youth Advisory Council (YAC), allowing adolescents the opportunity to give feedback to clinic leadership.	
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<b>Total</b>	/16





# Poll: Health Assessment Survey

Uses a standardized health assessment survey for adolescents to complete confidentially at least yearly.

0 = Not Implemented

1 = Partially Implemented

2 = Fully Implemented



Post confidentiality policy and talk to each patient about confidentiality



Display health education materials

Establish a confidential workflow that allows patients to complete survey alone

**M**  
ADOLESCENT HEALTH INITIATIVE  
UNIVERSITY OF MICHIGAN HEALTH SYSTEM

### Health Rights for Teens

1. You will not be treated differently because of your race, skin color, place where you were born, religion, sex, age, sexual orientation, gender identity, disability, or health insurance.
2. You will be treated with respect by all health center staff.
3. If your parents are with you, we ask your parents to leave for part of your visit - this is your time to talk to us privately. We also encourage you to share with your parent/caregiver or another trusted adult in your life the information we discuss.
4. The private information you share with our health center staff will not be shared with other people without you saying it is okay (giving consent).

A) According to Michigan law, all teens can get the following services **without** the permission of his/her parent or legal guardian:

- Pregnancy Testing, Prenatal Care and Pregnancy Services
- Birth Control Information and Contraceptives
- Testing and Treatment for Sexually Transmitted Infections
- Substance Abuse Treatment

B) According to Michigan law, teens 14 or older can get the following services **without** the permission of his/her parent or legal guardian:

- Outpatient Counseling (mental health) Services, up to 12 visits

C) We must share your private information (by law) when:

- a. You tell our staff or we suspect that an adult is hurting you.
- b. You tell our staff that you want to hurt yourself.
- c. You tell our staff you want to hurt someone else.
- d. You are **under** 12 years old and are sexually active.

5. We will work in partnership with you to determine the care you need. You will receive the best possible care and have your options for care explained to you.
6. You have the right to review your health center record.
7. If you have questions about your rights or feel you have been mistreated, please inform the health center staff.

*\*Some insurance plans may mail a list of tests received to your house. Talk to your provider if you are using your family's insurance and want confidential care.*



Effectively counsel patients and have accurate referral information



# Poll: Comfortable & Inclusive Décor

Has a comfortable and inclusive décor for waiting rooms to indicate that adolescents of all genders, gender identities, races, ethnicities, sexual orientation, religions, and abilities are welcome.

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A private check-in area, warm paint colors, and comfortable chairs will put adolescents more at ease.

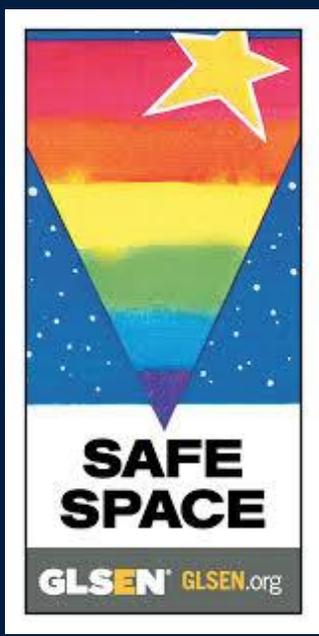




Post WiFi information in the waiting and exam rooms



Docking stations for cell phones in the waiting and exam rooms



Display *safe space* decals throughout clinic

Place gadgets in waiting areas to keep adolescents occupied





# Poll: Adolescent Patient Feedback

Uses a method to routinely gather feedback from adolescent patients, and uses this feedback to improve clinic access, quality, clinic physical appearance, and services.

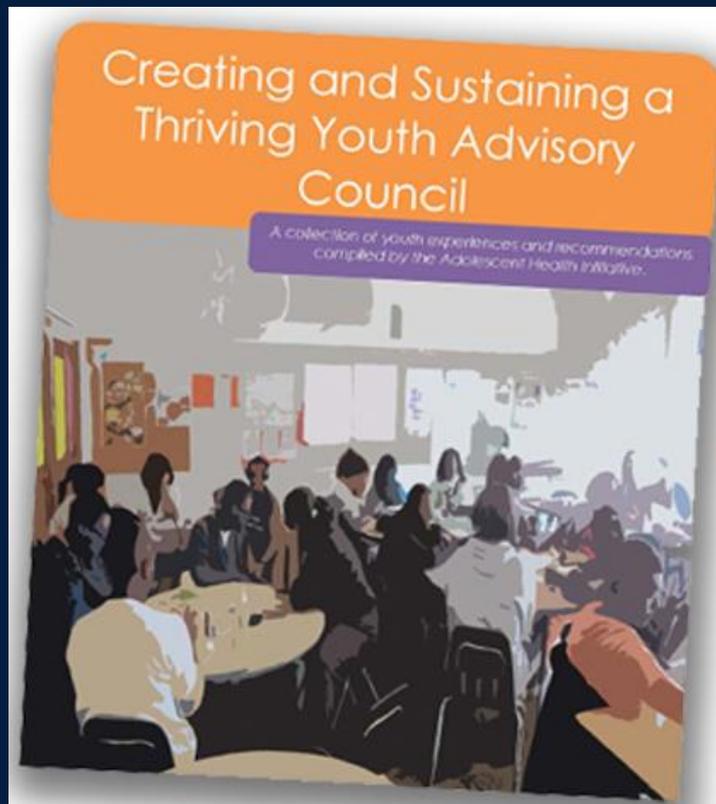
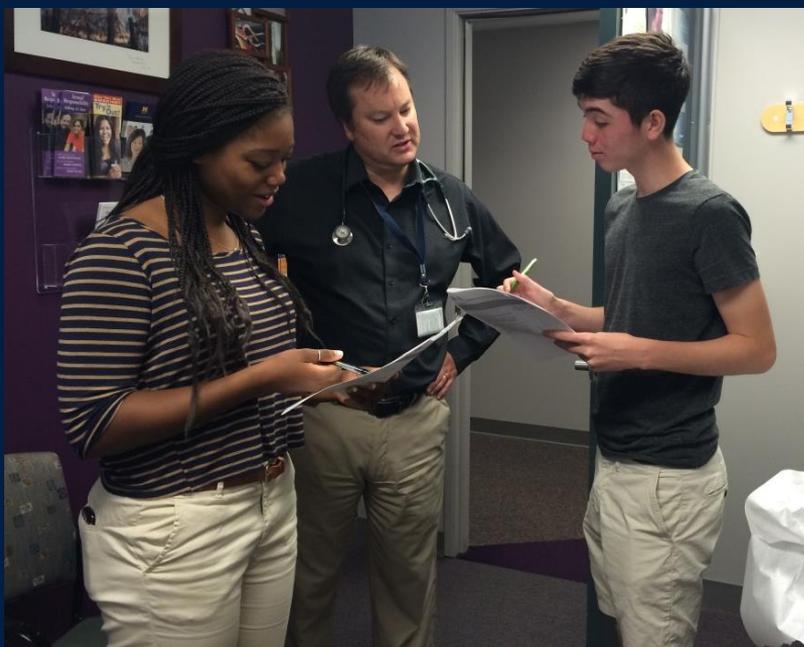
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## Administer patient satisfaction surveys to adolescents



Form a YAC with help from AHI's manual

<http://umhs-adolescenthealth.org/archives/yac-yac>



# Poll: School Collaboration

Regularly meets with school officials, administration, and teachers to foster collaboration and positive relations between school and health center.

0 = Not Implemented

1 = Partially Implemented

2 = Fully Implemented



## SBHC-School Collaboration



### Barriers to school-based health center (SBHC)-school collaboration

Creating and maintaining positive relations between your SBHC and school can be challenging. There can be frequent staff and administration turnover, varied understanding of the services provided by the SBHC, and concern about students missing class for appointments. Additionally, the importance of maintaining confidentiality can be hard to express to professionals outside of the health field.

### Strategies to improve SBHC relationships

#### Participate in school events and initiatives

- Immerse yourself in the school.
  - Observe and learn about your school's climate and culture. Every school is different.
  - Be present during passing times, when SBHC staff can get to know students and teachers. Also, since passing time is a common time for incidents to happen, SBHC staff can serve as informal hall monitors – a presence that will be appreciated by teachers and administration.
  - Offer school-wide programs or initiatives to promote students' personal development, peer support, respect, safety, and academic engagement. This [toolkit](#) of YAC resources has a variety of project samples to work from.
- Attend school events such as parent/teacher nights, fundraisers, open houses, school board meetings, athletic events, and other extracurricular events.
  - Set up a table to provide information, answer questions, and assist in filling out enrollment forms with family members. Translate forms into languages spoken by parents or have an interpreter available.
  - Establish relationships with the Athletic Director and coaches to encourage them to recommend the SBHC for injuries during practice or games.
  - If it is within your budget, offer to sponsor a school event.
- Promote school events through the SBHC's bulletin board, website, social media, etc.
- Coordinate SBHC enrollment with school and sports enrollment to increase students with consent to be seen in the health center.
  - Add SBHC consent forms to the school registration forms to increase the chances of receiving completed consent forms.
  - The front desk office is often the most centrally used location for all students at the school and their parents. Place extra consent forms in the front office and educate front desk staff on how to help parents complete the form.
  - Establish relationships with the Athletic Director and coaches to ensure that they are recommending the SBHC for sports physicals (which should be used as an opportunity to do well-child exams) over any other options.

# ← Starter Guide

- Participate in school events & initiatives
- Provide active teacher & staff support
- Establish & maintain close relationships with school administrators
- Engage youth ambassadors to foster connections



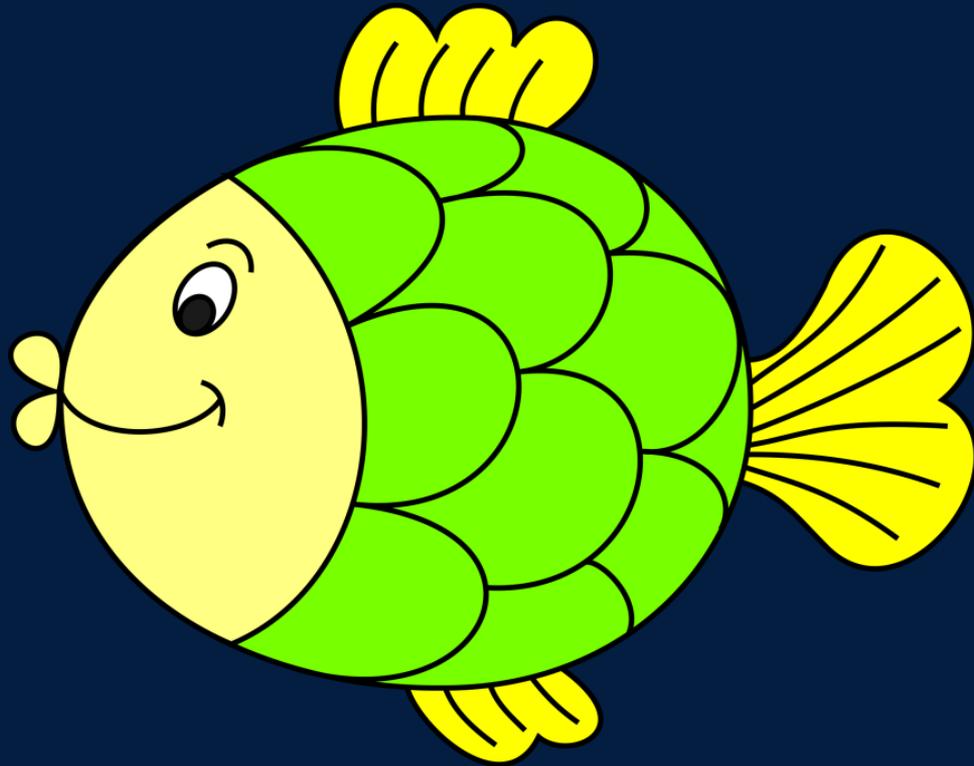
What changes did youth notice at their clinic since their last visit?







“More friendly environment”







# Chat

- What is your site doing well?
- What can you do to make your site more youth-friendly?



# Resources

- Adolescent Health Initiative (AHI)
  - Starter Guides
  - TAC TAC Videos
  - YAC Manual
- Adolescent Health Working Group (AHWG)
- Adolescent Reproductive & Sexual Health Education Program (ARSHEP)
- CDC Sexual Health Checklist
- CDC Infographic
- Healthy Teen Network Checklist



# Questions?

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# Thank you!

# Contact Us

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