

Increasing Well-Visits for Young Adults: Strategies and Stories

Webinar for Oregon Health Authority
Transformation Center
June 7, 2018



PRESENTER

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AGENDA

- Set the context
- Highlight strategies taking place in other states
- Opportunities for improvement in Oregon
- Highlight stories and lessons learned
- Questions and recommendations

Poll: Who is in the audience?

What best describes your role:

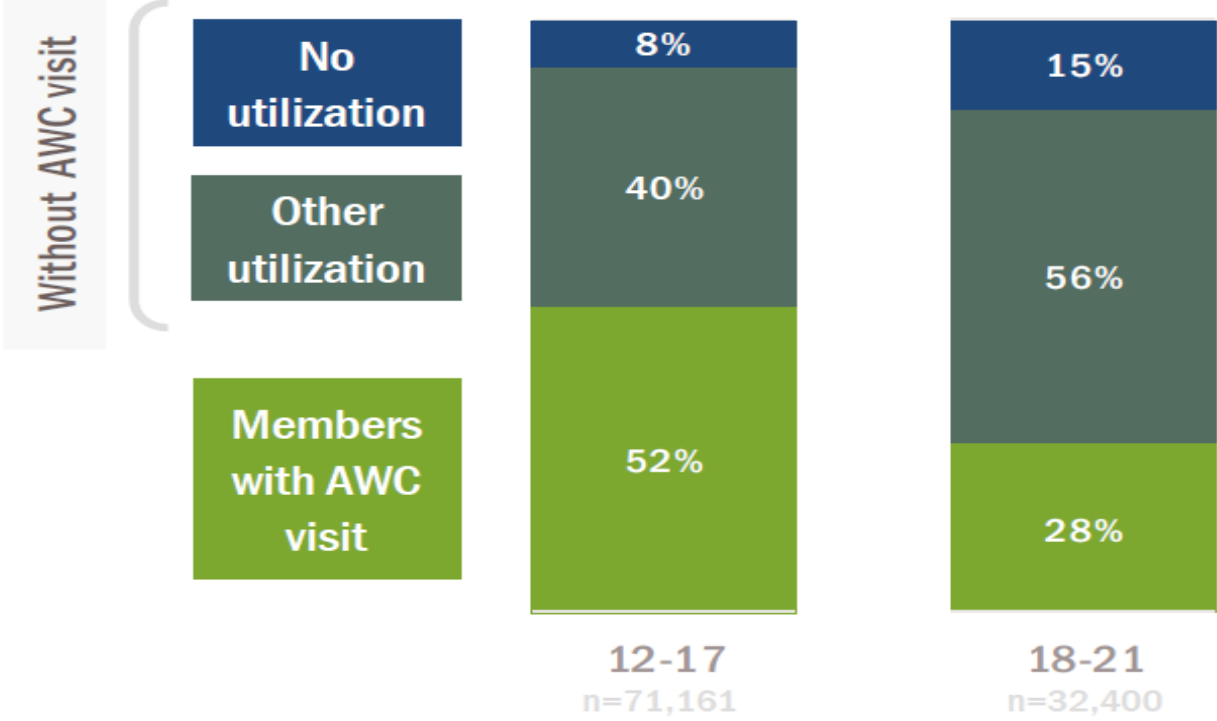
- Health care provider
- Coordinated care organization
- State or county government
- Higher education (university or community college)
- Youth-serving organization

SETTING THE STAGE: Why young adults?

- Critical developmental period bridging adolescence and adulthood
- Inequalities can be magnified
- Have unique health needs



Deeper Dive Topic: Adolescent Well-Care Visits

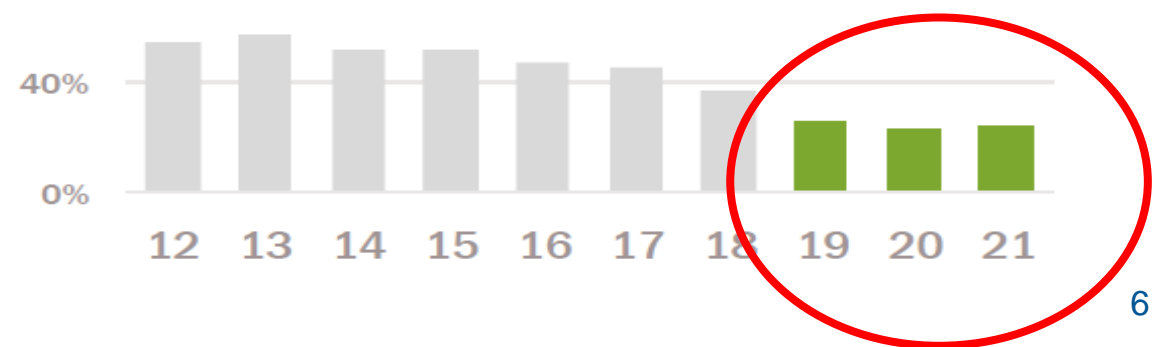


At the statewide level, more than half of younger adolescents (children 12-17) **had an adolescent well-care visit**, compared with fewer than one-third of older adolescents (adults 18-21).

Among 18-21 year-olds, 56 percent **did not have well-care visit**, but **utilized the health care system in some other manner**, while 15 percent **did not touch the health care system at all**.

A smaller portion (8 percent) of younger adolescents (12-17) **did not use any health care**.

When stratified by age, **well-visit rates drop substantially among older adolescents.**



Statewide, among the 55 percent of members without an adolescent well-care visit, **one-fifth had either no utilization, or were filling prescriptions without seeing a provider.**

PROCESS

- Scan: work focused on young adult health in Oregon and other states
- Thought leaders: provide guidance and help prioritize improvement strategies
- Pilot: Health Hack adaptation, partnership development

What are other states doing?

Federal Title V Priority: CoIN

- New Mexico
- Texas
- Iowa
- Washington



CE CREDIT



Promoting Adolescent Health

CE: 1.5

Adopt best practices for adolescent screening, including recommended schedules, effective communication, and enhanced clinical procedures. Includes video examples of effective screening techniques.

THEMES

- Focus on school age (12-17)
- Clinic-level improvement
- Increasing “youth-friendly” care
- Youth involvement
- Outreach and messaging
 - Parents (*Every Age, Even Teenage*)
 - Youth (memes, posters, videos)

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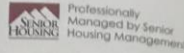
AT GREEN MEADOWS
6750 CORPORATE DR
JOHNSTON, IA 50131
PH: 515-207-1984

AT BEAVERDALE
3410 BEAVER AVE
DES MOINES, IA 50310
PH: 515-777-5105

AT SIENA HILLS
451 SW ANKENY RD
ANKENY, IA 50021
PH: 515-776-6325

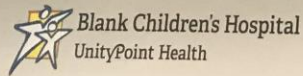
January 18, 2017
From our initial visit, assessment, and move-in, we have been impressed. Staff, building, food, activities have all been favorable. My mother... enjoys the food, flexible mealtimes, says the staff is friendly and respectful and facilities are well maintained and clean... They have a wide variety to participate in, they ask but do not push.
-Hazel Neil, Resident Family Member

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EVERY AGE. EVEN TEENAGE.

SCHEDULE YOUR TEEN AN
ANNUAL WELL VISIT.



In cooperation with Community Access to Child Health, a program of the American Academy of Pediatrics

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As a non-profit company, we make it our goal to fulfill our mission for giving back to our community. To date, Prairie Meadows has given back more than \$1.6 billion to Iowa's communities to provide a brighter future for Iowa's students, including grants to Drake University for the renovation of Drake Stadium.

Prairie Meadows is committed to bettering our community through enhancing local landmarks and events like the Drake Relays.

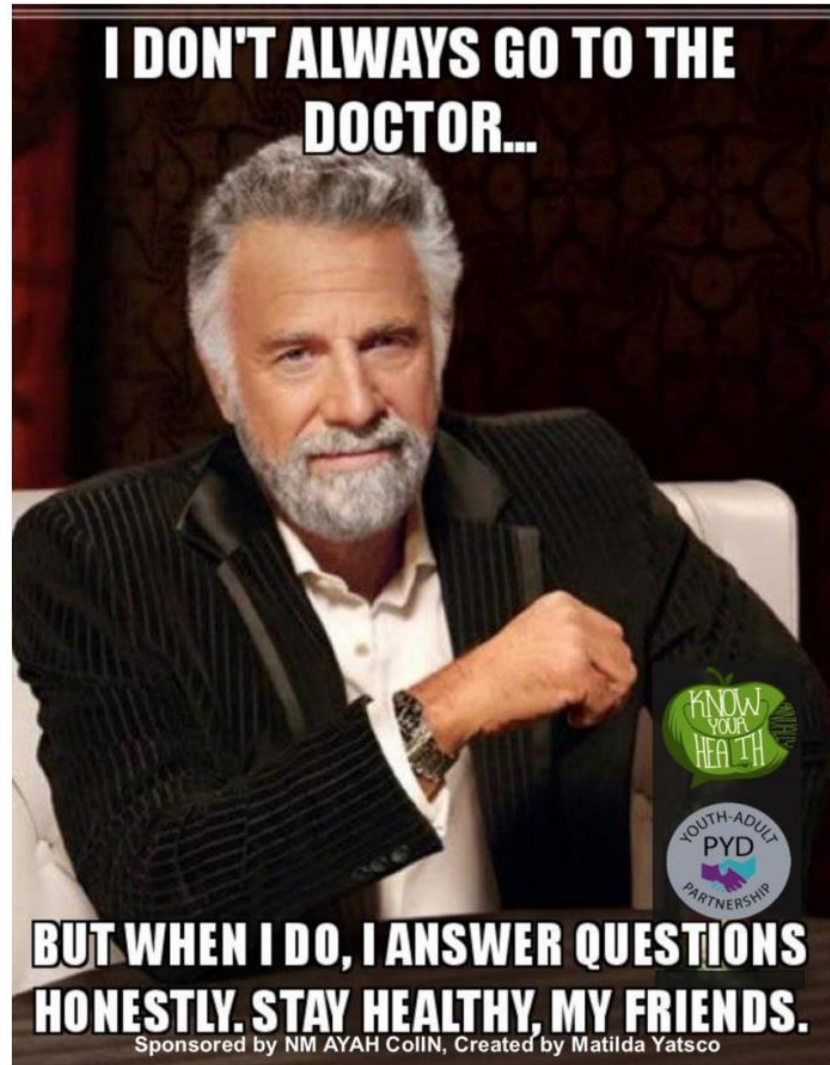


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1074

Youth Created & Approved Messages



THOUGHT LEADERS

CCO

Health Share, FamilyCare,
Primary Health, Yamhill,
Eastern Oregon CCO

Providers

OHSU, Physicians Medical
Group, Planned Parenthood
of Columbia Willamette

State Agencies

Public Health,
Transformation Center

Young people and youth- serving orgs

Momentum Alliance,
Western Oregon Center for
Therapeutic Lifestyle
Change

Higher Education

Oregon State University,
Chemeketa CC, Blue
Mountain CC, Portland CC,
Eastern Oregon University

Improvement Strategies Discussed

- **Clinic-level Improvement**
 - Transition planning
 - Youth friendly clinics and processes
- **Partnership Development**
 - Strengthen link between CCOs and higher education
 - Use of health information exchange
- **Messaging and Outreach**
 - Provider search feature

Partnership Development: CCOs and Community Colleges

- Elevate work taking place
- Facilitate partnership meetings
- Adapt a lesson navigating health system and well-care (Health Hack) for community college health courses

ELEVATE: Check-up Day at Treasure Valley Community College

- Malheur Community Advisory Council, Valley Family Health Care, Treasure Valley CC
- Funded by EOCCO grant focused on AWWs
- Goal: engage more young adults in preventive care to support outcome measures



February 27th – 9AM to 5PM

Check-Out Your Check-Up Day!



TREASURE VALLEY COMMUNITY COLLEGE

WHAT DOES A CHECK-UP INCLUDE?

- Your health questions answered
- Emotional health and wellness
- Guidance for healthy relationships
- Health exams and sports physicals
- Drug or alcohol use help
- Reproductive health
- Treatment for illness and infections
- Vision and hearing screenings
- Immunization screening
- Dental health check



WIN a FITBIT
CHARGE 2!

Call Sandy Kendall, CHW
to sign up!
(208) 405-5196



Check-up includes
Sports Physical!

WHY GET A CHECK-UP?

- Only 1 in 5 Oregon teens gets an annual check-up.
- The odds of having poor physical and mental health in adulthood can be 52% higher for people who don't receive needed care early in life.
- 1 in every 3 Oregon teens experienced depression last year. 1 in 6 seriously considered suicide.
- Each year there are 9.5 million new STD infections among young adults.

ALL of these are important reasons to have a check-up each year, even when NOT sick.



www.VFHC.org



NEW Mobile Clinic!





Successes and Lessons Learned

- Advertise visit as a “check-up”
- Focus on topics covered (reproductive health)
- In-person recruitment was most effective
- More visits in the afternoon
- Staffing: community health workers and enrollment assisters were key

FACILITATE: Partnership Meetings

- Representatives from CCO and community college
- Current efforts focused on young adult health
- Where there are opportunities to partner
- Concrete next steps

HIGHLIGHTS

- Desire to support health needs of students, but need awareness of health system and how CCOs operate.
- Few provide health services, but most have health resources or other student supports.
- Health insurance status not collected upon enrollment.
- Community advisory councils and/or clinical advisory panels are opportune ways to start.

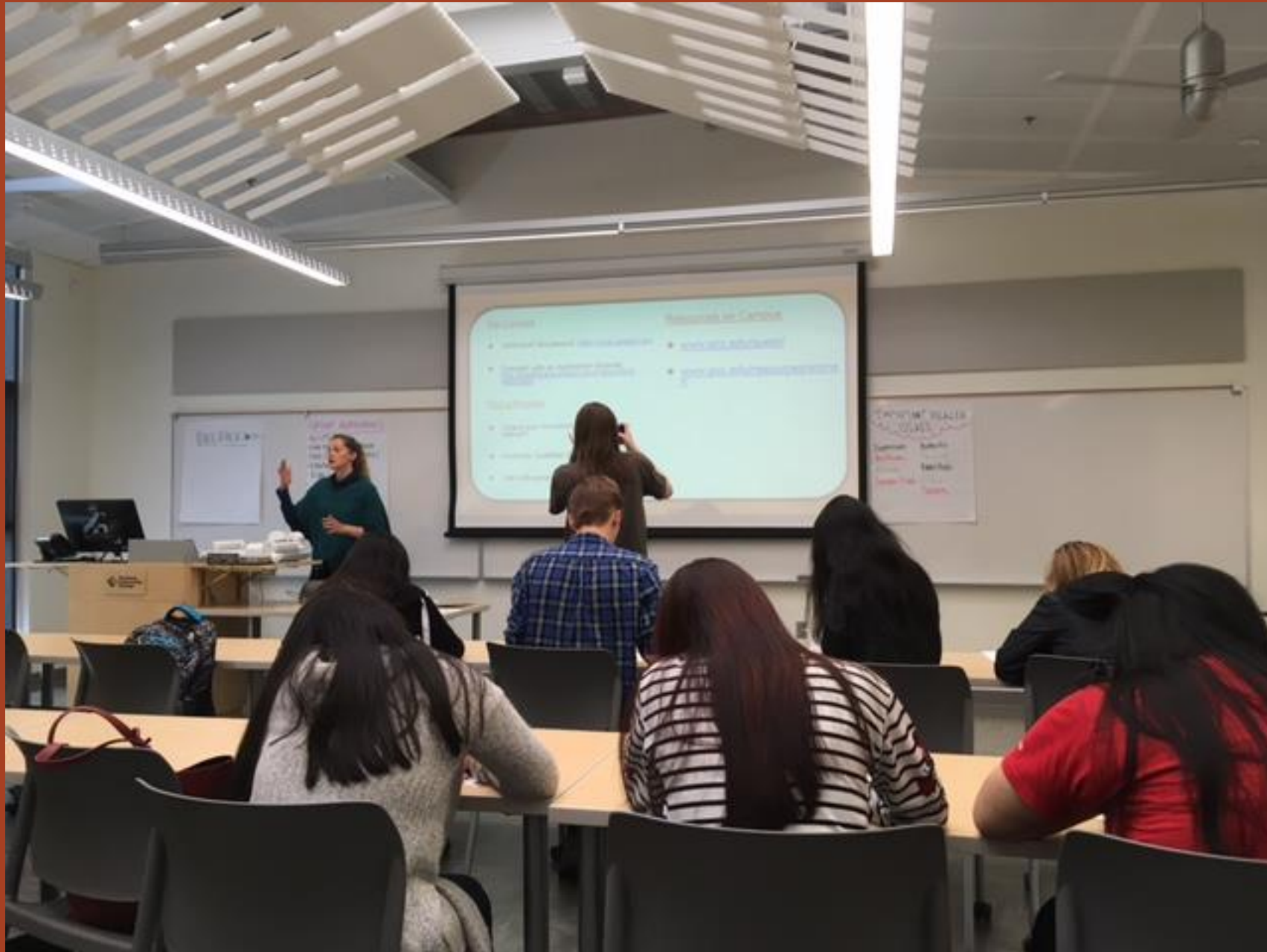
RESOURCE DEVELOPMENT

- Important information about CCOs and community colleges:
 - Overview and how they work
 - Why they are important partners
 - How to connect
 - What information to collect before a meeting

ADAPT: Health Hack Lesson

- 75-120 minute health class
- Topics covered:
 - What influences health
 - Public vs. private insurance
 - What is a CCO and how to get enrolled or involved
 - Accessing health care (primary, urgent, emergency)
 - Deep dive into annual check-ups
 - Local resources





Findings from Pilot Evaluations

Students who strongly agreed/agreed:

92% - Information was relevant

92% - Learned something new about health system

85% - I am more likely to seek a well-visit

98% - This type of information should be in other health classes

Comments from Pilot Evaluations

- “Learning how insurance works and the different parts of the care system.” – student
- “Learning what is in a well-care visit.” – student
- “That there are resources available.” – student
- “This was very valuable and I would definitely recommend this session to other classes.”
– teacher

Opportunity for CCOs

- Hear from young adults
- Provide direct outreach and connection to care and/or enrollment assistance
 - Community health worker, CAC member, youth leader, CCO representative, application assister
- Concrete step to build a partnership with community colleges in your area

Health Hack curriculum

Health Hack, presented by FamilyCare Health, is a series of programs and resources for youth and young adults (ages 15-25). The resources and activities include tips (called hacks) that break down health and wellness, insurance and self-advocacy in a way that is easy to understand. Schools, health partners and other youth-serving organizations may use the curriculum as is or tailor it as needed. Organizations may co-brand materials, but please keep the Health Hack logo.

- [Introduction to Health Hack](#) (webinar recording)
- [Overview](#) (one-page handout)
- [Full curriculum, including train-the-trainer and participant materials](#) (.zip files)
 - [Video - Taking Care of Yourself](#) (.zip file)
 - [Videos - Public versus Private Insurance / Visiting Your Doctor How-to Guide](#) (.zip files)
- [Health Hack adaptation for community colleges and universities](#) (.zip file)
- If you use the curriculum, please let us know! Email Adrienne.P.Mullock@state.or.us.

<http://www.oregon.gov/oha/HPA/CSI-TC/Pages/adolescent-well-care-visits.aspx>

SHOUT OUT!

Pediatric to Adult Care Transition (PACT) Starter Kit

- Dr. Reem Hasan, OHSU Doernbecher
hasanr@ohsu.edu

**PEDIATRIC TO ADULT CARE TRANSITIONS
(PACT) STARTER KIT**

hasanr@ohsu.edu



**DOERNBECHER
CHILDREN'S**
Hospital

1. BUILD YOUR TEAM

Champions are needed

Involve all team members – interprofessional effort

2. SET GOALS AND TIMELINE

Many points of intervention - consider when to initiate and follow up with patients

Will depend on clinic bandwidth and priorities

Communication is key

3. DECIDE...

WHICH PATIENTS YOU WILL TARGET

- Healthy, typically developing adolescent
- Adolescent with chronic health condition but no cognitive impairment
- Adolescent with significant cognitive impairment requiring lifelong assistance with care and decision making

HOW YOU WILL INTRODUCE PROGRAM TO PATIENTS AND FAMILIES

- Letters, handouts, phone outreach
- Face to face visits

WHICH HEALTH MANAGEMENT SELF-ASSESSMENT

- Many resources available
- Create one that works for you
- Consider medical, social, educational, vocational needs

WHO WILL COMPLETE A HEALTH PASSPORT

- Resources available or create your own
- Use as a teaching and organizational tool

4. COLLECT RESOURCES

Resources available or create your own

Have a follow up plan for resource gaps

5. PILOT WITH 2-5 PATIENTS IN YOUR CLINIC

Assess medical, social, educational, vocational, community, transition resource needs

6. IDENTIFY GAPS, SET GOALS, AND CREATE AN ACTION PLAN

Decide who will be leading interactions

Assess needs with each patient

Document - consider how to integrate into EHR


7. TRACK AND MEASURE

Create a database

Birthday letter, age 13

Dear *** and family,

Happy 13th birthday! You are becoming a teen. We are here to support you and help you learn how to stay healthy.



We like to spend a little time with you during your visits without adults in the room. This allows you to ask questions, set health goals, and learn to be more independent.

A few suggestions for you:

- Learn about your medical conditions
- Learn what medications you are taking (if any). Make sure you don't run out
- Know who to call for help in an emergency or if you feel unsafe
- Talk to an adult you trust when you have questions about your body, your mood, and other things that affect your health

A few suggestions for your parent or guardian:

- Review the enclosed information for teens and families
- Help your teen learn about how to talk about medical conditions they have
- Help them practice asking their health care providers questions at appointments
- Give your teen responsibilities and teach skills that will allow them to take charge of his or her health as they grow

My Health

Please check the box that applies to you right now.

*Yes, I know
this*

*I need to
learn*

*Someone needs to
do this... Who?*

I know my medical needs.

I can explain my medical needs to others.

I know my symptoms including ones that I quickly need to see a doctor for.

I know what to do in case I have a medical emergency.

I know my own medicines, what they are for, and when I need to take them.

I know my allergies to medicines and the medicines I should not take.

I can explain to others how my customs and beliefs affect my health care decisions and medical treatment.

Using Health Care

I know or I can find my doctor's phone number.

I make my own doctor appointments.

Before a visit, I think about questions to ask.

I have a way to get to my doctor's office.

I know to show up 15 minutes before the visit to check in.

I know where to go to get medical care when the doctor's office is closed.

I have a file at home for my medical information.

I know how to fill out medical forms.

I know how to get referrals to other providers.

I know where my pharmacy is and how to refill my medicines.

I know where to get blood work or x-rays done if my doctor orders them.

I carry important health information with me every day (e.g. insurance card, allergies, medications, emergency contact information, medical summary).

In Summary

- Young people want more information on how to be savvy health care consumers
- Opportunity for impact with coordinated education and outreach
 - Health Hack in class coordinated with OHP enrollment event and/or check-up day on campus
- Involve young people in planning, outreach and governance structures

QUESTIONS



THANK YOU

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