More than a Visit: Keeping a Youth-Centered Model of Care

California School Health Centers Association
Thursday, May 30, 2013 | 12:00pm PDT | Webinar
The California School Health Centers Association (CSHHC)

CSHC Youth Board, 2012-2013
Why adolescent-friendly care?

CSHC Peer Health Insurance Rights Education Program, 2012-2013
Webinar Objectives

I. Enable participants to assess whether their SBHCs are supporting adolescent-friendly care

II. Learn about clinical strategies for providing reproductive health services for young people

III. Provide participants with recommended tools for creating a more adolescent-friendly SBHC
Electronic Housekeeping

- Please field questions and thoughts through the Chat function, which you can open on the top bar of your WebEx screen.

- There is time allotted for open Q&A with each speaker.
Electronic Housekeeping

Practice Question:

If you have a school-based health center, what three words best describe your waiting room?
The Waiting Room & Front Desk

Mizan Alkebulan-Abakah, MPH
Clinic Supervisor
Roosevelt Health Center
La Clínica de la Raza
Question #1

How do you motivate students to enter your clinic in the first place? How do you bring students who may think they don’t need to come in?
Art Shows | “Walk & Talk” | Rainy Day Mixers | Build Trust | Show Up!
Get the Youths’ Perspective!

Peer to Peer Recruitment | In-Class Presentations

More than “Band-aids, Pads & Plan B”
Waiting Room & Front Desk

Question #2

How do you address workflow in your SBHC, specifically when it comes to the front office? What are the best qualities for front office staff?
Waiting Room & Front Desk

Workflow:

- Understand Capacity & Need
- Build Skills
- Create Agreements with school & CBO’s
- Passes, phone calls, drop in hours
- Administrative Time

Staffing . . .
STAFFING:

Know the Community | Culturally & Linguistically Reflective
Love for Youth | Passion for Health | Friendly & Non-Judgmental
Level- Headed & Open | Quick Problem Solver | Kind & Caring
Waiting Room & Front Desk

Question #3

What strategies do you employ to ensure privacy and confidentiality in the waiting room and at the front desk?
I need an APPOINTMENT for:

STD Test
HIV Test
Condoms
Counseling
To talk with someone

Today (I need):
STD Test
Hurts when I pee
It hurts down there
Bleeding (Unusual)
Something smells funny

Plan B
Pregnancy Test
Birth Control
Refill for Birth Control
Pap Smear – Pelvic Exam

Madison Health Center

FULL NAME
Birthday Grade Date Time

Why I am here:

- Allergy Symptoms
- Band-Aid
- Breathing problems
- Chest Pain
- Cramps
- Headache
- Hungry
- Sick
- Stomachache
- Pad/Tampon
- Toothache
- Need help with school
- Other

- Birth Control
- Pregnancy Test
- Sex Education
- STD/STI test

Want to talk with:

- School Nurse
- Principal
- Other
- School Counselor
- Peer Counselor
- Mental Health Therapist
- Nurse Practitioner

Treated by:
RISE UP.
STAND TALL.

GYT  KNOW YOURSELF.
     KNOW YOUR STATUS.
GET YOURSELF TESTED
GYTNOW.ORG  f  t
Waiting Room & Front Desk

Question #4

How do you design an adolescent-friendly waiting room—and even bathroom—at your site?
3 in 5 don’t know...

3 in 5 YOUTH WHO HAVE HIV DON’T KNOW THEY ARE INFECTED
TAKE A FRIEND. GET TESTED.
FREE • CONFIDENTIAL • ORAL TESTS NOW AVAILABLE
VISIT ONE OF OUR TESTING LOCATIONS
- Clinica Alta Vista: 510.535.6300
- Fuente Wellness Center
- Hawthorne Health Center: 510.535.6440
- Roosevelt Health Center: 510.535.6400
- San Lorenzo High Health Center: 510.535.6400
- TechniClinic: 510.535.6400
- Tiger Health Clinic: 510.535.6400

WWW.YOUTHINDKNOW.ORG
Discrete Specimen Collection | Pads | Lotions | Promote Personal Self Reflection
Quick Check!

The Front Desk

☑ Do you have student-only hours?

☑ Have you consulted with students to ask if the hours of operation are convenient for them?

☑ Does the front desk staff avoid discussing the reason for the student’s visit out loud?
Quick Check!
The Waiting Room

☑ What can you add to your waiting room to make it a more comfortable space?

☑ In your SBHC, how do you inform adolescents of their minor consent and confidentiality rights?

☑ Is your policy on mandated reporting visible and in age-appropriate language?
The Visit & Reproductive Health Services

Karen Gersten-Rothenberg, FNP
Clinic Supervisor/Family Nurse Practitioner
Havenscourt Health Center
La Clinica de la Raza
Visit & Repro Health Services

Question #1

How do you practice adolescent-friendly STI testing and treatment?
Hey Teens! Did You Know?

Anything you say about sex, drugs, and feelings is **CONFIDENTIAL** unless you give me permission to share it.

“What we say here... ...stays here.

But, if you tell me:

- You are being abused (physically and/or sexually)
- You are going to hurt yourself or someone else
- You are under 14 and having sex with someone 14 years or older
- You are under 16 and having sex with someone 21 years or older

I must contact someone to help.

“Talk [(I’ll listen.)](#) to me!”
¡JÓVENES! ¿Sabían que...
lo que ustedes nos confían acerca de sexo, drogas y sus sentimientos es CONFIDENCIAL al menos que nos den permiso para compartirlo.

Pero si nos comarten que:
- están siendo abusados [física y/o sexualmente].
- si piensan hacerse daño o hacer daño a otros.
- si tienen 14 años y están teniendo relaciones sexuales con otra persona de su misma edad o mayor.
- si tienen 16 años y están teniendo relaciones sexuales con una persona mayor de 21 años.

Tenemos la obligación de contactar a alguien para que les ayude.

"¡Dígame!"
(Yo le escucho)
Visit & Repro Health Services

Question #2

How do you approach parents who want to be involved in their child’s health and have ambiguous feelings toward reproductive health care for young people?
LOVE SPOKEN HERE
HOW YOUR BODY WORKS

LA GUÍA DE SALUD PARA LA MUJER

A YOUNG WOMAN'S SURVIVAL GUIDE

Protected: What You Need to Know About Your Rights and Healthcare
GENERATION Q

YOUNG PROUD QUEER
WE HELP FAMILIES SUPPORT THEIR LGBT CHILDREN & YOUTH

- Do you wish your parents would accept your LGBT and gender identity?
- Do you wish they would stop telling you to be more “masculine” or “feminine”?
- Do you want your parents or other family members to do more than “tolerate” your identity?
- Would you like them to tell you that they’re proud of you? Or welcome your LGBT friends and partners at family events?
- Would you like them to stop trying to change you, tell you that “it’s a phase” or tell you not to tell anyone about your identity?
- Do you worry that they might throw you out of the house if they find out you’re gay or transgender?

We can help your parents and family become more supportive and less rejecting of your LGBT identity.

The Family Acceptance Project™ is the only program of its kind that helps families learn to support their LGBT children.

We provide education, family guidance and counseling support for families, foster families, and caregivers with LGBT and gender variant children and adolescents. Our work is based on groundbreaking research we have done with LGBT youth and families since 2002, in collaboration with community groups and agencies.

We work with families from all ethnic, religious and cultural backgrounds.

We can meet with families in their homes, neighborhoods or at community agencies.

Our services are free, confidential and are provided in English, Spanish and Cantonese.

For more info call us at 415-522-5558 or 1-888-354-4222 or write us at fap@sfsu.edu
Question #3

How do you address mental health concerns with teens in an adolescent-friendly manner?
I'm cool like that, I'm proud like that, and I'm African like that.

Listen to Africa
Celebrate THE WHOLE BOY
Visit & Repro Health Services

Question #4

How can a clinic visit be expedited to meet productivity but guarantee adolescent-friendly care?
You begin to achieve when you begin to believe.
Recommended Resources

Adolescent Health Working Group

Welcome

The Adolescent Health Working Group (AHWG) is a coalition of committed youth, adults, and representatives of public and private agencies whose mission is to significantly advance the health and well being of youth and young adults in San Francisco and beyond.

Join Us

Join Our Network to receive emails about AHWG’s newly released resources, upcoming events, training, employment and volunteer opportunities. Need to update your contact info or reset your password? Go to: https://www.ahwg.net/login/forgotpassword.php

THANK YOU!

The 10th Annual Teen/Young Adult Provider Gathering on Friday May 10, 2013 was a great success! We would like to thank all of you who attended or contributed to the event. Also, we would like to make you aware that we are currently experiencing technical difficulties in uploading the event materials, particularly, the Trauma and Resilience Module of the AHWG Toolkit Provider Series. In order to make the toolkit available to you we have posted it on an outside website. TO ACCESS THE TRAUMA AND RESILIENCE TOOLKIT PLEASE GO TO THE FOLLOWING LINK: http://rodriguezgsarah.wordpress.com/about/

We would especially like to thank and acknowledge all of our co-sponsors for the Gathering: San Francisco Department of Public Health, Department of Children, Youth and Families, Kaiser Permanente, Senator Mark Leno, and the Edgewood Center for Children and Families. Thank you very much for your contributions.

For general questions and information, or for inquiries about AHWG Resources please contact:

AHWG Coordinator:
Welcome to Family PACT

The Office of Family Planning (OFP) is charged by the California Legislature “to make available to citizens of the State who are of childbearing age comprehensive medical knowledge, assistance, and services relating to the planning of families”. The purpose of family planning is to provide women and men a means by which they decide for themselves the number, timing, and spacing of their children.

The OFP administers the **Family Planning, Access, Care, and Treatment (Family PACT) program**. Family PACT is California’s innovative approach to provide comprehensive family planning services to eligible low income (under 200% federal poverty level) men and women. Family PACT serves 1.8 million income eligible men and women of childbearing age through a network of 2,200 public and private providers. Services include comprehensive education, assistance, and services relating to family planning.

**Family PACT Retroactive Eligibility Certification and Claim Process**

Effective April 1, 2011, the Family PACT program implemented a retroactive eligibility certification procedure and claim process for newly-enrolled qualified Family PACT clients.
Quick Check!

The Visit

- Do the SBHC’s medical providers have a genuine interest in teens?
- Do clients have the opportunity to know their providers on a first-name basis?
- Do you offer confidential time for youth who visit the health center with their parents?
Visit Follow-Up & Integration with the Campus

Juan Taizan, MPA
Project Director
California School Health Centers Association
Visit Follow-Up & Integration

Question #1

When students leave the clinic after their appointments, how do you bring them back?
How to Keep Youth Coming Back

• Fully integrate health educators
  o develop relationships, provide very basic case management, can bill FPACT

• Integrate patients into various aspects of the clinic
  o warm internal handoffs, youth programs, community partners, etc.
How to Keep Youth Coming Back

- Schedule regular visits every three months with the provider
  - text messages, calling out of class, passes to class, tweets, etc.

- Dispense condoms and birth control on site

- Think about staffing!
Visit Follow-Up & Integration

Question #2

How do you build youth leadership at your SBHC?
Building Youth Leadership at the SBHC

- Invest in youth leadership/development programs
  - peer education—can assist with SBHC outreach and registration
  - youth advisory board—investing with real decision making ability, act as QI for programs and services
  - peer navigators—youth can be fully integrated into clinic operations
Building Youth Leadership at the SBHC

- Establish young women/men groups

- Think beyond health
  - Leadership requires skills-building, e.g. planning, facilitation, etc.

- Capacity
  - If SBHC can’t lead these efforts, find partners

- Staff!!
Visit Follow-Up & Integration

Question #3

How do you ensure adolescent-friendly care outside your clinic walls and integrate with student life on campus?
Real Campus Integration

- Build and maintain strong relationships with campus administration
- Teachers as allies
- Outreach to sports teams—annual physicals, STI testing, etc.
- Actively organize and participate in campus-wide events
Quick Check!

After the Visit

☑️ How do you ensure confidentiality when a student is called from class?

☑️ On average, how long do students wait for their follow-up appointments at your SBHC?

☑️ Does your staff follow up with students if they have missed appointments?
Quick Check!
Outreach on Campus

☑ Do students have the opportunity to interact with all SBHC staff outside of the health center?

☑ Do you partner with school clubs, academies, and faculty to promote your services?

☑ How does your SBHC engage students in health education, outreach, or the evaluation of SBHC services?
Additional Resources

• Adolescent Health Working Group

• Family PACT

• Community At Work
  Group Facilitation Training: Putting Participatory Values into Practice

• California School Health Centers Association
  Adolescent-Friendly Services at School-Based Health Centers (2013)
Much appreciation!

For more information, please visit www.schoolhealthcenters.org