Transforming Health Centers into Adolescent-Centered Medical Homes

October 6, 2017
Help Us Count!

Are you joining as a group?

If you are viewing as a group, go to the “Chat” icon and type in the name of the person registered and the total number of additional people in the room.

e.g., Tammy Jones +3

This will help us with our final count. Thank you!
Reminders

• All attendees are in listen-only mode.
• We want to hear your questions! To ask a question during the session, use the “Chat” icon that appears on your Zoom toolbar.
• Please complete evaluation poll questions at the end of the presentation.
Webinar Archives

- Mapping Tool Introduction
- Findings from the 2013-14 Census
- Policy & Advocacy
- Confidentiality in School-Based Health Care
- Vision Screening 101
- School-Based Health Alliance Tools

http://www.sbh4all.org/webinars
SCHOOL-BASED HEALTH ALLIANCE
Redefining Health for Kids and Teens
Today’s Presenters

Lauren Ranalli

Ellen Wagner
TRANSFORMING HEALTH CENTERS INTO ADOLESCENT-CENTERED MEDICAL HOMES
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
OBJECTIVES

AT THE CONCLUSION OF THIS WEBINAR, ATTENDEES WILL...

1. Describe the components of adolescent-centered care
2. Identify opportunities to improve delivery of adolescent-centered care in their own practice
3. Obtain resources to help providers and staff enhance adolescent-centered practices
WHY IS ADOLESCENT-CENTERED CARE IMPORTANT?

Missed opportunities for providing patient-centered care and impacting adolescent patient outcomes.
DRAWING A PICTURE: ADOLESCENT-CENTERED MEDICAL HOMES
What can the consequences be when teens don’t feel comfortable with their healthcare experience?
YOUTH-FRIENDLY BEHAVIORS

1. Accurately discusses and applies confidentiality/consent laws with all adolescent patients.

2. Provides and/or supports fair treatment and equal opportunity for ALL adolescent patients.

3. Listens to and objectively considers what adolescent patients have to say.

4. Accommodates needs of individual adolescent patients (tardiness, bringing a friend along, etc.)

5. Uses positive body language and an approachable, warm tone in communicating with adolescents.

6. Patiently helps adolescents navigate referrals and any other systems that may be challenging.

7. Avoids using medical jargon when communicating with adolescents.

8. Uses sensitivity and maintains neutral language and body language with adolescents, withholding judgment related to sensitive subjects, such as sexual health, substance use, interpersonal violence, sexual orientation, gender and personal expression, and mental health.
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Adolescent-Centered Environments encompass the policies, practices, services, and physical space of health centers. They are inclusive of, informed by, and responsive to the needs and values of adolescents.

Adolescent Centered Environments effectively provide comprehensive services for adolescents, ensuring that they feel well cared for.
ADOLESCENT CENTERED ENVIRONMENT ASSESSMENT PROCESS
ACE-AP
Adolescent-Centered Environment Assessment Process (ACE-AP)

- Baseline
  - ACE-AP
  & Data Collection
- Implementation Plan
- Training Opportunities for Providers and Staff
- Year-End
  - ACE-AP
  & Data Collection
<table>
<thead>
<tr>
<th>1. Access to Care</th>
<th>7. Nutritional Health</th>
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<tr>
<td>3. Confidentiality</td>
<td>9. Staff Attitude &amp; Respectful Treatment</td>
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<td>4. Best Practices &amp; Standards of Care</td>
<td>10. Adolescent Engagement &amp; Empowerment</td>
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<td>5. Reproductive &amp; Sexual Health</td>
<td>11. Parent Engagement</td>
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USING THE ACE-AP TOOL

SCORING

Use the following score key to rank your clinic as a 0, 1, or 2 quarterly for each line of the ACE.

0  Not yet implemented
1  Partially implemented
2  Fully implemented

KEY

The ACE also includes a key to signify which points align with HEDIS Measurements and Patient-Centered Medical Home (PCMH) Designation. We also point out pieces of the ACE that would be best considered when creating a new clinic.

<table>
<thead>
<tr>
<th>Special Considerations</th>
<th>H</th>
<th>HEDIS Measure</th>
<th>P</th>
<th>PCMH Alignment</th>
<th>C</th>
<th>Certification Requirement</th>
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FOCUS AREAS

Adolescent Appropriate Environment
Cultural Responsiveness
Adolescent Empowerment & Engagement
TIME FOR A POLL!
WELCOMING ENVIRONMENT

WE’RE HERE FOR YOU

As in, you can ask us anything.

Really.

Don’t worry if this takes a minute to sink in.

We’re not going anywhere.

Take your time.

And if we don’t hit the mark, let us know.

www.AdolescentHealthInitiative.org
WELCOMING ENVIRONMENT

If there were a vaccine against cancer, wouldn’t you get it for your kids?

HPV vaccine is cancer prevention. Talk to the doctor about vaccinating your 11-12 year old sons and daughters against HPV.

www.cdc.gov/vaccines/teens

Si hubiese una vacuna contra el cáncer, ¿se la pondría a sus hijos?

La vacuna contra el VPH previene el cáncer. Consulte a su médico sobre cómo vacunar a sus hijos de entre 11 y 12 años contra el VPH.

www.cdc.gov/espanol/vacunas/
WELCOMING ENVIRONMENT

Smartphone Modules

- **Smoke Free Teens** – smoking cessation tools
- **Iron Kids** – tips for adolescent athletes
- **Teen Hotlines** – health and wellness hotlines
- **Teen Depression Connect** – depression resources
- **Fooducate** – healthy eating and grocery shopping tips
- **My Birth Control** – birth control choices from Planned Parenthood
WELCOMING ENVIRONMENT
ALWAYS REMEMBER…

CAUTION

Ask youth first!
LET’S CHAT!

What are some things your health center does well *to make the environment welcoming* to adolescents?
TIME FOR A POLL!
“CULTURE IS THE LEARNED AND SHARED KNOWLEDGE THAT SPECIFIC GROUPS USE TO GENERATE THEIR BEHAVIOR AND INTERPRET THEIR EXPERIENCE OF THE WORLD.”

- Attitudes
- Language
- Tone of voice
- Body language
- Concept of time
- Eye contact

- Religion
- Sexual orientation
- Family roles
- Education
- Income
- Tradition
- Age
CULTURALLY RESPONSIVE CARE

Culturally Responsive Care

Nonverbal Communication Bias
SPARKS

- Prepacked
- FREE!
- PowerPoint
- Scripts
- Handouts
- Activities

www.AdolescentHealthInitiative.org
CULTURALLY RESPONSIVE CARE

OTHER RESOURCES

• Learning Modules from The National LGBT Health Education Center/Fenway Institute

• AHI’s video on Voices of Transgender Youth in Healthcare

• US DHHS Office of Minority Health and Think Cultural Health websites

• Advocates for Youth resources for working with Youth of Color

• Strategies for Diversifying Your Health Care Workforce
What are some things your health center does well to promote culturally responsive care?
TIME FOR A POLL!
GATHERING YOUTH FEEDBACK

Creating and Sustaining a Thriving Youth Advisory Council

A collection of youth experiences and recommendations compiled by the Adolescent Health Initiative.
GATHERING YOUTH FEEDBACK: YOUTH-LED ASSESSMENT

Encourage young people to reflect on what’s important to them when accessing health care.

What Matters to You(th)?

Youth-led Assessment

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

Join our pilot!

October-December, 2017

adolescenthealth@umich.edu
What are some things your health center does well to gather feedback from adolescent patients?
1. Access to Care
2. Adolescent-Centered Environment
3. Confidentiality
4. Best Practices & Standards of Care
5. Reproductive & Sexual Health
6. Behavioral Health
7. Nutritional Health
8. Cultural Responsiveness
9. Staff Attitude & Respectful Treatment
10. Adolescent Engagement & Empowerment
11. Parent Engagement
12. Community Engagement
Resources That Can Help

AHI offers training, consulting, and ready-to-implement strategies to help health centers across the country improve their adolescent-centered care.

Consulting & Technical Assistance
ACE-AP
Adolescent Champion Model
Spark Trainings

Starter Guides
Videos
Webinars & Trainings
Health Center Materials
IMPROVING CARE FOR ADOLESCENTS

- School-Based Health Alliance (SBHA)
- Society for Adolescent Health and Medicine (SAHM)
- Adolescent Reproductive & Sexual Health Education Program (ARSHEP)
- CDC Sexual Health Checklist
- Healthy Teen Network
THANK YOU!

CONNECT WITH US

Adolescent_Hlth

adolescent_health

Adolescent Health Initiative

adolescenthealth@umich.edu

www.AdolescentHealthInitiative.org
Questions?

Please enter your questions into the “Q&A” inbox of the Zoom control toolbar.
BECOME A MEMBER!

www.sbh4all.org/membership
Adolescent Health TeleECHO Clinic™

Want to improve the adolescent-friendliness of your health center, and provide better care to adolescent patients? Are you interested in virtually working with and learning from other community health centers and federally qualified health centers (FQHCs) across the country? If you’re a primary care or behavioral health provider, clinic nurse, medical assistant, or health educator and answered yes to these questions, register for the School-Based Health Alliance’s TeleECHO Clinic today!

Clinic Benefits
- Participate in case-based clinical learning discussions focused on improving clinical care for adolescents and creating adolescent-friendly environments.
- Gain critical knowledge on how to identify and manage adolescent patients’ mental health, sexual reproductive health, and well care through brief didactics on topics of interest to learners.
- Become an adolescent expert and advocate for your patients, practice, and community.
- Receive 3 CEUs per content area at no cost. This activity has been submitted to APHA/PHN for approval to award contact hours.

Virtual learnings
January-May 2018
Thursdays at 12:00pm EST
Four content areas delivered over eight 90-minute sessions

Learn more about the Project ECHO Model: Project ECHO Video Overview and www.echo.unm.edu/

Who can apply?
Each community health center or FQHC must have at least one prescribing provider and one behavioral health provider to apply. Space is limited so apply early!

Adolescent Health TeleECHO Coordinator
Seleena Moore | (202) 370-4383 | smoore@sbh4all.org

APPLY NOW!
Complete Your National School-Based Health Care CENSUS
www.sbh4all.org/2016-17Census

Beginning Monday, September 18
Submit Your ABSTRACT for 2018 National SBHC Convention
www.sbh4all.org/training/convention/cfa

While Entering CENSUS
Data, Report the National SBHC PERFORMANCE MEASURES
(Report all your data at once through the Census portal.)
Questions?

Please enter your questions into the “Q&A” inbox on the Zoom control toolbar.
Thank You!

Additional Questions? Contact us at: info@sbh4all.org