

**Rural SBHCs for 30+ Years:
Highs, Lows and Lesions Learned**
Presented by: Dr. Chris Kjolhede and Jane Hamilton, RN
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Rural SBHCs for 30+ Years:

highs and lows and lessons learned

Chris Kjolhede, MD, MPH and Jane Hamilton, RN



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School-Based Health

Rural SBHCs for 30+ Years

- **We have nothing to disclose**
- **We have no conflicts of interest**

Learning Objectives

Needs code: 47bint

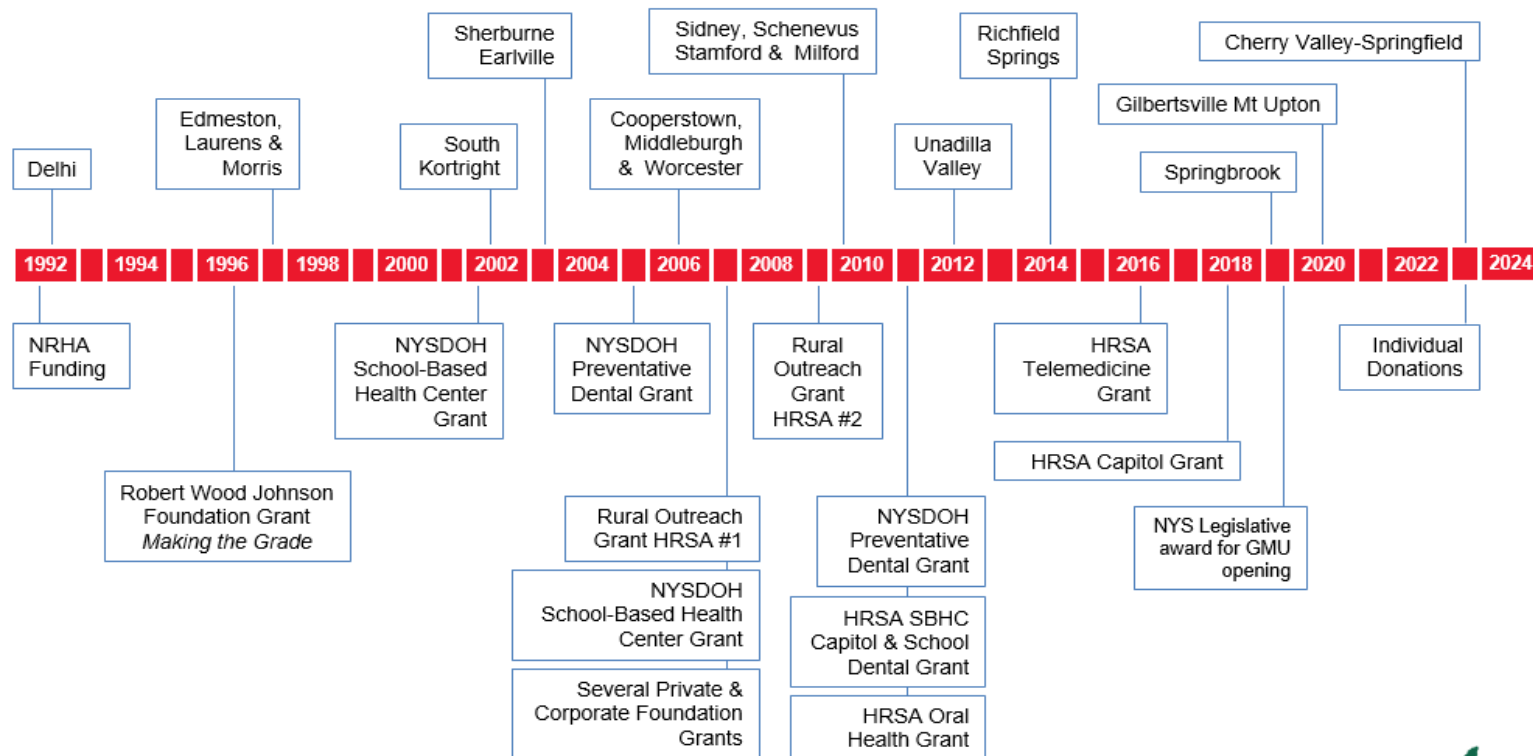
At the conclusion of this activity, participants should be able to:

- Describe the model of School-Based Health Centers as seen in the Bassett Healthcare Network
- Identify at least one value of biannual, full team, face-to-face meetings.
- Report why rates of HPV vaccination are so high in SBHCs.

Rural SBHCs for 30+ Years



Bassett Healthcare Network
School-Based Health
CENTER OPENINGS & FUNDING



Rural SBHCs for 30+ Years

Chenango Co:

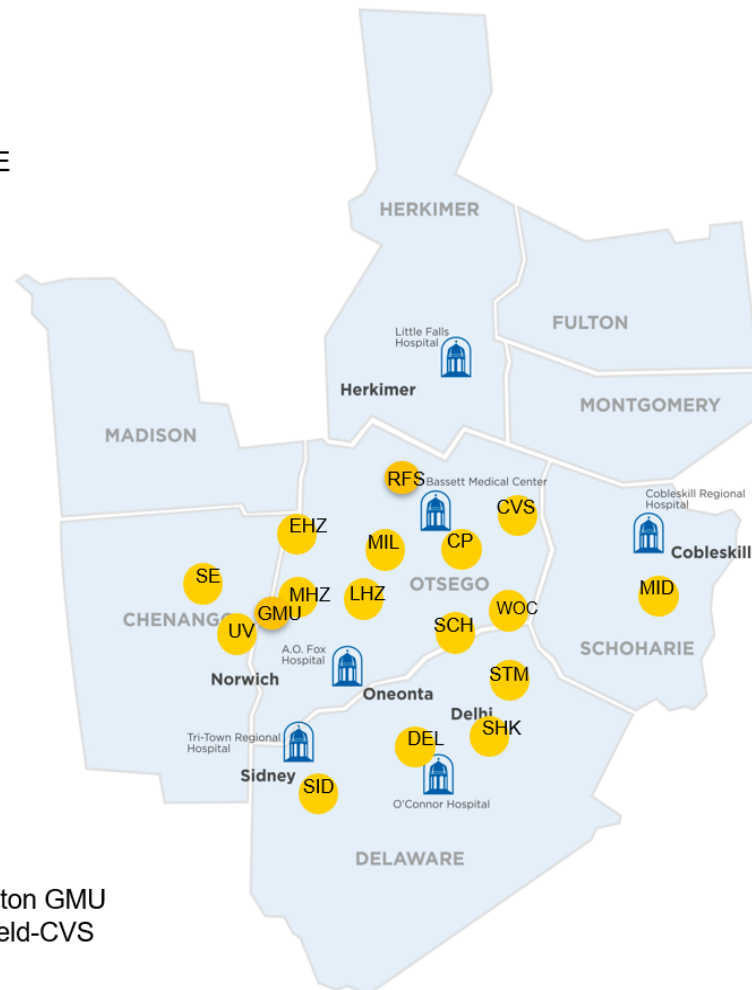
Sherburne-Earlville-SE
Unadilla Valley UV

Schoharie Co.

Middleburgh-MID

Otsego Co:

Cooperstown-CP
Edmeston-EHZ
Lauren-LHZ
Morris-MHZ
Milford-MIL
Schenevus-SCH
Worcester-WOC
Richfield Springs RFS
Gilbertsville Mount Upton GMU
Cherry Valley Springfield-CVS



Delaware Co

Delhi-DEL
South Kortright-SHK
Stamford-STM
Sidney-SID

Rural SBHCs for 30+ Years

2024 SBHC Statistics

Total School Population	8949	
Enrollment	7396 or 83% of the total school population (99%-65%)	
Visits	40,080	
Mental Health Visits	11,968, 26% of total visits	
Dental Visits	4,283, 9% of total visits	
Payer Mix		
Medicaid	3%	
Medicaid Managed Care	47%	
Self Pay	5%	
TOTAL	56%	 Bassett Healthcare Network School-Based Health
Blue Cross	23%	
Other Commercial	17%	
Bassett Network Employee	4%	
TOTAL	44%	

SBHCs for 30+ Years

- **High points**

- **Nursing Magnet Award**
- **National Rural Health Association Award**
- **Friends of Bassett Gala(s)**
- **HRSA Grant(s)**
- **Other Grants(s)**
- **Patient Centered Medical Home recognition**



Bassett Healthcare Network
School-Based Health

SBHCs for 30+ Years

- **High points**

- **Opening of a new SBHC**
- **Taking students to Albany for Advocacy Day**
- **Bi-annual full team meetings**
- **Publishing research to support the cause**
- **Taking care of kids and families**



Bassett Healthcare Network
School-Based Health

SBHCs for 30+ Years

- **Low points**

- **Mental health worker transgression**
- **Vaccine given to the wrong patient**
- **School administration planned to change to a different sponsoring organization**
- **COVID vaccine associated myocarditis**
- **Former patient overdosed and died**
- **Funding shortfalls**



SBHCs for 30+ Years

- **Low points**

- **Mental health worker transgression:**
 - **Male therapist, 12 year old male student with ongoing issues that indicated repeated visits; a visit to the therapist's home after hours without parents' knowledge, swimming in a pond leading to intimate physical contact.**



SBHCs for 30+ Years

- **Low points**

- **MHW transgression: *responses***
 - **CEO and Peds and Psych Chairs notified**
 - **Risk management notified**
 - **Public relations notified**
 - **School superintendents notified**
 - **Full cooperation with law enforcement**
 - **Family kept up to date**



SBHCs for 30+ Years

- **Low points**

- **MHW transgression: *responses***

- **All program mental health clinicians called to an urgent, confidential, team meeting**
 - **A script describing the circumstance was carefully authored**
 - **Parents of every student ever seen by this provider were contacted by phone**
 - **SBH MH clinician picked up the caseload**



SBHCs for 30+ Years

- **Low points**

- **MHW transgression: *results***

- **Therapist was arrested and imprisoned**
 - **No patients terminated care with the SBHC**
 - **Parents of the 12 year old rescinded SBHC enrollment**
 - **2 years later, the now 14 y.o., was re-enrolled**



SBHCs for 30+ Years

- **Low points**

- **Vaccine given to the wrong patient**
 - **AOA sought student who needed vaccine, consent was signed by patient's parent; went to classroom to get patient and was directed to the gym; went to the gym and asked for 'Myles'; gym teacher identified 'Myles' who was escorted to SBHC and given shot. Problem: two 'Myles' in gym**



SBHCs for 30+ Years

- **Low points**

- Vaccine given to wrong patient: *responses*
 - Acknowledged mistake to parents
 - Informed superintendent
 - Contacted Risk Management
 - Met with parents and superintendent for over an hour



SBHCs for 30+ Years

- **Low points**

- Vaccine given to wrong patient: *results*
 - Whole team reviewed two patient identifier for every patient
 - Enhanced procedure for young patients
 - Parents threatened litigation (did not sue)
 - Patient enrollment in SBHC rescinded



SBHCs for 30+ Years

- **Low points**

- **School administration wanted to change the sponsoring organization (SO)**
 - **Regular attempts to meet with principals and superintendent when MD was onsite**
 - **NYS DOH called program manager to ask why SBHC was changing SO**
 - **Superintendent had contacted a different healthcare system without notification**



SBHCs for 30+ Years

- **Low points**

- School admin wanted change in SO: *response*
 - Had two face-to-face meetings with multiple administrators
 - SBHC team was transparent with queries
 - SBHC team included many locals who spoke highly of Bassett



SBHCs for 30+ Years

- **Low points**

- School admin wanted change in SO: *results*
 - Board of Ed meeting attended by many parents and community members giving positive testimony
 - School nurse quietly supported Bassett
 - Board of Ed elected for 'no change'



SBHCs for 30+ Years

- **Low points**

- **COVID vaccine-associated myocarditis**
 - **Student given COVID shot after team received signed consent**
 - **VIS had been given to parents**
 - **Patient became ill with signs and symptoms consistent with myocarditis**



SBHCs for 30+ Years

- **Low points**

- **COVID myocarditis: *response***

- **Patient seen urgently in ED**

- **Patient sent by ambulance to AMC**

- **Patient admitted, monitored and treated with steroids at AMC**



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SBHCs for 30+ Years

- **Low points**

- **COVID myocarditis: *results***

- **Patient discharged after several days**
 - **Parents declined further COVID vaccines**
 - **Patient remained enrolled in SBHC**
 - **Family received huge bills for the care**
 - **SBH provider spent hours assisting the family with VAERS filings to cover costs**



SBHCs for 30+ Years

- **Low points**

- **Student overdosed and died**
 - **Patient graduated middle of the class**
 - **Did NOT go on to higher education**
 - **Was unable to be gainfully employed**
 - **While a ‘nice kid’, he was a bit of a lost soul**
 - **Overdosed and died**



SBHCs for 30+ Years

- **Low points**

- **Student overdosed and died: *responses***
 - **Many team members experienced sadness, guilt and a feeling of helplessness**
 - **All team members knew of many other such 'lost souls' in every school**



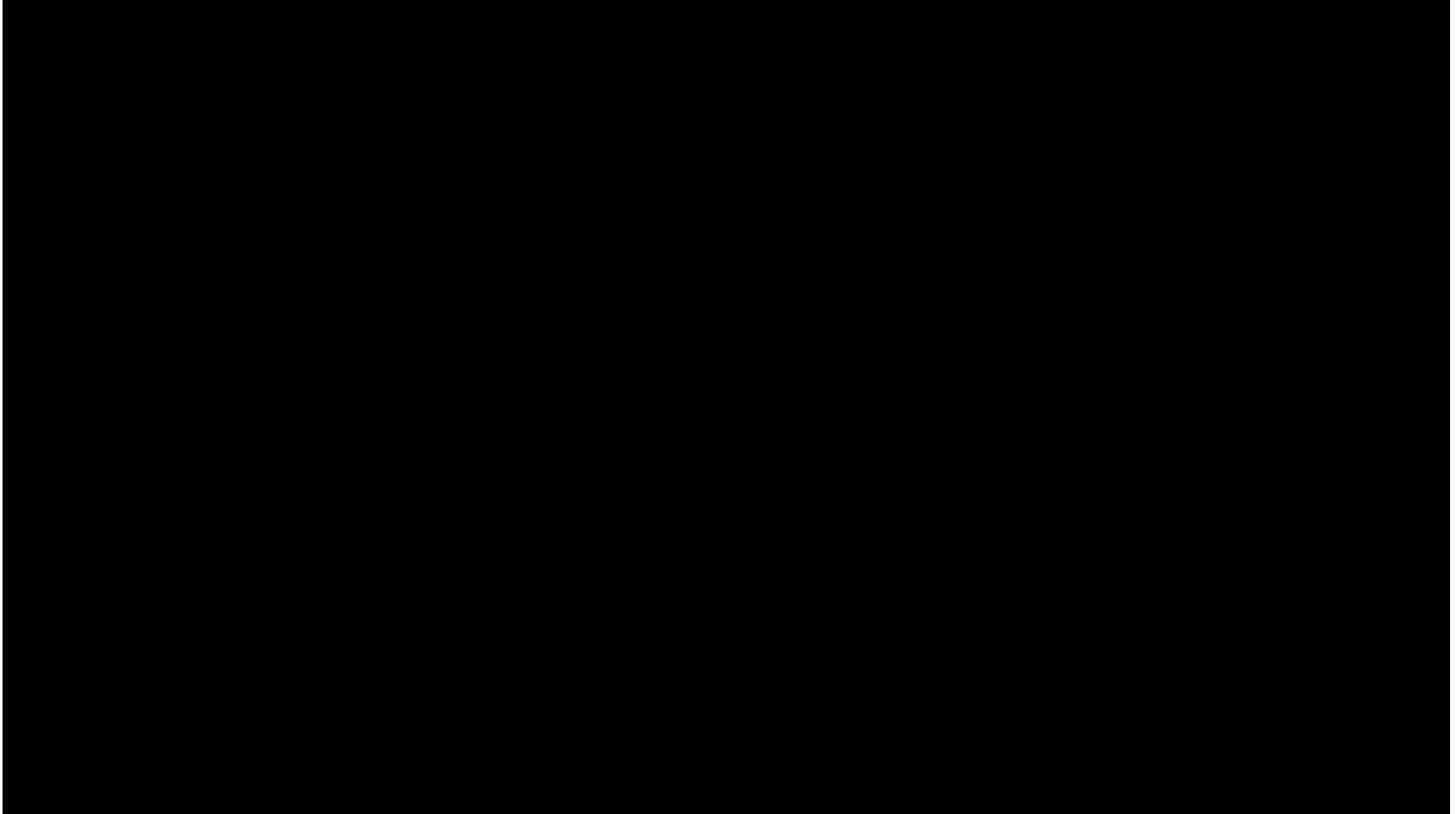
SBHCs for 30+ Years

- **Low points**

- Student overdosed and died: *results*
 - More attention to issues of Senior transition
 - Team members across the program encouraged to identify ‘special kids’
 - ‘Special kids’ greeted in the halls
 - Small successes amplified for ‘special kids’



SBHCs for 30+ Years





SBHCs for 30+ Years

- **High points**

- **Nursing Magnet Award**
 - **Rigorous application process**
 - **Very competitive**
 - **Lots of program self assessment**
 - **Telling our story in front of 7000 applauding nurses**





SBHCs for 30+ Years

- **High points**

- **National Rural Health Association Award**
 - **Reno, NV**
 - **Different audience**
 - **Talking to providers who were familiar with challenges for health care delivery in rural areas**





SBHCs for 30+ Years

- **High points**

- **Friends of Bassett Gala(s)**
 - **Supported by the Friends of Bassett**
 - **Some funding realized**
 - **Lots of PR realized**
 - **Confirmed for the team and the community the value of SBHCs**





SBHCs for 30+ Years

- **High points**

- **Patient Centered Medical Home recognition**
 - **Lots of work to achieve this distinction**
 - **Lots of good-quality measures were realized**
 - **Rare recognition among SBHCs nationally**
 - **Some increased reimbursement**



SBHCs for 30+ Years

Patient Centered Medical Home Recognized



SBHCs for 30+ Years Advocacy Day in Albany



SBHCs for 30+ Years

- **High points**

- **Taking students to Albany for Advocacy Day**
 - **Active promotion of the SBHC model by staff and students**
 - **Improved visibility amongst legislators**
 - **Students feel empowered**
 - **(Professionals should profess!)**



SBHCs for 30+ Years

Advocacy in Albany





SBHCs for 30+ Years Bi-annual Team Meetings



SBHCs for 30+ Years

- **High points**

- **Bi-annual full team meetings**
 - **Opportunity for team building**
 - **Some mandatory ed completed by all**
 - **Several inspirational and informative speakers**
 - **There is a cost but the gain is immeasurable**





SBHCs for 30+ Years

- **High points**

- **Publishing research to support the cause**
 - **Evidence-based practice**
 - **Program recognition**
 - **(Professionals should profess!)**



SBHCs for 30+ Years

Publishing research to support the cause



Original Investigation | Pediatrics

School-Based Health Centers and School Attendance in Rural Areas

Chris Kjolhede, MD, MPH; Wendy M. Brunner, PhD; John W. Sipple, PhD



Bassett Healthcare Network
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SBHCs for 30+ Years

- **High points**

- **SBHC team role during COVID**
 - **One SBHC was re-opened within days**
 - **SBHC staff willing to work in EDs, other clinics, no questions asked**
 - **Bassett learned about SBHCs and the quality of the care delivered with this commingling**





SBHCs for 30+ Years

- **High points**

- **Exceptionally high HPV vaccination rates**
 - **Early adoption of promoting HPV vaccine**
 - **Multiple efforts to educate staff, to educate students and families**
 - **HPV survivors featured at bi-annual meeting**
 - **Promoted as ‘cancer prevention’**



SBHCs for 30+ Years

NYS HPV Vaccination “Start at 9” Campaign



[HOME](#) - [START AT 9 CAMPAIGN](#)

HPV Vaccination is Cancer
Prevention

SBHCs for 30+ Years



SBHCs for 33+ Years

(And hopefully many more!)

Questions and Comments



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