

Leveraging School Based Health Centers (SBHCs) to Educate Youth about Adolescent Well Visits (AWV) & Provide Communication & Coordination with PCPs: Sharing of Tools and Learnings from Our Project



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Project Overview:

Improving Access to and Quality of Adolescent Well-Care Services Through Partnerships With SBHCs

June '15-March '16, OPIP has project funded by OEGB/MODA Health Grant



Project Aim:

- To improve the **provision of adolescent well-visits** at a community-level by leveraging partnerships with School Based Health Centers (SBHCs)

Objectives:

- To provide on-site **training and support** to **pilot SBHCs**: Pendleton High School and Tigard High School.
 - Adolescent well-care visits
 - Depression screening and follow-up
 - Substance abuse screening, brief intervention, referral and treatment (SBIRT)
- To develop **educational materials for adolescents** that provide information about why well-care is important, what to expect, and the unique role SBHCs can play in providing well-child care.
- To develop and assess models for enhancing the SBHC's **population management and care coordination** with primary care practices.
- To identify **policy-level improvements** that address barriers and incentives identified through the project.

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Improving Access to and Quality of Adolescent Well-Care Services Through Partnerships With School Based Health Centers

Areas of Focus Within the SBHC:

- **Education About Services in SBHC and Value of Well-Care**
 - Within school, outside of school
 - To adolescents, parents, primary care providers
 - Engagement of youth to provide feedback
- **Improved provision of Adolescent Well-Visits**
 - Aligning care provided in the SBHC with Bright Futures recommendations
 - Includes screening and follow-up aligned with CCO/KPM Metrics related to Depression Screening and SBIRT
 - Includes DOCUMENTATION and USE OF CLAIMS in a way that is aligned with the metrics
- **Care Coordination with Primary Care Providers**
 - Communication with adolescent-identified primary care provider
 - For primary care providers who identify at-risk adolescents and want to refer to the SBHC to address risks at a location the adolescent may be more likely to go

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Tools From This Project We Shared on the SBHC Coordinator Call

- **Educational materials for adolescents** that provide information about why well-care is important, what to expect, and the unique role SBHCs can play in providing well-child care.
 - Development informed by youth (Eight rounds of youth input)
 - Disseminated in schools

- **Templates of materials provided:**

- Posters for hallways or other high-traffic areas
- Flyers strategically placed in places where teens sit (e.g. counseling office)
- Posters in bathroom stalls
- Table tents for the lunch rooms
- Instagram posts/ Facebook posts
- Info cards that fit into cell phone carriers
- Mood Pencils/Stress balls
- Water bottle stickers

- Email opip@ohsu.edu if you would like links sent to you.

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HAVE YOU HEARD ABOUT THE HEALTH CENTER AT PHS?

As you become more independent, there is a lot to think about – school, friends, family, body image, self-esteem... What's on your mind matters to us, and our trained staff at **Pendleton High School Health Center** are here for you! At the Health Center you can get the same kinds of health services that you get at a regular primary care clinic, and we are conveniently **located here at school!** Our health providers are specifically trained to work with teens and are available to help you with whatever you need.

COMMON TOPICS YOU CAN HAVE ADDRESSED:

- ✓ What you want to talk about - our priority is partnering with you
- ✓ Emotional health and feelings
- ✓ Guidance for healthy relationships
- ✓ Bullying
- ✓ Health exams and sports physicals
- ✓ Drug or alcohol use or experimentation
- ✓ Treatment for illness and infections
- ✓ Dental and Vision exams
- ✓ Immunizations and vaccines

YOUR PRIVACY IS IMPORTANT

At the Health Center we have specific policies around confidentiality. For the most part, what you talk about will stay between you and your health provider and will not be shared with your parents or others. If something needs to be shared, we will always talk with you about it first, and work with you on how to do that.

BILLING & INSURANCE

No student will be turned away due to ability to pay. We welcome ALL students, and accept most insurance including the Oregon Health Plan. If you don't have insurance, don't worry – we will still see you.

WHERE ARE WE LOCATED?

The Health Center is located at Pendleton High School, on the second floor near the cafeteria.

WHEN ARE WE OPEN?

The Health Center is open during the school year: Tuesdays, Wednesdays, & Thursdays @ 7:30 am - 3 pm

Stop by or call us @ (541) 966-3857

We want to partner with you to provide the best care possible. Make your appointment at the PHS Health Center today!

Follow us on Twitter @PHSHealth

Trustworthy * Convenient * Confidential

Oregon Pediatric Improvement Partnership

SBHC Communicating and Coordination with Primary Care Providers

We have been working with Tigard SBHCs on processes around collecting:

- Information about the **teen's primary care provider**, contact information
- Models and methods used for the **SBHC to communicate with the PCP**
 - » For sensitive services vs. non-sensitive services
 - » Obtaining consent from adolescent to share information
- Models and methods for **PCP to communicate with the SBHC**
 - » For basic services (e.g. weight check)
 - » For follow-up services to the screens they are doing (depression and substance abuse)



From An Idea to an Action

- OPIP reached out to the primary care practices that have the most attributed youth in CCO
 - » In Tigard, this was two large pediatric practices
 - » That said, as compared to other regions and smaller communities, there was NOT as much overlap in populations
- Facilitated meetings between the SBHC and PCP to learn about each other
 - » **Part 1: Getting to Know Each Other:**
 - PCPs had little knowledge of the SBHCs, false understanding
 - Developed an info sheet about the SBHC that covered key things the PCPs wanted to know about
 - » **Part 2: Defining the Population and Processes**
 - Which kids are “in scope” and “out of scope” for communication
 - Processes to ensure communication and confidentiality maintained
- OPIP then worked with the SBHC and PCP practices individually to refine their work flow and processes



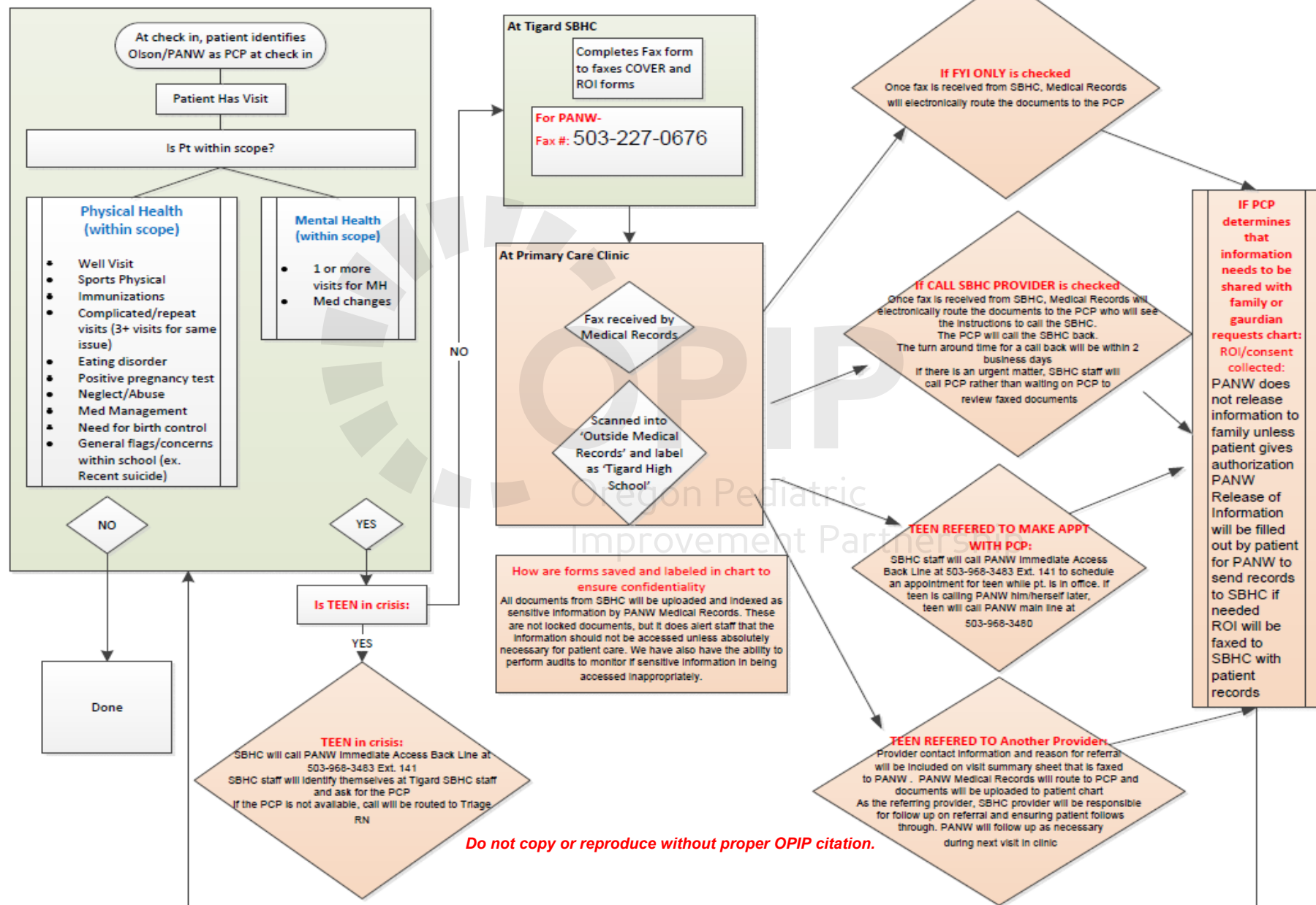
Info PCPs Wanted to Know about the SBHC

- WHAT is SCHOOL-BASED HEALTH CENTER (SBHC)?
- What is the role of SBHC Sponsor?
- Providers and credentials of providers
- WHO you can serve
- What types of services you can offer
 - Spirometry
 - Labs
 - Cultures for wounds
 - Tests – Glucose, Cholesterol:
 - Vaccines - HPV booster
 - Mental Health Services
 - Birth Control
- Location and Hours of operation
- Insurance accepted
- How to contact HOW is a SBHC CERTIFIED ?

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Workflow Mapping of Communication Processes

Pediatric Associates of the NW





Pediatrics Associates of the Northwest

Fax Number: (503) 227-0676

CONFIDENTIAL COMMUNICATION

Virginia Garcia's Tigard High – School Based Health Center

PLEASE ATTACH ROI/CONSENT FORM

Name: _____

DOB: _____

Insurance: _____

☐ Assigned Patient - Needs to establish care ☐ New patient - Needs to establish care

Date of Visit at Tigard HS SBHC: _____

Provider Seen: _____

☐ Elizabeth Pruett, PNP

☐ Gina Batliner, MA

Contact Information for Youth: _____

Phone: _____ ☐ Did not consent to release phone #

Primary Care Provider Identified : _____

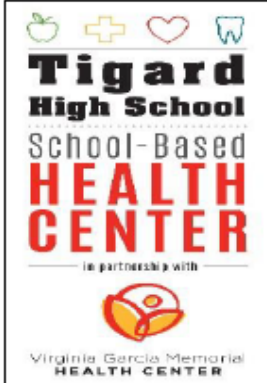
☐ Did not know provider name

Summary of Visit

Type of Provider	<input type="checkbox"/> Physical health provider	<input type="checkbox"/> Mental Health Provider
Type of Visit	<input type="checkbox"/> Well Visit <input type="checkbox"/> Sports Physical <input type="checkbox"/> Immunizations <input type="checkbox"/> ED Follow-Up <input type="checkbox"/> Sick-Visit <input type="checkbox"/> Follow-up to referral from PCP <input type="checkbox"/> Other: _____	<input type="checkbox"/> Mental health assessment <input type="checkbox"/> Follow-up to referral from PCP <input type="checkbox"/> Other: _____
Reason for Visit	_____	_____
Problem List and/or Diagnosis	_____	_____
Medications Noted by Teen	<input type="checkbox"/> None <input type="checkbox"/> _____	<input type="checkbox"/> None <input type="checkbox"/> _____
Results of Labs and Positive Screens	<input type="checkbox"/> None <input type="checkbox"/> _____	<input type="checkbox"/> None <input type="checkbox"/> _____
Follow-Up Steps Needed	<input type="checkbox"/> FYI ONLY – No follow up needed <input type="checkbox"/> Call SBHC provider <input type="checkbox"/> Teen referred to make appt with PCP <input type="checkbox"/> Teen referred to another provider Who: _____ <input type="checkbox"/> Other: _____	<input type="checkbox"/> FYI ONLY – No follow up needed <input type="checkbox"/> Call SBHC provider <input type="checkbox"/> Teen referred to make appt with PCP <input type="checkbox"/> Teen referred to another provider Who: _____ <input type="checkbox"/> Other: _____
Other Information For Provider	_____	

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Communication Form: SBHC to PCP



Fax #: (503) 431-5776

DRAFT 5/11/16

CONFIDENTIAL COMMUNICATION

Virginia Garcia's Tigard High – School Based Health Center

PLEASE ATTACH ROI/CONSENT FORM

Name: _____

DOB: _____

Insurance: _____

Date of Visit at PANW: _____

Provider Seen: _____

Communication Form: PCP to SBHC

Referral Form from Pediatric Associates of the Northwest to Tigard HS SBHC		
Provider Referring To	<input type="checkbox"/> Physical Health Provider	<input type="checkbox"/> Mental Health Provider
Relevant Problem List and/or Diagnosis		
Relevant Medications for Referral	<input type="checkbox"/> None <input type="checkbox"/>	<input type="checkbox"/> None <input type="checkbox"/>
Reason for Referral to Tigard SBHC	<input type="checkbox"/> HPV follow up First administration date: _____ <input type="checkbox"/> Meningococcal Booster Booster needed on: _____ <input type="checkbox"/> Weight check Recommended periodicity: _____ <input type="checkbox"/> BP check <input type="checkbox"/> Other: _____	<input type="checkbox"/> MH screening follow-up
Other Information For SBHC Staff	<input type="checkbox"/> Call PANW Provider: _____	<input type="checkbox"/> Call PANW Provider: _____
Information Requested Back	<input type="checkbox"/> No follow up needed <input type="checkbox"/> If you are unable to get them in by: (insert date) <input type="checkbox"/> Summary of Visit	<input type="checkbox"/> No follow up needed <input type="checkbox"/> If you are unable to get them in by: (insert date) <input type="checkbox"/> Summary of Visit

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Some Learnings for All of You

- Play out the numbers of KIDS you see and PRACTICES that may serve those kids
 - » Some of you work in SBHCs that are in communities that have MANY different providers and exploring feasibility of this may be important
- Start small with a pilot to work out the “kinks”
- Define populations
 - » Which kids are “in scope” and “out of scope” for communication
 - » Ensure that the processes are in place to ensure information is protected
 - Do a communication work flow mapping and confirm next steps
- Do what you say will you do and plan for the work internally
 - » Define the WHO, WHAT, WHEN, HOW
 - » This is a potentially great way to build bridges and enhanced coordination, but only if trust is built
 - » Conversely, this is a great way for them to learn about all the wonderful strengths of SBHCs

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Questions:

- Questions:
 - Colleen Reuland reulandc@ohsu.edu
 - 503-494-0456
- Resources:
 - oregon-pip.org
 - <http://www.oregon.gov/oha/Transformation-Center/Pages/Resources-Metric.aspx>
 - Within this you can find OPIP's webinar series and related materials
 - [https://www.oregon.gov/oha/Transformation-Center/Resources/AWV%20Webinar%203.1%20-%20Leveraging%20School-Based%20Health%20Centers%20\(Slides\).pdf](https://www.oregon.gov/oha/Transformation-Center/Resources/AWV%20Webinar%203.1%20-%20Leveraging%20School-Based%20Health%20Centers%20(Slides).pdf)