

Leveraging School Based Health Centers (SBHCs) to Educate Youth about Adolescent Well Visits (AWV)



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Acknowledgement and Disclaimer



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Recap: OPIP's Webinar Series

Part 1: What, Why, and How to **Educate** about Adolescent Well-Care Visits

- Three webinars

Part 2: From **Recommendations to Implementation:** Implementing & Documenting AWW in Alignment with CCO Incentive Metrics

- Five webinars

Part 3: Going to Them – Leveraging Partnerships with **School Based Health Centers (SBHCs)**

- *Today's webinar*, plus one other

*After today, we will have completed 7/10 webinars in the series.
All are recorded and on the Transformation Center website.*



OPIP's Ten Part Webinar Series

Part 3: Going to them! Leveraging Partnerships with School Based Health Centers

1. Leveraging SBHCs to Educate Youth about Adolescent Well Visits (today)

*** There will be overlap with this webinar and content covered on June 16th webinar given focus on education YOUTH about well-visits.*

2. Capturing Care Provided in SBHCs for CCO Incentive Metrics (September 20th, 1p-2p)

Goals For Today's Webinar

- Understand **why School Based Health Centers (SBHCs)** represent an important opportunity to reach youth
- Describe **OPIP's experience** working with SBHCs
- Describe learnings from these efforts- methods and strategies for educating youth about adolescent well visits
 - **Educational materials**
 - **Outreach and engagement activities – power of youth!**
 - **Health classes**
 - **Guiding youth receiving mental health services in the SBHC to ensure “physical” health care**
 - **Coordination between SBHC and PCP**
- Provide an overview of **how CCOs can support implementation** of youth education activities in SBHCs

***Partnering with SBHC:
An Opportunity to Reach and Educate Youth
by People and Staff in Their School***

The Need

- **National recommendations and coverage of services included in the ACA represent fundamental shifts in care that parents of youth did not experience**
 - If we count on parents to make appointments for youth, they don't have first hand experience of the: 1) content and 2) periodicity of services that is now recommended
 - Parental confusion about why “a sports physical” doesn't count
 - Parent may not be aware that services are now covered without cost sharing
 - Parent may not receive reminders
 - Parent may not receive information from the practice about importance of annual well-visits for this age group
- **Adolescence is an important transition period to the adolescent being the primary health consumer**
 - Health care consumer skills are **learned**, and teens should be empowered during this time period
 - WHERE and HOW do young adults learn these skills?
- **Lack of education materials directed to youth about WHY well-visits are important**
 - Bright Futures educational materials seem directed to parents, worded in ways that are not youth friendly (feedback obtained from youth in our focus groups)

School Based Health Centers (SBHCs)

- **What is a School Based Health Center?**

- Helpful websites:
 - <https://public.health.oregon.gov/HealthyPeopleFamilies/Youth/HealthSchool/SchoolBasedHealthCenters/Pages/faqs.aspx>
 - <http://osbha.org/sbhc/list>
- SBHCs are DIFFERENT from school nurses
- Not every school has a SBHC
- SBHC is located in or near a school facility and open during school hours
- Staffed by qualified health care professionals such as family nurse practitioners
- Decisions about which services to offer at an SBHC are made locally and must be in compliance with the state and state certification standards
- Each SBHC operates with a medical sponsor such as a county health department, university medical center, private health clinic, or FQHC.
- Access to care for all students within their district, with **some offering expanded after-school hours**.

- **List of SBHCs**

- https://public.health.oregon.gov/HealthyPeopleFamilies/Youth/HealthSchool/SchoolBasedHealthCenters/Documents/SBHC%20Maps%20and%20Medical%20Sponsor%20Lists/SBHCmap_7.18.16.pdf
- <http://osbha.org/sbhc/list>

Opportunity to Leverage SBHCs to Educate Youth

- **Don't make them come to you, go to them!!**
 - SBHCs are in schools and seen as experts on health care in those schools
- **Teen-centered**
 - The sole target population for SBHCs are the school populations they serve-making them one of the most teen-centered places for getting care and for information to teens
- **Teen-partners**
 - Majority of SBHCs have advisory groups comprised of youth in the school. These youth can be trusted “message” carriers in the school
 - These youth can also share insight about local issues important to spotlight
- **Confidential**
 - Given that adolescents can access the SBHC while alone at school, and that SBHCs promote the confidential nature of their relationship, SBHCs serve as a trusted source of confidential care. (*Remember: Concerns about confidentiality is one of the top reasons youth don't seek care*)
- **Established Trust and Collaboration with School Staff/School Districts**
 - SBHCs often times collaborate with school leadership and staff to participate in mutually beneficial activities, such as health education, and the provision of care required for participation in sports.

OPIP's Experience with SBHCs

Quick Overview of Current Project:

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

June '15-December '16, OPIP has project funded by OEGBB/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.
- 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.

** OPIP also received funds to tailor and print posters and flyers presented today for other SBHCs in the EOCCO region.



OPIP Improving Access to and Quality of Adolescent Well-Care Services Through Partnerships With SBHCs MODA/OEBB Project

Components of the project related to developing, testing and implementing methods to educate youth in SCHOOLS through SBHCs:

- 1. 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
 - Disseminated in schools, youth helped us 😊
 - Conducted group-level interviews about materials disseminated to inform Fall 2016
- 2. SBHC staff presentation in Health Classes**
- 3. Through SBHC work related care coordination with primary care practices**, opportunities to direct and share information with youth and PCP about the importance of accessing routine well-child care

Educational Materials That Were Developed to be Disseminated in Schools by SBHC & SBHC Student Advisors

Development process:

A. Background review and collection of current educational materials

- Literature review and online search for existing materials, including what CCOs may be using and the National AAP and Bright Futures.

B. Feedback from youth and stakeholders

- Total of **10 in-person meetings** held with youth to obtain feedback, with additional feedback collected via email
- **Prior/During School Year:**
 - Oregon Statewide Youth Action Council (SYAC), part of Oregon School Based Health Alliance (OSBHA)
 - Oregon Health Authority (OHA) - Office of Adolescent Health, OSBHA
 - SBHC pilot sites: Tigard High SBHC/Virginia Garcia, & Pendleton High SBHC/Umatilla Co.
 - Youth advisory groups in pilot schools: Tigard's Student Health Advisory Council (SHAC), Pendleton's Gay-Straight Alliance (GSA)
- **End of School Year Reflections (Late May 2016):**
 - Youth advisory groups, general student population in both schools, and class presentation with discussion during advisory period
 - Intent of feedback from the general student body was to learn **unbiased perspectives** from students not involved in development

Educational Materials Developed by OPIP to Enhance Adolescent Well-Care Visit Rates

Given Input: We developed an educational material and dissemination strategy that went for “**breadth & depth**” and leveraged the opportunity to do so in SBHCs:

1) Printed Materials in Standard Formats With “Depth” of Information

- **Poster** about the SBHC generally
- **Poster/Flyer** about Well-Visits Services and the SBHC

2) Smaller pieces of information and links to get more information

- **Business cards** with SBHC contact information and health facts
- **Color-changing “mood” pencils** with SBHC contact information
- **Table tents** with SBHC contact information and health facts for lunch tables
- **QR codes** that link to specific websites relevant to the SBHC
- **Water Bottles and Stickers** with SBHC information and health facts
- **Twitter Posts**
- **Instagram Posts**

3) Awareness Week in School led by SBHC Staff and SBHC Advisory Groups

- **Theme weeks** held in each school and led by the students that serve as advisors, disseminated multiple components of the above

Working with the SBHC to Disseminate Materials:

Some Tips for CCO to Consider

- It is **NOT** about just giving materials that are then just handed out- develop a partnership and collaboration with the SBHC
- Given that these materials are being disseminated in school, **needed to get necessary approvals and staff within the school to “buy-in”**
 - This is where SBHC staff relationship and trust with the school is critical
 - Specific concepts and terms that need to be modified in each school
- **SBHC staff in the school and students** helping to **spread the information** was critical
 - We saw the biggest increase in access after the **“theme” weeks** which involved use of multiple mediums for dissemination AND the youth advisory groups were quite active and involved
 - In the late Spring focus group, the youth noted the messages and materials that were most impactful were those that were delivered via social media and by people
 - Students positively responded **social media**.
 - Students encouraged the SBHC and the school to use Twitter, Instagram, and Snapchat to spread the information about the SBHC and help build trust and familiarity.
 - Information **spread verbally** through school health class presentations effective.
 - Some materials were **more effective when paired together**, such as handing out the mood pencils and business cards together in classrooms and school events.

Materials that We Can Share With You Today and Updates That are Coming

- We can share the materials that we provided a detailed description about on the **June 16th Webinar**.
- That said, we are doing relatively small and tailored edits to the materials based on the youth feedback obtained in late Spring and the modifications approved by SBHC staff for the Fall 2016 dissemination. **Edits we will be making based on feedback:**
 - ✓ Include pictures and names of SBHC staff in materials to personalize the outreach, and put a face to the names.
 - ✓ Add stress and anxiety as topics to potentially get addressed at well-visit
 - ✓ Include community or school specific stats.
 - ✓ The billing and insurance information will be shortened and less focus put on it.
 - ✓ Add quotes and personal stories to materials about SBHCs
 - ✓ Include context for scheduling and hours of operation- e.g. “the SBHC is closed on Wednesdays as staff work at the middle school that day...”
 - ✓ Make materials more simplified and with less text.
- **If you would like to receive an email about the availability of the updated posters and flyers based on the youth feedback**, please email me:
reulandc@ohsu.edu

#1: Printed Materials in Standard Formats With “Depth” of Information: Posters & Flyers

Two versions were created:

1. **Yellow SBHC poster:** Contains **general information** about the SBHC as a first step to **enhance awareness** about the SBHC as a resource for students
2. **Green AWC poster/flyer:** Contains more **specific information** about the importance of annual Adolescent Well-Care Visits and **types of services** offered at the SBHC

Dissemination Strategies:

- **Pendleton SBHC** used both versions of the materials
 - Yellow SBHC posters – Posted around school campus in high traffic areas (water fountain, cafeteria & gym doors, stairwell, hallway, admin office, counseling office, vending machine, etc.)
 - Green AWC version used as a flyer that was posted on bathroom stall doors
- **Tigard SBHC** used the green version of the poster
 - Green AWC posters hung around school campus in the high traffic areas

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

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**

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.

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



Designed and distributed by Oregon Pediatric Improvement Partnership. www.oregon-opip.org

Example of SBHC Poster: (Pendleton SBHC)

Contains general information toward enhancing awareness about the SBHC.

CCOs may consider using this with their practices as a collaborative educational item when referring to SBHCs for services.



DID YOU KNOW?

Only **1 in 5** Oregon teens gets an **annual check-up**, and 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, and **1 in 6** seriously considered **suicide**.

Each year there are **9.5 million** new **STD infections** among young adults.

Teens who start drinking at an earlier age are **4 to 5 times** more likely than others to develop **alcohol abuse** as adults.



That's why it's important to have a check-up each year... even when you are NOT sick.

From sprained ankles, to feeling stressed, to relationships and even sexual health, confidential services are available to you at the **Tigard School Based Health Center (SBHC)**.

Our Health Center providers are specifically trained and interested in working with teens and they will never judge you. They will listen and help you overcome challenges to become successful and independent both in body and mind.

The Tigard SBHC Clinical Staff Include:

- Nurse Practitioner
- Qualified Mental Health Professional
- Dental Hygienist

WHERE ARE WE LOCATED?

* **We are conveniently located here at school**, in between the Child Development Center and the Caring Closet.

* **We are open during the School Year:**
Monday - Friday @ 8 am - 4:30 pm

* **We also accept walk-ins based on availability.**

If you have **QUESTIONS** or want to make an **APPOINTMENT**, stop by or call us @ **(503) 431-5775**

COMMON TOPICS ADDRESSED AT A CHECK-UP:

- ✓ Your health questions- our priority is to partner with you
- ✓ Emotional health and wellness
- ✓ Guidance for healthy relationships
- ✓ Bullying
- ✓ Health exams and sports physicals
- ✓ Weight, diet and overall physical health
- ✓ Drug or alcohol use or experimentation
- ✓ Sexual health
- ✓ Treatment for illness and infections
- ✓ Vision exams and hearing screenings
- ✓ Immunizations and vaccines
- ✓ Dental cleanings

YOUR PRIVACY IS IMPORTANT

At the Tigard SBHC 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 to you first and work with you on how to do that.

BILLING & INSURANCE

No student will ever be turned away due to ability to pay. We welcome all students of the Tigard/Tualatin School District, and accept most insurance including the Oregon Health Plan (Medicaid). If you don't have insurance, don't worry, payment can also be made based on what you can afford.

Example of AWC Used as Poster: (Tigard SBHC)

Contains more specific information about the importance of annual well-care visits and types of services offered at the SBHC/clinic.

This could also be modified to reflect services within CCO systems and practices.



Trustworthy * Convenient * Confidential

Our goal is to partner with you to provide the best care possible.
Make your appointment at the Tigard School Based Health Center today!

<http://virginia.garcia.org/locations/tigard-school-based-health-center/>



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The PHS Health Center Clinical Staff Include:

- Nurse Practitioner
- Mental Health Counselors
- Registered Nurse
- Dental Hygienist

WHERE ARE WE LOCATED?

* We are conveniently located here at school, on the second floor near the cafeteria.

* We are open during the School Year:

Tuesday @ 7:30 am - 3 pm
Wednesday @ 7:30 am - 3 pm
Thursday @ 7:30 am - 3 pm

* We also accept walk-ins based on availability.

Trustworthy * Convenient * Confidential



Our goal is to partner with you to provide the best care possible. Stop by the PHS Health Center today!

Follow us on Twitter @PHShealth

COMMON TOPICS ADDRESSED AT A CHECK-UP:

- ✓ What you want to talk about - our priority is to partner with you
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- ✓ Bullying
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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.

If you have **QUESTIONS** or if you want to make an **APPOINTMENT**, stop by or call us @ **(541) 966-3857**



Designed and distributed by Oregon Pediatric Improvement Partnership www.oregon-pip.org

Example of AWC Used as a Flyer: (Pendleton SBHC)

Contains more specific information about the importance of annual well-care visits and types of services offered by the SBHC.

This could also be modified to reflect services within CCO systems and practices.



Materials We Can Provide To You Today that Can Be Used by SBHCs In Your Region



Resource File Name: (SBHC Poster Templates and Directions_6.16.16)

- **Yellow SBHC poster:**

- Editable template that contains general information CCOs can incorporate within their systems and practices to enhance awareness and knowledge about the use of SBHC clinics as a collaborative resource for providers to inform and refer students to for services (for instance, mental health services).
- You can also choose to use the version ***with or without*** the Safe Space/Pride triangle at the bottom. **(See Pages 4 & 5 in the file: “SBHC Poster Templates and Directions_6.16.16”)**

- **Green SBHC poster:**

- Editable template that contains more specific information about the importance of having an annual adolescent well-care visit and the types of services offered at the SBHC.
- You can also choose to use the version ***with or without*** the Safe Space/Pride triangle at the bottom. **(See Pages 6 & 7 in the file: “SBHC Poster Templates and Directions_6.16.16”)**


- **Please keep citation that the materials were modified from materials developed by OPIP as we are in the process of submitting copyright.**

- That said, happy for people to use with citation.

What we can offer YOU today: Yellow SBHC Template

Editable text in the PDF template will include:

- Introduction statement with identification of the SBHC name included for collaboration with PCP
- Common topics and list of services the SBHC currently provides
- Location information
- Hours of operation and walk-in availability
- Privacy statement
- Billing and Insurance policies
- Phone number
- Website or social media contact info (such as Twitter or Facebook)
- You can also choose to use the version ***with or without*** the Safe Space/Pride Triangle at the bottom (**PAGES 4 & 5 in SBHC resource packet**)



HAVE YOU HEARD ABOUT THE SCHOOL BASED HEALTH CENTER?

Editable introduction text and inclusion of SBHC name here for collaboration with community providers.

COMMON TOPICS YOU CAN HAVE ADDRESSED:

Editable text of SBHC's list of services offered.

YOUR PRIVACY IS IMPORTANT

Editable text of SBHC's privacy statement.

BILLING & INSURANCE

Editable text of SBHC's billing and insurance policies.

WHERE ARE WE LOCATED?

Enter SBHC location here

WHEN ARE WE OPEN?


Enter SBHC hours here, and walk-in availability

Stop by or call us @ *SBHC phone #*

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

Add website or social media here.

Trustworthy * Convenient * Confidential

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What we can offer YOU today: Green SBHC Template

Editable text in the PDF template will include:

- Name of your SBHC
 - List of clinical SBHC staff
 - Location information
 - Hours of operation and walk-in availability
 - SBHC website or social media contact info (such as Twitter or Facebook)
 - Common topics and list of services your SBHC currently provides
 - Privacy statement
 - Billing and Insurance policies
 - Phone number
 - You can also choose to use the version **with or without** the Safe Space/Pride Triangle at the bottom
- (PAGES 6 & 7 in SBHC resource packet)**

DID YOU KNOW?

Only **1 in 5** Oregon teens gets an **annual check-up**, and 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, and **1 in 6** seriously considered **suicide**.

Each year there are **9.5 million** new **STD infections** among young adults.

Teens who start drinking at an earlier age are **4 to 5 times** more likely than others to develop **alcohol abuse** as adults.



COMMON TOPICS ADDRESSED AT A CHECK-UP:

Editable text of your SBHC's list of services offered.

That's why it's important to have a check-up each year... even when you are NOT sick.

From sprained ankles, to feeling stressed, to relationships and even sexual health, confidential services are available to you at the

Enter SBHC Name here

Our providers are specifically trained and interested in working with teens and they will never judge you. They will listen and help you overcome challenges to become successful and independent both in body and mind.

Our Clinical Staff Include:

Enter list of SBHC clinical staff here.

WHERE ARE WE LOCATED?

* We are located:

Enter SBHC location here

* We are open:

Enter SBHC hours here, and walk-in availability

Trustworthy * Convenient * Confidential

Our goal is to partner with you to provide the best care possible. Stop by today!

Add website or social media here.

YOUR PRIVACY IS IMPORTANT

Editable text of your privacy statement.

BILLING & INSURANCE

Editable text of your billing and insurance policies.

If you have **QUESTIONS** or if you want to make an **APPOINTMENT**, stop by or call us @

Enter SBHC phone # here



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Tips for CCOs that May Support Use of these Materials Within SBHCs in Your Region

- Remember the importance of internal school review of the materials and potential modifications that may exist
- State-level facts are in the general posters. You can tailor and customize these facts for your school and your area
 - **Source for this Data: Oregon Healthy Teens Survey**
 - <https://public.health.oregon.gov/BirthDeathCertificates/Surveys/OregonHealthyTeens/Pages/index.aspx>
 - Renee Boyd at 971-673-1145 or renee.k.boyd@state.or.us
 - Administered in odd numbered years (the most recent is 2015)
 - An anonymous, voluntary, research-based survey
 - Conducted among 8th and 11th graders statewide
 - **Results provided by county**, gender, race and ethnicity
 - **Survey Components-** Topics include:
 - Tobacco, alcohol and other drug use
 - Access to tobacco and alcohol
 - Personal safety behaviors and perceptions
 - Violence and related behaviors
 - Diet and exercise
 - Extracurricular activities
 - Sexual activity and HIV/AIDS knowledge
 - Health conditions and access to care
 - Individual, peer, community and family influences on risk behaviors

#2: Breaking Down the Information into Smaller Pieces: Business Cards, Pencils, & Table Tents

Materials Developed:

- a) Business or Info Cards**
- b) Mood Pencils**
- c) Table Tents**
- d) QR Code**
- e) Water Bottle Stickers**
- f) Twitter Posts/Tweets**
- g) Instagram Posts**

Examples of Health Facts used in Business Cards



Tigard School Based Health Center (SBHC)

Mon - Fri, 8am - 4:30pm
(503) 431-5775
Between the Caring Closet & Child Development Center

We welcome all Tigard/Tualatin School District students, and we will see you even if you don't have insurance. Our clinical staff include a Nurse Practitioner, Mental Health Professional, & Dental Hygienist.



CALL US OR STOP BY TODAY!

HAVE YOU HAD YOUR CHECK UP YET?

COMMON TOPICS

- ✓ Your health questions – we will partner with you
- ✓ Emotional health and wellness
- ✓ Guidance for healthy relationships
- ✓ Bullying
- ✓ Health exams and sports physicals
- ✓ Weight, diet, and overall physical health
- ✓ Drug or alcohol use or experimentation
- ✓ Sexual health
- ✓ Treatment for illness and infections
- ✓ Vision exams and hearing screenings



Teens who start drinking are 4-5 times more likely to develop alcohol abuse as adults.

If you have tried alcohol or think you may be drinking too much, we can help! Tigard SBHC staff can help you identify the signs of problematic alcohol use that have lifelong consequences, and strategies you can use to protect your health.



**TRUSTWORTHY • CONVENIENT
CONFIDENTIAL**

Each year there are 9.5 million new STD infections among young adults.

If you are sexually active, you can protect yourself: Have a private conversation with your Tigard SBHC provider about specific ways to prevent getting an STD or pregnant.



**TRUSTWORTHY • CONVENIENT
CONFIDENTIAL**



Pendleton High School Health Center

Tues - Thurs, 7:30am - 3pm
(541) 966-3857

We're on the second floor, near the cafeteria.

We welcome all Pendleton students, and we will still see you even if you don't have insurance.

Our clinical staff include a Nurse Practitioner, Counselors, Registered Nurse, & Dental Hygienist.

CALL US OR STOP BY TODAY!

Follow us on Twitter @PHShealth

Only 1 in 5 Oregon teens gets an annual check-up. Having poor health as an adult can be 52% higher if you don't get care early in life.

Get a check-up here at school! You can get a routine check-up at the PHS Health Center that is covered by your insurance. If you don't have insurance, we will still see you!



**TRUSTWORTHY • CONVENIENT
CONFIDENTIAL**

1 in every 3 Oregon teens experienced depression last year, and 1 in 6 seriously considered suicide.

If you feel that way, staff at the PHS Health Center can help! We have trained staff who are used to working with teens on how to cope with these feelings.



**TRUSTWORTHY • CONVENIENT
CONFIDENTIAL**

1 in 6 teens who start to use marijuana will become addicted. It can impact your memory, perceptions, coordination, and heart rate.

If you've tried marijuana or think you may have problems with drugs or alcohol we can help! Our PHS Health Center staff can help you identify signs of problematic substance use that have lifelong consequences, and strategies to protect your health.



**TRUSTWORTHY • CONVENIENT
CONFIDENTIAL**

Example of Color-Changing “Mood” Pencils

Mood Pencils

STYLE: FOM

Create an advertising buzz with heat sensitive pencils that change color as your customers write with them. Pencils magically change color and return to normal when they return to room temperature. Custom imprint your company name and logo on this fun pencil and hand them out as a thank you gift to all your customers.

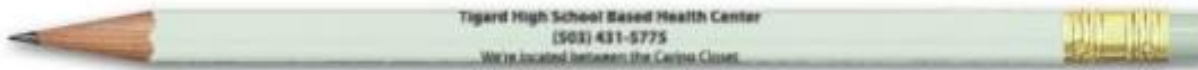


Pendleton High School Health Center
(541) 966-3857
We're located on the second floor
near the cafeteria.
Call Us or Stop By Today!



Tigard High School Based Health Center
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We're located between the Caring Closet
and the Child Development Center
Call Us or Stop By Today!



Note: Pencils were ordered from “National Pen” - <http://www.pens.com/pens-and-writing/mood-pencils/fom>

Example of Table Tents

SCHEDULE YOUR CHECK-UP TODAY!

It's important to have a check-up each year, even when you're not sick. Confidential services are available, and our PHS Health Center providers are trained and interested in working with teens. They will never judge you, and they will listen and help you overcome challenges to become successful both in body and mind.

Pendleton High School Health Center

WE ARE LOCATED:

At Pendleton High School, on the second floor near the cafeteria.

WE ARE OPEN DURING THE SCHOOL YEAR:

Tuesday - Thursday @ 7:30am - 3pm

CLINICAL STAFF INCLUDE:

- ✓ Nurse Practitioner
- ✓ Counselors
- ✓ Registered Nurse
- ✓ Dental Hygienist



For **QUESTIONS** or to make an **APPOINTMENT**, stop by or call us at (541) 966-3857. We welcome ALL Pendleton School District students, and we will still see you even if you don't have insurance.

Our goal is to **PARTNER WITH YOU** to provide the best care possible. Take action and make the choice **TOWARD A HEALTHY FUTURE!**

TRUSTWORTHY • CONVENIENT • CONFIDENTIAL

Follow us on Twitter @PHShealth

DID YOU KNOW?

Only 1 in 5 Oregon teens gets an annual check-up, and the odds of having poor physical and mental health in adulthood can be 52% higher for people who don't get needed care early in life.

Get a check-up here at school! You can get a routine check-up at the PHS Health Center that is covered by your insurance. If you don't have insurance, we will still see you!



SCHEDULE YOUR CHECK-UP TODAY!

It's important to have a check-up each year, even when you're not sick. Confidential services are available, and our SBHC providers are trained and interested in working with teens. They will never judge you, and they will listen and help you overcome challenges to become successful both in body and mind.

Tigard High School Based Health Center (SBHC)

WE ARE LOCATED:

At Tigard High School, between the Child Development Center & the Caring Closet.

WE ARE OPEN:

Mon - Fri, 8am - 4:30pm

CLINICAL STAFF INCLUDE:

- ✓ Nurse Practitioner
- ✓ Qualified Mental Health Professional
- ✓ Dental Hygienist

For **QUESTIONS** or to make an **APPOINTMENT**, stop by or call us at (503) 431-5775. We welcome all students of the Tigard/Tualatin School District, and we will still see you even if you don't have insurance.

Our goal is to **PARTNER WITH YOU** to provide the best care possible. Take action and make the choice **TOWARD A HEALTHY FUTURE!**

TRUSTWORTHY • CONVENIENT • CONFIDENTIAL



DID YOU KNOW?

Teens who start drinking at an earlier age are 4 to 5 times more likely than others to develop alcohol abuse as adults.

If you've tried alcohol, or think you may be drinking too much, we can help! Our Tigard SBHC staff can help you identify signs of problematic alcohol use that have lifelong consequences, and strategies you can use to protect your health.



QR Scan Codes

Dissemination Strategies:

- **Pendleton SBHC** incorporated the QR scan code onto their yellow SBHC poster, business cards, and table tents. The QR code links to the Umatilla County SBHC webpage (sponsor of the Pendleton High School SBHC).
- **Tigard SBHC** did not incorporate the QR code in early materials, however they planned to use it once their website was updated.

Pendleton Example: Umatilla County website



Tigard Example: Virginia Garcia website



End of the year feedback from students (May 2016):

- Students felt the use of QR codes on materials were not very effective. In some instances, these codes could be helpful to some, but were not useful methods that effectively draw in student interest.

Water Bottles & Stickers

Dissemination Strategies

- **Pendleton SBHC**

- In May, SBHC staff passed out water bottles and stickers with shortened health facts and statistics, and the SBHC information.
- In June, SBHC staff passed out a second round of water bottles with SBHC summer hours and contact information, a healthy snack, sunscreen, SPF lip balm, and additional health information resources. (*Note: For June's distribution, the materials were paid for and created by the SBHC*).



Pendleton High School Health Center
Tues - Thurs, 7:30am - 3pm * (541) 966-3857

We're on the second floor near the cafeteria.
We welcome all Pendleton students and will still see you even if you don't have insurance. Visit us today!

Only 1 in 5 Oregon teens gets an annual check-up. Having poor health as an adult can be 52% higher if you don't get care early in life.

Get a check-up at school! You can get a check-up at the PHS Health Center that is covered by Insurance. If you don't have Insurance, we will still see you!

HAVE YOU HAD YOUR CHECK UP YET?

- ✓ Your Health Questions
- ✓ Annual Wellness Exams
- ✓ Sports Physicals
- ✓ Emotional Health and Wellness
- ✓ Bullying
- ✓ Guidance for Healthy Relationships
- ✓ Weight, Diet, & Physical Health
- ✓ Dental & Vision
- ✓ Drug & Alcohol Prevention
- ✓ Treatment for Illness and Infections
- ✓ Immunizations and Vaccines



Twitter Posts/Tweets

Dissemination Strategies (Pendleton High School SBHC):

- **Pendleton SBHC** used their Twitter account to encourage students to use the SBHC.
 - After spring break, posted **one Tweet per week**
 - Twitter **account name** was also included on **all education materials**
 - Staff also tracked number of times Tweet was seen for impact (as of date, was seen ## times)

Example of Tweets Posted (140 characters or less):

- Did you know about the health center at PHS? We're on the 2nd floor by the cafeteria! **#ComeVisit #PHShealth #WellnessWednesday #GoBucks**
- Take charge of your health! Make an appointment at the PHS Health Center today! **#TakeCharge #AnnualCheckUp #StopByToday #PHShealth #GoBucks**
- Your Health Matters. Your Emotions Matter. YOU MATTER! Stop by the PHS Health Center today! **#YouMatter #PHShealth #GoBucks**
- Need someone to talk to? Let your voice be heard. Visit Pendleton High School Health Center today! **#PHShealth #YouMatter #GoBucks**
- You don't have to be sick to have your #wellness check-up! Schedule yours today at the PHS Health Center! **#YourHealth #PHShealth #GoBucks**
- Only 1 in 5 teens get an annual check-up. Have you had yours? **#Prevention #FactsOfLife #PHShealth**
- 9.5 million STD infections occur in young adults each year. Learn how to protect yourself. **#AvoidTheStatistic #ProtectYourself #Prevention**
- Last year 1/3 Oregon teens felt depressed and 1/6 considered suicide. If you feel this way, we can help. **#Awareness #MentalHealth #WeCare**
- Teens who start drinking are 4-5 times more likely to have alcohol abuse as adults. **#NotAlone #PHShealth**
- Happy last day of school! Have a great and healthy summer!! Stop by the PELC to see the **#PHShealth** staff this summer.

Instagram Posts

Dissemination Strategies (Tigard High School SBHC):

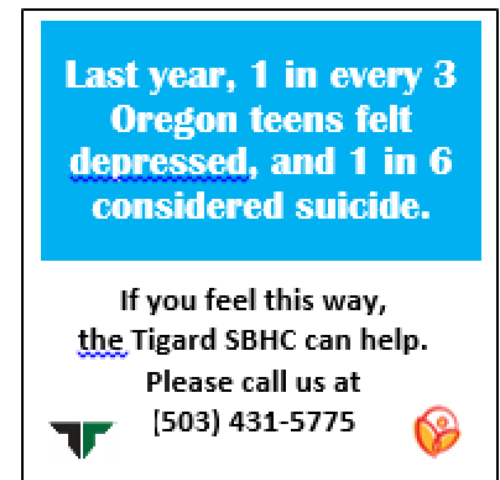
- **Tigard SBHC** is incorporating this item more next school year. Working with Tigard Media students to develop Instagram posts to enhance knowledge and awareness of SBHC services and importance of adolescent well care visits. General examples provided by OPIP as starting point, however this is more of a student-developed and student-run activity for their school.



#TigardSBHC #Health #Wellness
#MakeYourAppt #PowerT
#SchoolSpirit #GoTigers



#TigardSBHC #TakeCharge
#StopByToday #VirginiaGarcia
#WeCare #AnnualCheckUp



#NotAlone #Awareness
#TigardSBHC #WeCanHelp
#MentalHealth #YouMatter
#FactsOfHealth

- *Other Instagram ideas could be:*
 - Picture of the SBHC building
 - Picture of the SBHC Staff

#2: Dissemination of These Materials

- **Key – Leverage use in the School and School Social Media Platforms that teens already trust and are subscribed to**
- **Remember – will need to be reviewed within the school**
- **Examples of how our pilot sites disseminated:**

Pendleton SBHC

- Partnered with the school's **Gay-Straight Alliance (GSA)** student advisory group to distribute the items at lunch during **health awareness event** in March.
- **Table tents** were staggered on **lunch tables** in April. Hoped to have a second dissemination in May, but unable because many table tents were thrown away by cafeteria staff member who was concerned about suicide statistic (**key learning to engage multiple staff**)
- **Pencils and business cards** were distributed together by SBHC staff during **health classes** in May. These materials were also given to other teachers to distribute in their classes as well.

Tigard SBHC

- Partnered with the school's **Student Health Advisory Council (SHAC)** for **Awareness Week** in March, with strong emphasis on mental health & depression.
- **Examples of SHAC activities during Awareness Week included:**
 - Game session during lunch: Used mood pencils as a giveaway, and table tents set up in the lunch room to help raise awareness
 - Clinic tours offered during lunch: Explanation of SBHC services and handing out business cards and pencils at this time
 - Open House during awareness week; also handed out business cards and pencils

#3: Presentations by SBHC Staff

***Remember, youth need to learn HOW to be better health consumers.
School is a key place where they “learn”***

SBHC Presentations at Health Class

- SBHC staff, in both schools the staff conducted class presentations about the importance of adolescent well-care visits and used the educational materials to supplement the presentation and enhance youth engagement.
- During the end-of-year reflection and feedback groups, students commented that they really appreciated the presentations and said they were good methods for future education and awareness.

Youth Recommended more activities that leverage this type of personal communication:

- School wide announcements,
- Class presentations at “home room”,
- Spotlight at sporting events.

A Recap:

CCO Activities That Would Support These Concepts

1. Support the refinement, printing and dissemination of the educational materials with SBHCs
2. Development of partnerships and collaborations with the SBHCs and their youth advisory groups
3. Provide standard materials and curriculum that could be used by SBHC staff in their presentations at health classes
4. Pay youth consultants to help refine message within the community and spread that message in the community

OPIP Improving Access to and Quality of Adolescent Well-Care Services Through Partnerships With SBHCs MODA/OEBB Project

1. **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
 - Disseminated in schools, youth helped us 😊
 - Conducted group-level interviews about materials disseminated to inform Fall 2016
2. SBHC staff presentation in **Health Class**
3. Through SBHC work related **care coordination with primary care practices**, opportunities to direct and share information with youth and PCP about the importance of accessing routine well-child care

Models for Enhancing the SBHC's Population Management & Care Coordination with Primary Care Practices

Some background first of OPIP's effort

As part of broader project working with the pilot SBHC sites to:

- Improve the well-care provided in their own SBHC
- Develop and assess models for enhancing SBHC population management and care coordination with primary care practices
- September 20th Webinar will spotlight these efforts

As it relates to this webinar topic area of educating youth about well-visits two key opportunities have arisen:

- 1) Guiding Youth Receiving Mental Health in the SBHC to Obtain General Well-Child Care**
- 2) SBHC Communicating with the Primary Care Provide for the Youth to Support Access and Coordination**

Part 1: Guiding Youth Receiving Mental Health in the SBHC to Obtain General Well-Child Care

- Within the pilot **SBHCs**, a majority of the visits to the SBHC were with the **mental health providers**
 - They have established trusting relationships with the youth accessing those services
 - Encouraging, supporting, and facilitating the provision of well care is a valuable way to leverage that relationship
- **Developed a process and talking points for mental health providers to discuss and encourage a well visit at the conclusion of mental health visits**
 - Overall process description for providers- includes which educational materials to use, and which staff in the SBHC to involve in follow up steps
 - Script for introducing the topic of well visits, and a general question about whether the teen has had one this year
 - Prompts and scripts for following up depending on the answer the teen provides

Guiding Youth Receiving Mental Health in the SBHC to Get Well-Child Care

- Overview of a process for this interaction, including talking points



Resource Section:
*Script_MH Promoting
Well Visit.docx*

Talking Script

SBHC Mental Health Providers to encourage teens to set an appointment for an AWC visit:

Process for SBHC:

- At the end of the appointment with the SBHC Mental Health Provider, the provider may give the student the AWC visit flyer with information about the services provided at the SBHC, along with a business card that has a health fact on it and the hours of operation. If they successfully make an appointment, they will write the appointment time at the top of the business card.

Talking script/talking points:

- Thank you for coming in to see me today. In addition to caring for your counseling needs, we really care about your physical health as well. It's important to have a regular check-up every year - even when you don't feel sick - to make sure we don't miss anything important. Have you had a comprehensive well-visit with your provider this school year, other than a general sports physical?

○ [If the student has NOT had an annual well visit]

On this sheet is an overview of the kinds of topics that are covered at a check-up. I think it would be really valuable for you to have one. You can have one at your primary care office or we provide them here.

Would you like us to help you set up an appointment with [NAME OF PERSON] at the front desk?

○ [If the student HAS had an annual well visit]

That's great, I encourage you to keep doing that each year! Was it here at the School Based Health Center? If you ever aren't able to see your regular doctor, our staff can be available to you as a back-up for any of your other health questions as well.

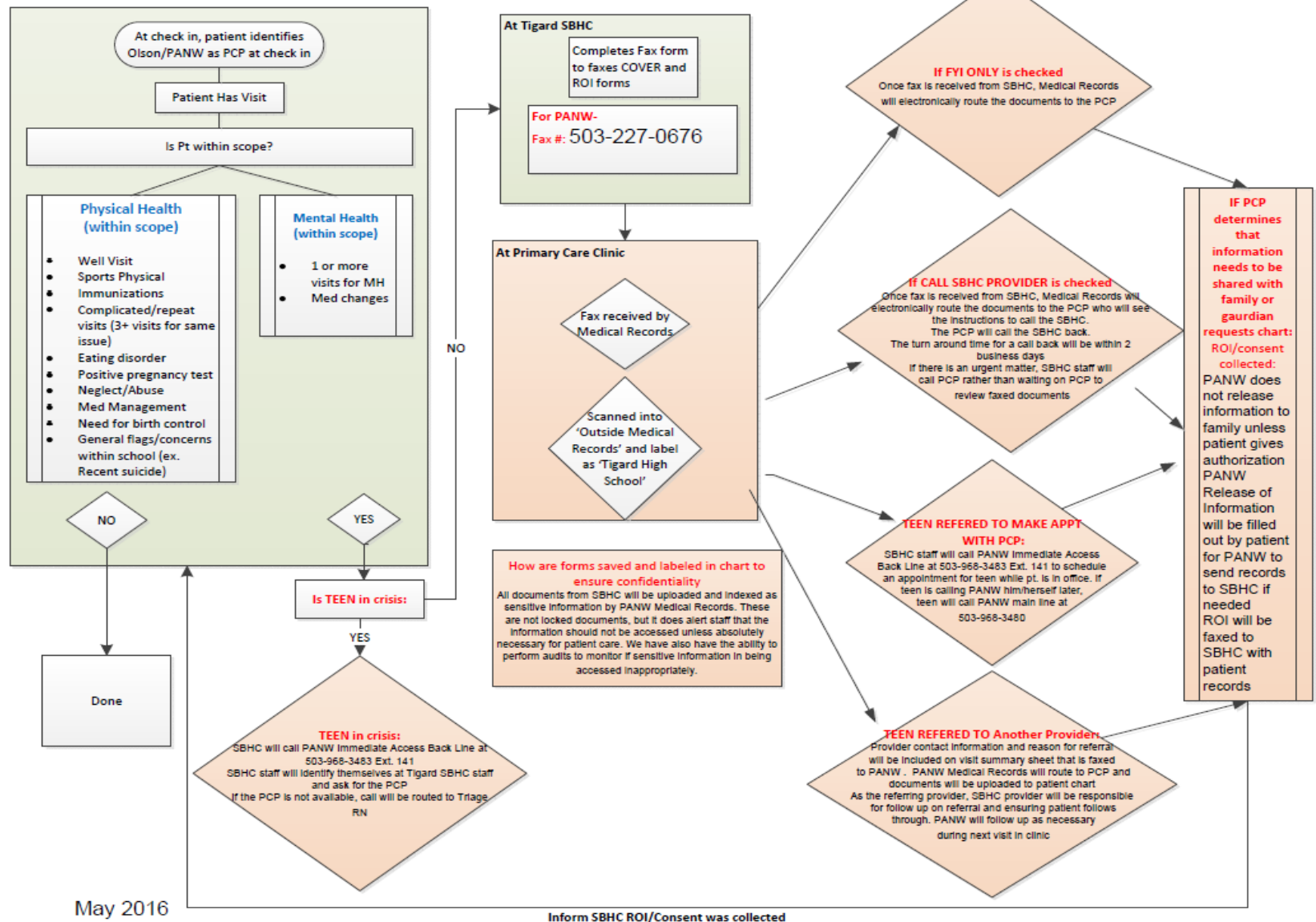
Part 2: SBHC Communicating with the Primary Care Provide for the Youth to Support Access and Coordination

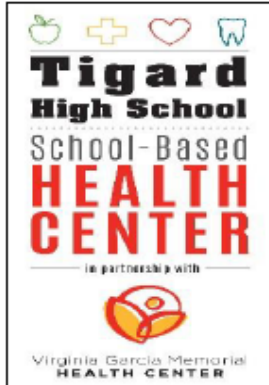
We have been working on SBHC's processes around collecting:

- 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)

Communication Process between PCP and SBHC

Pediatric Associates of the NW





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



Resource Section:
***SBHC_PCP_Communication
Templates.pdf***

Referral Form from Pediatric Associates of the Northwest to Tigard HS SBHC		
<i>Provider Referring To</i>	<input type="checkbox"/> Physical Health Provider	<input type="checkbox"/> Mental Health Provider
<i>Relevant Problem List and/or Diagnosis</i>		
<i>Relevant Medications for Referral</i>	<input type="checkbox"/> None <input type="checkbox"/>	<input type="checkbox"/> None <input type="checkbox"/>
<i>Reason for Referral to Tigard SBHC</i>	<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
<i>Other Information For SBHC Staff</i>	<input type="checkbox"/> Call PANW Provider: _____	<input type="checkbox"/> Call PANW Provider: _____
<i>Information Requested Back</i>	<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



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		

Communication Form: SBHC to PCP



Resource Section:
**SBHC_PCP_Communication
Templates.pdf**

Tool CCO's Could Use to Help SBHCs Understand Their Current Processes and Systems

SBHC Office Report Tool for Adolescents (SORTA) Elements:

Resource Section: *SBHC Office Report Tool for Adolescents.pdf*



1. Quality Improvement
2. Education About Services in SBHC
 - Within school, outside of school
 - To adolescents, parents, primary care providers
3. Adolescent Well-Visits – Access and Quality
 - Includes screening and follow-up aligned with CCO/KPM metrics
4. Population Management
5. Care Coordination with Primary Care Providers
 - Communication and coordination of care provided in SBHC with adolescent-identified primary care provider
 - For primary care providers without capacity or who want to send teens to the SBHC, methods for coordination and communication

A Recap:

CCO Activities That Would Support These Concepts

1. Support baseline assessment and improvement of systems and processes in the SBHC
2. Support QI providers that can work with the SBHCs on these improvement efforts
3. Conduct a community-level effort that engages the primary care practices that see the most youth in the areas served by the SBHC

Resources

Resources for Download

1. Slide Deck for this webinar
 - *August 18_Leveraging SBHCs_Final.pdf*
2. Poster templates, and directions for how to use them
 - *SBHC Poster Templates and Directions_6.16.16.pdf*
3. Process and script for mental health providers to use for encouraging a well visit
 - *Script_MH Promoting Well Visit.docx*
4. Communication templates (both ways) for use between SBHC and PCP
 - *SBHC_PCP_Communication Templates.pdf*
5. An office report tool for use in assessing SBHC processes that relate to adolescent care
 - *SBHC Office Report Tool for Adolescents.pdf*



Eye to Eye: A Youth-Led Approach to Healthcare

Reminder about Opportunity for CCOs and their Practices presented by the OSBHA's Statewide Youth Action Council

Eye-to-Eye training in Bend on September 19. Register

<https://eyetoeyebend.eventbrite.com>



Eye to Eye Training Provided By SYAC

Description: This interactive, youth-led training will focus on improving communication with youth in the context of adolescent well-care visits. The training is intended for CCO staff working to improve their incentive metric rates and for providers and clinic managers who want to provide more accessible care to adolescents.

As a result of this training, previous participants plan to:

- Engage with youth in a meaningful way regarding healthcare messaging
- Get opinions from adolescents coming into the clinic
- Do staff training based on this training
- Keep these learnings in mind when trying to best serve teens
- Learn more about how to involve youth on CACs

Next Webinar

**Thursday,
September
8th
@ 1-2 PM**

**Alignment of Private and Public Adolescent
Well-Care Visit Coverage and Explanation
of Benefits: Impacts on the Front Line**

Thank you!!

