



**ADOLESCENT
HEALTH
INITIATIVE**

**PARENT ENGAGEMENT
IN SCHOOL-BASED
HEALTH CENTERS**

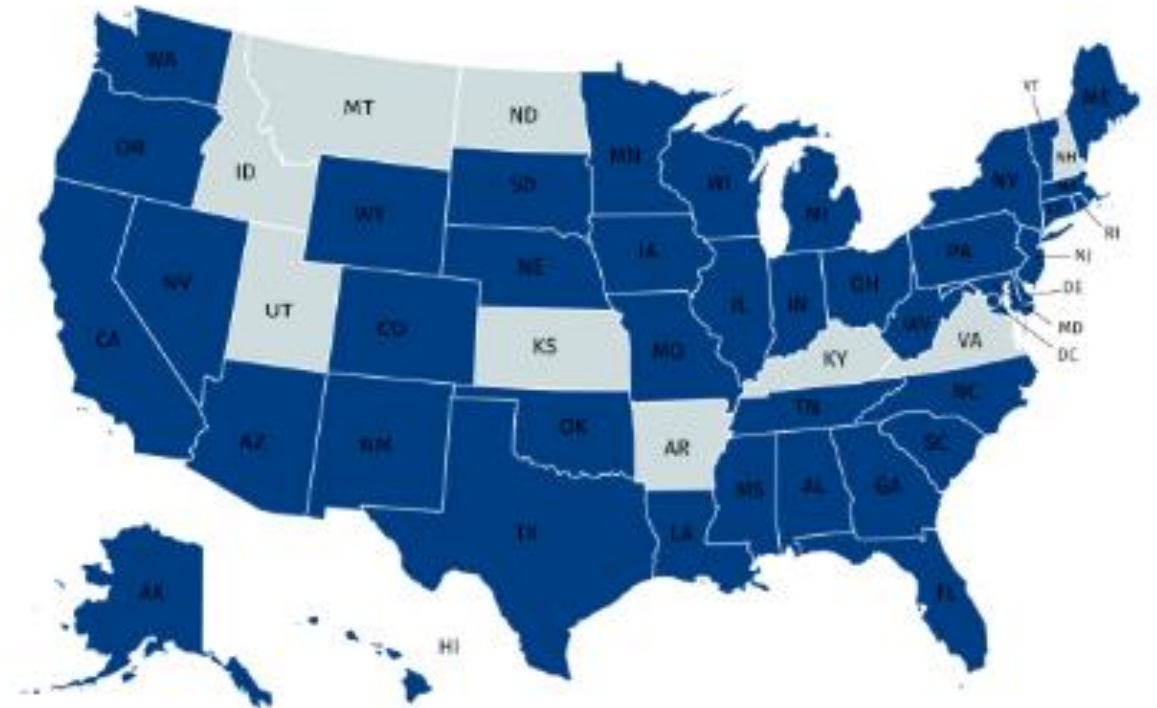
Valerie Gavrila, MPH
Program Coordinator

ADOLESCENT HEALTH INITIATIVE



The Adolescent Health Initiative (AHI) provides training, technical assistance, and coaching to health care providers, health systems, and organizations across the country to improve adolescent-centered care.

Our vision is to transform the health care landscape to optimize adolescent and young adult health and well-being.



OBJECTIVES



AT THE CONCLUSION OF THIS SESSION,
PARTICIPANTS WILL...

- Be able to implement best practices for teen confidentiality and risk screening
- Identify strategies for engaging parents in their child's health care
- Learn about available resources for parents and providers



WHAT IS PARENT ENGAGEMENT?



Parent engagement in schools is defined as parents and school staff working together to support and improve the learning, development, and health of children and adolescents.



POLL QUESTION:

HOW DO YOU FEEL ABOUT PARENT ENGAGEMENT?



A



B



C

LEVELS OF PARENT ENGAGEMENT



Under-
Engaged
Parent

Parent/Teen
Partnership

Over-Engaged
Parent

HOW DOES AN OVER OR UNDER-ENGAGED PARENT AFFECT ADOLESCENT CARE?



UNDER-ENGAGED

- Lack of support system, guidance
- One-sided perspectives
- Frustration with provider to achieve outcomes

OVER-ENGAGED

- Lack of confidential time with adolescent
- Does not allow for adolescent to take a more active role with their health
- Impedes relationship of teen with provider

What else would you add to this list?



WHAT DOES THIS LOOK LIKE?



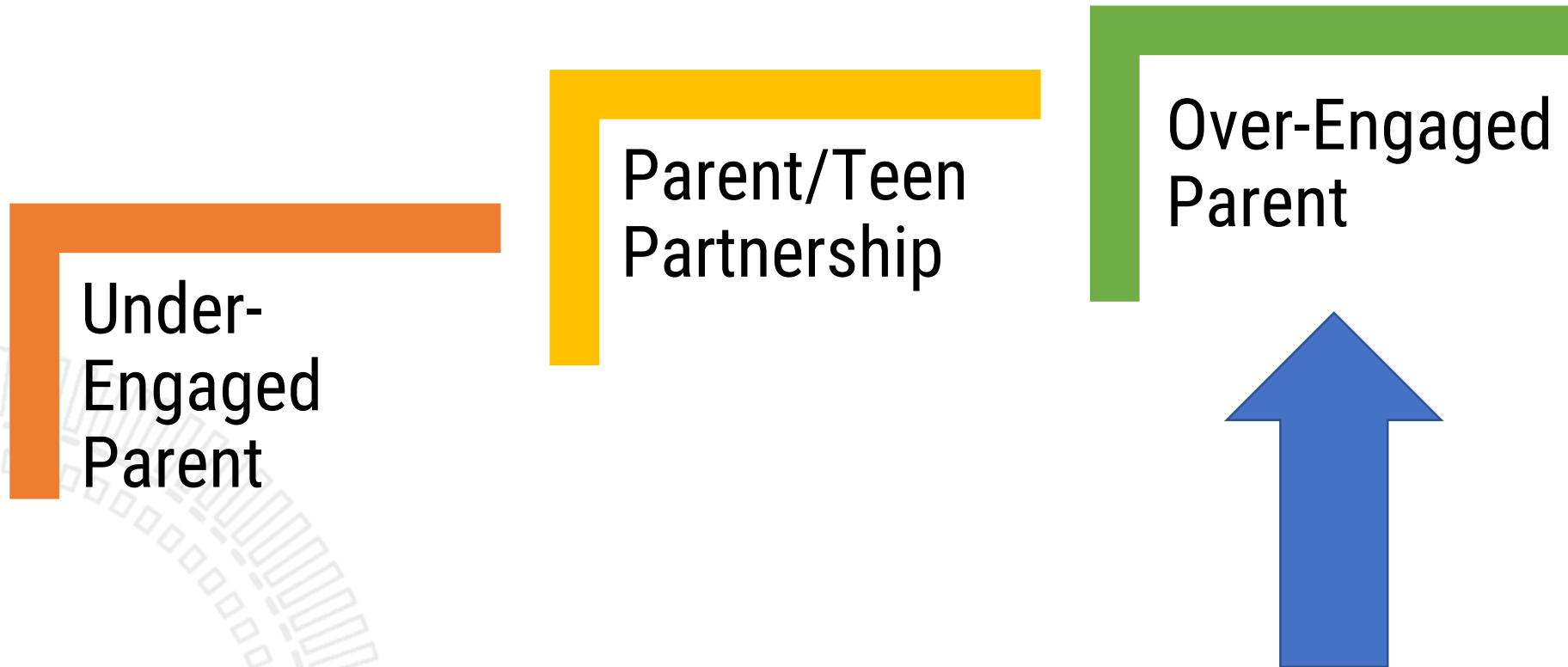
Teen Self-Advocacy:
How To Be Your Own
Healthcare Advocate

**ADOLESCENT
HEALTH INITIATIVE**
UNIVERSITY OF MICHIGAN
HEALTH SYSTEM

DISCUSSION




Where would you place this parent on the parent engagement scale?



DISCUSSION QUESTION



HOW DO WE MOVE TOWARDS A PARENT/TEEN PARTNERSHIP IN THIS SCENARIO?

- Allow for alone time with patient
 - Acknowledge parents investment
 - Start a workflow to improve this process for the clinic overall
- 

WORK FLOW STRATEGIES



“As teens begin to develop into adults and take responsibility for their lives, we always ask parents/guardians to wait outside for part of the visit to encourage the teen to discuss their own view of their health.”



WORK FLOW STRATEGIES



STARTER GUIDE

Adolescent Risk Screening

ADOLESCENT
HEALTH INITIATIVE

SAMPLE PARENT LETTER

Dear Parent /Guardian:

Adolescence is a time of transition from childhood to adulthood. We want to help prepare your teen to be an active participant in their medical care. A normal developmental step in this process is allowing your teen to share their views of health in their own voice. We have two standard practices to give them this chance to express their views: your teen will complete a health survey on their own, and we will talk to your teen independently for part of their visit. Since this can be a difficult time of life, we will be taking some time to talk to them in private concerning issues that you or your teen may not necessarily be comfortable discussing with each other.

Some of the topics that we will be talking about will include:

- Healthy eating and sleeping habits
- Friends and relationships
- Emotions and mood
- Sexuality
- Drugs and alcohol

We will address all these subjects in an age- and maturity-appropriate manner.

In order for these discussions to be as open and helpful as possible, we will assure your teenager that our discussions will be confidential. If there is a concern about your teen doing harm to themselves or someone else, we will inform you. On issues of sexually transmitted diseases, birth control, pregnancy, and drug use, we will encourage your teen to share this information with you.

CASE SCENARIO



You are a provider at a SBHC and a 15-year old female comes in for a chlamydia tests and is worried about her parents finding out. You explain that based on your SBHC's funding and state's laws, you can do the test but there is a chance that her parents may see the test result on the Explanation of Benefits if she uses her parent's insurance. She agrees to the chlamydia test. Later that week, the parent of this patient calls the clinic and demands to know why they received an EOB for a service at the SBHC that says STI testing.

As a provider, how do you support the parent and the patient?



CONFIDENTIALITY BEST PRACTICES



FOR PARENTS:

- State your clinic/state policy around confidential services
- Encourage the parent to have a conversation with their adolescent
- Connect them to resources to navigate these conversations
- Active listening

FOR SBHC PATIENTS:

- Counsel all adolescent patients on the protections and limitations of laws in your state/jurisdiction
- Obtain a cell number for all teen patients and standardize systems for calling teens and young adults with test results, etc.
- Instate universal chlamydia/STI screening
- Train all staff and providers on practices, policies, and legal protections and limitations

CASE SCENARIO



During a clinic visit, your 15-year old female patient, Jasmine, checks a box on the screening tool that her family typically worries about food insecurity. You let her know that there is a community food pantry just a few blocks away from the school that she and her family could use. At the next visit, Jasmine says that they were not able to go to the pantry and it is still a concern. You reach out to her family directly, but just keep getting voicemail.

What would you do as your next step?



CASE SCENARIO



THINGS TO CONSIDER:

- Is it right to assume the parent is not engaged?
- What are other reasons?
- As a provider, what are next steps that you would take?



PARENT ENGAGEMENT STRATEGIES



HELP PATIENTS AND FAMILIES MEET TANGIBLE NEEDS

Maintain a database of resources for programs offering local assistance with food, clothing, housing, and utilities.

Facilitate transportation to other locations by providing bus tokens, and by being familiar with the Medicaid cab voucher system.

Be aware of other clinical resources in your community to provide adolescents with the most accessible care possible.

Have a Medicaid enrollment specialist, or a Navigator, on staff so that families are able to be enrolled for insurance on site.

ABOUT THIS GUIDE:

The Youth-Friendly Community Resource Guide is a customizable document designed for youth-serving professionals to populate with their community's youth-friendly services.

It can serve as an internal document to be referenced when making referrals, or it can be shared in print or electronic form with the youth that you serve.

The sample page to the right illustrates one example for the category of youth-friendly sexual health services.

The Adolescent Health Initiative has resources to assess the youth-friendliness of an organization. AHI's Youth-Friendly Services checklist was designed to help populate this guide, and the Youth-Led Health Center Assessment is specifically for health centers.

These resources are free on www.adolescenthealthinitiative.org in the Youth-Friendly Materials section.

ADOLESCENT HEALTH INITIATIVE

This template was designed and developed by the Adolescent Health Initiative for use by health care and other youth-serving professionals to connect youth to local services. Its contents are not endorsed by and do not represent the official views of Adolescent Health Initiative, Michigan Medicine, or the University of Michigan. For more information, visit adolescenthealthinitiative.org. © 2019 Adolescent Health Initiative

How to use the guide:

Sexual Health Services

Location	Free or Low Cost	Extended Hours	Accepts Walk-ins	Spanish-Speaking Staff
Planned Parenthood Jackson (517) 784-7790; Ypsilanti (734) 485-0144; Ann Arbor East (734) 673-0710; Ann Arbor West (734) 629-9480 • All ages • All sexual health services including prenatal and abortions • Sliding fee scale for most services, takes Medicaid	✓	✓	✓	✓
Center for Family Health • School-based clinics in Jackson at Northwest Health Center, Truist Health Center at Parkside, Jackson High Health Center, Northwest Community Health Center (517) 748-5500 • Ages 18 – 21; patients DO NOT have to be a student at the school to be seen • Free confidential pregnancy tests, STI testing and treatment. No contraception due to state laws about location on school property.		✓	✓	
Free Condoms • Planned Parenthood • Washtenaw County Public Health (in Ypsilanti) • UHS – for U of M students • Any pharmacy for patients with Medicaid (if you show your Medicaid card you can receive a box of 12 condoms up to 3 times a month) • HIV/AIDS Resource Center (HARC) – mobile cart roves around AA and Ypsilanti distributing condoms and providing HIV counseling/testing. Click link in title for locations.				

All fields within the guide are editable. Simply place your cursor in the writeable PDF in any field shown and enter the correct information.

1

Decide what section headers you want to use, with each section consisting of a page or more. Examples may include Mental Health Services, Housing and Tangible Needs, Youth Development Programs, or Nutrition Services.

2

Decide what column headers you want to use. Some possible choices are geographic regions (such as Downtown, Campus, East Side, or counties for rural settings) or characteristics of a youth-friendly organization, such as "Free or low cost services," "LGBTQ+ friendly," "Bilingual staff," or "Open extended hours."

3

Identify youth-friendly services in your community and add them to the organization fields. If you have more sites to list than the page allows, start a new page. There is extra room in the organization field to add notes for points that don't fit into a column.

4

Record the date when your information was most recently updated. Keep information current, and make sure to "Save As" when updates are made.

TO SAVE THIS WRITEABLE PDF FOR ELECTRONIC USE AND ACTIVATE THE COLOR FEATURE:
 Go to "File," select "Print," then "Save as PDF." This will lock the fields and display the different colors within each field.

CASE SCENARIO:



Joe is 17 and at his pediatrician's office for a sports physical. Joe's mom is with him at the visit and checks in for him at the reception desk. The receptionist hands Joe's mom the risk-screening tool on a clipboard. Joe completes the questions by himself while his mom reads a magazine next to him. When the medical assistant (MA) calls Joe back for his appointment, Joe's mom takes the risk screening survey and hands it to the MA. The MA asks Joe's mom to wait outside while they take him back for a quick assessment. Joe's mom insists on going back with Joe during the assessment and physical.



CASE SCENARIO DISCUSSION



How would you handle this situation?

What barriers to a confidential screening existed in this workflow?

How could this be prevented?

A decorative graphic in the bottom left corner consisting of a series of small squares arranged in a curved pattern, resembling a stylized 'C' or a partial circle.

CONFIDENTIAL RISK SCREENING



BARRIERS:

- Limited time of clinic
- Non-confidential area to complete screen
- Parent wanting to be in the room
- Patients not wanting to share with parent

STRATEGIES


- Prepare parents
- Create comprehensive work flow
- Counsel all adolescent patients on the protections and limitations of laws
- Encourage open communication between teens and parents



LEVELS OF PARENT ENGAGEMENT



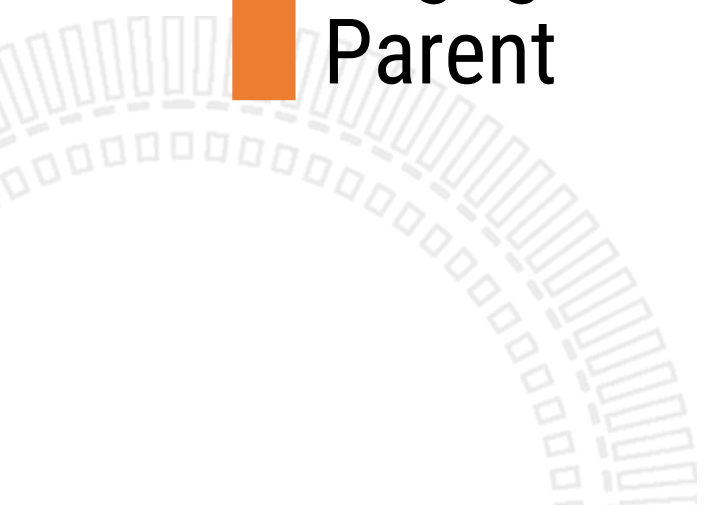
Under-Engaged Parent



Parent/Teen Partnership



Over-Engaged Parent



PARENT ENGAGEMENT STRATEGIES



THE OVER- ENGAGED PARENT

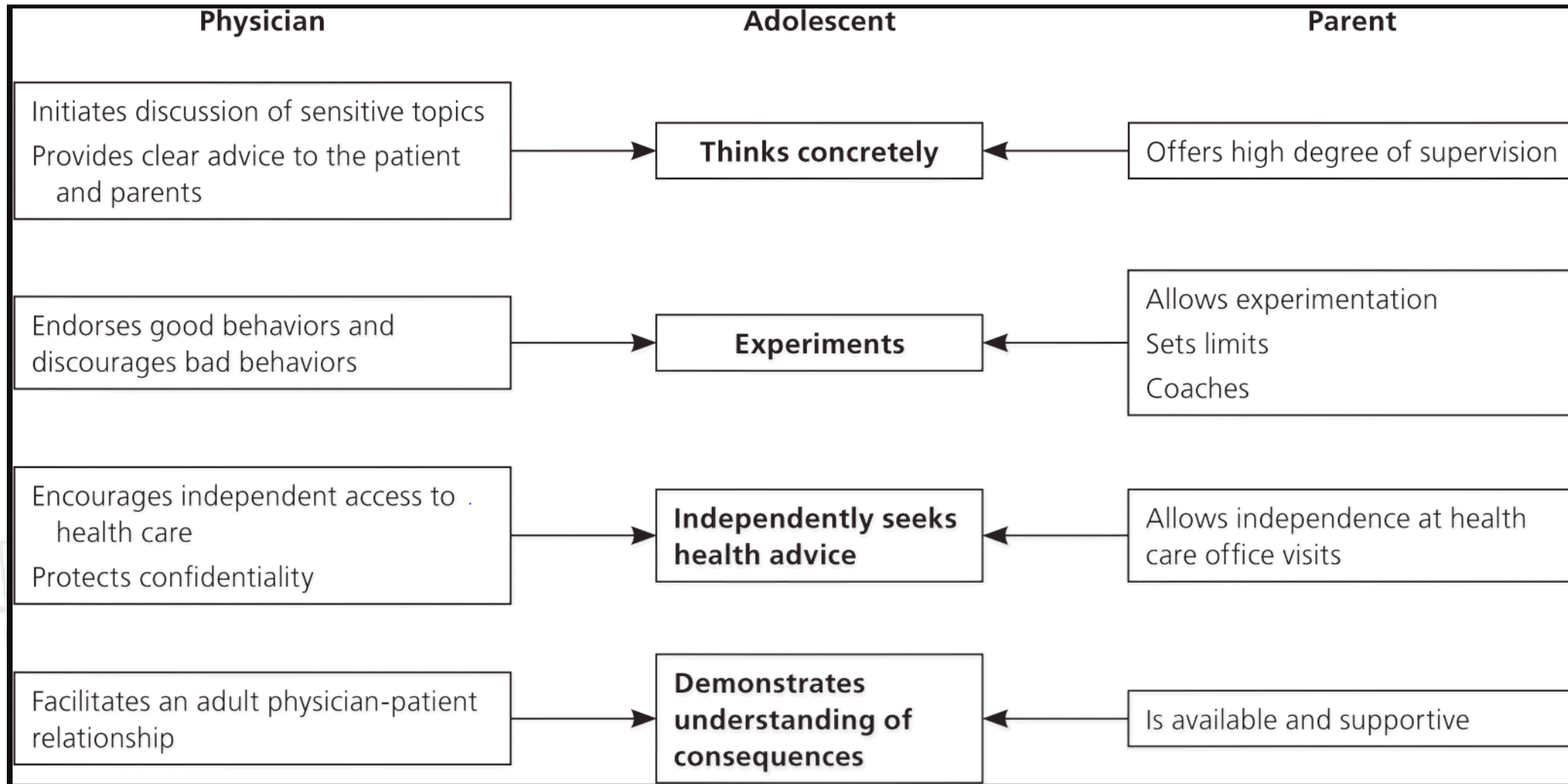
- Reframe – from being “kicked out” to providing an opportunity for your child to be empowered
- Show compassion
- Provide resources and be a partner

THE UNDER- ENGAGED PARENT

- Identify needs
- Be where the parents are
- Provide resources and be a partner



MOVING TOWARDS A PARENT/TEEN PARTNERSHIP



PARENTS AS PARTNERS



A SHARED FRAMEWORK OF UNDERSTANDING

1. Parents/guardians can have a valuable role in their child's experience as an independent health care consumer.
2. Parents/guardians are experiencing their own adjustment to their child's adolescence.
3. We have an opportunity to educate parents about the value of confidentiality in the provider-patient encounter.



STRATEGIES TO ADDRESS PARENT ENGAGEMENT



STRATEGIES TO ADDRESS PARENT ENGAGEMENT



SCHOOL WIDE INITIATIVES

- Encourage parents to part of the decision making process at school
- Ask for parent feedback/survey parents for satisfaction
- Set up a table at school events for parents to ask questions about the SBHC, fill out enrollment forms, advertise services
- Hold parent education workshops
- Post updates and events through multiple forms of communication (website, social media, bulletin board, etc.)
- Distribute a calendar at the beginning of the year with important dates for distribution.
- Provide materials/services for non-English speaking families.



SURVEYING PARENT SATISFACTION



HealthPlace 101 Report Card

Your input is very important to us! For each question below, check the grade or answer that best describes your feelings about our services.

		A	B	C	D	N/A
1.	What grade should HealthPlace get for helping take care of your child's problems/concerns?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	What grade should HealthPlace get for treating you and your child with respect and making you feel comfortable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	What grade should HealthPlace get for scheduling your child's appointment(s) at a convenient time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	What grade should the health professionals (nurse practitioner, social worker) get for giving you and/or your child helpful information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	If you could give only one grade to HealthPlace what would it be?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Why did you give us that grade?

6. Would you tell your friends to use HealthPlace for their children's health care? Yes No Maybe
7. If I had a concern about my child, I would feel comfortable in approaching the staff at HealthPlace to discuss it Yes No Maybe

15. If you checked "yes" for question 14, please indicate below the types of workshops you would like to participate in to help you help your children (check all that apply).

- Helping with nutritional issues (e.g., eating healthy meals, choosing healthier fast food, etc.)
- Saying no to sex
- Depression or mental health questions
- Improving your child's self-image/self-esteem
- Adolescence: changing bodies, behaviors and emotional changes (attitude)
- Recognizing substance use in children (alcohol/tobacco)
- Explaining HIV/AIDS and steps to protect your child
- Violence/Bullying
- Other _____

18. Would you like to volunteer in the following areas?

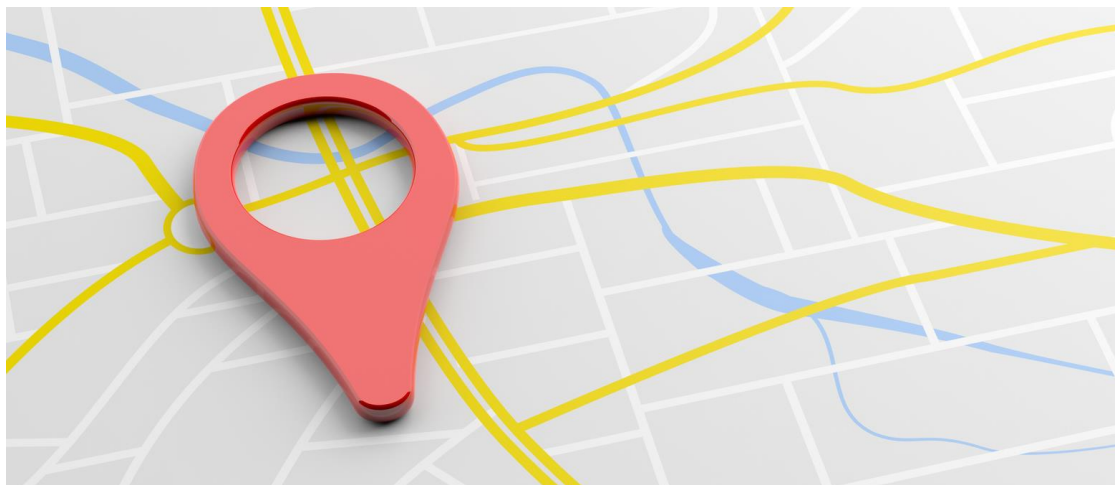
	Yes	No
Serving on the HealthPlace 101 (HP101) advisory council	<input type="checkbox"/>	<input type="checkbox"/>
Organizing a HP101 event (open house, health program or fair, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Working on a campaign to ensure the continued services of HP101	<input type="checkbox"/>	<input type="checkbox"/>
Coordinating SBHC youth council events or field trips	<input type="checkbox"/>	<input type="checkbox"/>

STRATEGIES TO ADDRESS PARENT ENGAGEMENT



COMMUNITY WIDE INITIATIVES

- Invite community partners who provide health services for students or parents to school or parent meetings to talk about their mission, services, and partners, as well as how they can collaborate with the school and students' families
- Link family members to school and community programs that promote health and safety, such as conflict resolution training, and mental health services.
- Meet parents where they are (churches, libraries, restaurants, grocery stores, social services agencies) and have events during convenient times for working parents.



EMPOWERMENT AND TRANSITION



Share ways teens can advocate for themselves to get the quality health care they deserve.



Listen to parent, teen, and provider perspectives on preparing adolescents for a lifetime of investing in their own health.

TAKE CHARGE OF YOUR HEALTH CARE

ADOLESCENT HEALTH INITIATIVE

AGE 11-12	AGE 13-14	AGE 15-16	AGE 17-18
<ul style="list-style-type: none"> Know your health care rights. Learn your personal and family medical histories, including any medications and allergies. Know your medications and take them on schedule. Talk directly with the health care provider at your appointment: Be honest and ask questions. 	<ul style="list-style-type: none"> Ask to spend time alone with your health care provider during your visit. If available, set up an online portal to view medical information and message your health care provider. Check in for your appointment yourself. 	<ul style="list-style-type: none"> Make your own appointments. Call your pharmacy to refill your prescriptions. Know how to contact all of your health care providers (doctor, dentist, etc.). Learn about your health insurance and carry your card. If you don't have insurance, ask about your options. 	<ul style="list-style-type: none"> If you are moving away from home or need to switch to an adult care provider, make a plan for where you will receive health care next. Transfer your medical records to your new health care provider, if applicable. Ask your health care provider what your privacy rights will be when you turn 18. Make sure you will still have health insurance after turning 18. If you won't, talk to your health care provider about options.

www.adolescenthealthinitiative.org

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STARTER GUIDES



School and School-Based Health Center (SBHC) Collaboration

Download Today!



SBHC-PCP Partnerships for an Expanded Medical Home

Download Today!



Collecting Patient Satisfaction Surveys From Adolescents

Download Today!

www.AdolescentHealthInitiative.org



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

HELPFUL RESOURCES



PARENT ENGAGEMENT



Strategies for Involving Parents in School Health



National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention
Division of Adolescent and School Health



SAHM Society for Adolescent Health and Medicine

Membership Meetings Training and CME Resources Advocacy Awards and Grants About SAHM

Home -> Resources -> Resources for Adolescents and Parents

Resources for Adolescents and Parents

Resources for Adolescents and Parents are online resources aimed specifically at adolescents and young adults and their parents. Health care providers and youth serving professionals can offer these additional resources or print a PDF one-page reference sheet to adolescents and parents looking for additional information, including support groups, peer networks, helplines, treatment locators, and advocacy opportunities.

[Mental Health Resources for Adolescents \(PDF\)](#)

[Mental Health Resources for Parents of Adolescents \(PDF\)](#)

[Substance Use Resources for Adolescents \(PDF\)](#)

[Substance Use Resources for Parents of Adolescents \(PDF\)](#)

[Confidentiality in Health Care Resources for Adolescents and Parents of Adolescents \(PDF\)](#)

[Sexual & Reproductive Health Resources for Adolescents \(PDF\)](#)

[Sexual & Reproductive Health Resources for Parents of Adolescents \(PDF\)](#)

[Physical and Psychosocial Development Resources for Adolescents \(PDF\)](#)

[Physical and Psychosocial Development Resources for Parents of Adolescents \(PDF\)](#)

NIH National Institute on Drug Abuse
Advancing Addiction Science

Research | Medical & Health Professionals | Patients & Families

Enter your keyword

Connect

Home >> Publications >> Introduction

Family Checkup

FAMILY CHECKUP
POSITIVE PARENTING PREVENTS DRUG ABUSE

Introduction

"Families strive to find the best ways to raise their children to live happy, healthy, and productive lives."

Could your kids be at risk for substance use or misuse?

Parents are often concerned that their children will start (or are already) using drugs such as tobacco, alcohol, marijuana, and others—including the misuse of prescription drugs. Research supported by the

Photo by @iStock.com/KatarynaBilasiewicz

Contents

- Introduction
- Communication
- Encouragement
- Negotiation
- Setting Limits
- Supervision
- Knowing Your Child's Friends



POLL QUESTION:

HOW DO YOU FEEL NOW ABOUT PARENT ENGAGEMENT?



A



B



C



THANK YOU!

2 FULL DAYS

7th ANNUAL

CONFERENCE ON ADOLESCENT HEALTH

TRANSLATING RESEARCH INTO PRACTICE

APRIL 20-21, 2020

ADOLESCENT **HEALTH** INITIATIVE
www.adolescenthealthinitiative.org contact: driverja@med.umich.edu

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