Adolescent Champion Model
Vision: Transform the healthcare landscape to optimize adolescent and young adult health and well-being

Mission: To advance innovative adolescent-centered healthcare through practice improvement, education, research, and youth and community engagement
TRANSFORMATIONAL HEALTHCARE DELIVERY: ADOLESCENT CHAMPION MODEL
What challenges do health centers face?

• Hard to get AYA in the door, and even then visit time in limited

• Health center environment not focused on adolescent population

• Providers and staff are unfamiliar with confidentiality laws or uncomfortable with adolescent population

• Limited opportunities for professional development, especially for non providers

• Missed opportunities for providing patient-centered care and impacting adolescent patient outcomes
Developing the Adolescent Champion Model

Multidisciplinary Team:
- AYA Collaborators
- Family Medicine
- Pediatrics
- Psychiatry
- Public Health
- Social Work

Informed by:
- United States Preventive Services Task Force (USPSTF)
- Centers for Disease Control and Prevention (CDC)
- American Academy of Pediatrics (AAP)
- American Academy of Family Physicians (AAFP)
- Society for Adolescent Health and Medicine (SAHM)
Adolescent Champion Model
Core Components

- Train Champion Teams
- Conduct Health Center Assessment
- Train Health Center Staff
- Implement Risk Screening
- Impact Health Outcomes
Adolescent Champion Teams

• Interdisciplinary Adolescent Champion Team

• Champion Core Competency Trainings:
  • Organizational Change
  • Adolescent Centered Care and Brain Development
  • Confidentiality: Laws & Best Practices
  • Culturally Responsive Care
  • Patient-Centered Care for Transgender/Gender Non-Conforming Adolescents
Health Center Assessment

- Comprehensive self-assessment tool to review health center environment, policies, and practices
- Customized implementation plan, robust resources and ongoing technical assistance
- PDSA improvement cycles
Components of Health Center Assessment

- Access to Care
- Adolescent Appropriate Environment
- Confidentiality
- Best Practices & Standards of Care
- Reproductive & Sexual Health
- Mental Health
- Nutrition Health
- Cultural Responsiveness
- Staff Attitude & Respectful Treatment
- Adolescent Engagement & Empowerment
- Parent Engagement
- Outreach & Marketing
Train Health Center Staff

“Spark” trainings for providers and staff within all levels of health center

Case Scenario: Shay - 15 year old girl

Purpose of visit:
• Sore throat

Issue that emerges from clinician interview:
• Concerned about having an STI

Parent information:
• Shay says she is worried her mother will kick her out of the house if she knows Shay is sexually active

How does the right to confidentiality help or hurt Shay?
Train Health Center Staff

• Spark Topics:
  • Adolescent Centered Environments
  • Confidentiality Laws
  • Confidentiality Best Practices
  • Cultural Responsiveness in a Clinical Setting
  • Cultural Responsiveness: Non-Verbal Communication Bias
  • Adolescent Centered Care & Brain Development
  • Patient Centered Care for Transgender Adolescents
  • Sexual Orientation & Gender Identity
### Implement Standardized Risk Assessment

**CONFIDENTIAL - ADOLESCENT HEALTH QUESTIONNAIRE**

Your answers will only be seen by your healthcare provider.

(Please circle your response)

<table>
<thead>
<tr>
<th>Question</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. In the past 12 months</strong>, have you tried to lose weight by obsessively exercising, taking diet pills or laxatives, making yourself vomit (throw up) after eating, or starving yourself?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2. Do you eat some fruits and vegetables every day?</strong></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>3. Are you active after school or on weekends (walking, running, dancing, swimming, biking, playing sports) for at least 1 hour, on at least 3 or more days each week?</strong></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>4. Do you <strong>always</strong> wear a lap/seat belt when you are driving or riding in a car, truck, or van?</strong></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>5. Do you <strong>always</strong> wear a helmet when you are biking, rollerblading, skateboarding, motorcycling, snowmobiling, skiing or snowboarding?</strong></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>6. During the past month</strong>, have you been threatened, teased, or hurt by someone (on the internet, by text, or in person) or has anyone made you feel sad, unsafe, or afraid?</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
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Impact Health Outcomes

- Maintenance of Certification Part IV and Practice Improvement CME opportunities
- Focus on HEDIS measures and quality indicators

- Confidentiality & Risk Assessment
- Well Child Care
- Chlamydia Screening
- HPV & Adolescent Immunizations
- LARCs
- Depression Screening
- PCP/SBHC Collaboration
Additional Outcome Measures

**Providers & Staff**
- Improved knowledge, attitudes, and practice around the care of adolescents
- Opportunities for increased reimbursement for meeting quality measures
- Participation in QI, obtain CME and MOC Part IV credits

**Health Center**
- Professional development for all staff
- Meaningful improvements in clinic environment, policies & procedures
- Increase focus on patient-centered care which applies to all patients
Adolescent Champion Model: Current Implementation

Academic Health Centers, Private Practices, Community Health Centers, School-Based Health Centers
Adolescent Champions

CHAMPION HEALTH CENTERS

• 33 primary care health centers
  • Family Medicine
  • Pediatrics
  • Med-Peds
  • OB/GYN
• 16 school-based health centers

CHAMPION TEAMS

- Admin Support
- Social Worker
- Nurse
- MA/Lead MA
- Manager
- Physician
### Chart Analysis

<table>
<thead>
<tr>
<th>Confidential Time Spent with Patient</th>
<th>Baseline</th>
<th>Year End</th>
<th>P- Value</th>
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<tbody>
<tr>
<td></td>
<td>77%</td>
<td>90%</td>
<td>0.02</td>
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</table>

<table>
<thead>
<tr>
<th>Confidentiality Laws/Limits Explained to Patient</th>
<th>Baseline</th>
<th>Year End</th>
<th>P- Value</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>45%</td>
<td>89%</td>
<td>0.001</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Standardized Risk Screening Confidentially Completed by Patient</th>
<th>Baseline</th>
<th>Year End</th>
<th>P- Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>59%</td>
<td>89%</td>
<td>0.001</td>
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</table>
What are Champions saying?

• “The Adolescent Champion model has really made our team stronger, its made us question each other, its made our work more committed... knowing that we all have each other’s backs and we want what’s best for the patient.” – Health Center Manager

• “I feel more comfortable when a teen patient comes in with lots of issues. I feel like I have more resources available to me. My staff, the clerical staff, nursing staff, and the MAs all feel more comfortable working with teen patients too.” – Pediatrician

• “The benefit of the model extends far beyond the staff that work directly with that patient. We have opportunities for the (Champion team) to educate call center staff, check in and check out staff, nursing staff, and anyone who supports patient services as well.” – Health Center Manager

• “Participating as an Adolescent Champion has opened my eyes to many things – the needs of adolescents foremost, but also the way teams of people can change culture. I think the model fosters participation at many levels within the health center, and while I still have a ways to go in making my clinic truly adolescent friendly, we are on the right path.” – Family Medicine Physician
Adolescent Champion Model Recognition

Healthy Teen Network
- 2015 Emerging Innovation Award

University of Michigan
- 2015 Learning Catalyst Award for Outstanding Staff Education
- 2015 President’s Innovation Award (Finalist)
Adolescent Champion Model: Future Roll Out
AHI Interventions

• Comprehensive Adolescent Champion Model
• Targeted QI Initiatives
• Health Center Assessment

Packages tailored to meet the needs of health centers
Questions?

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