



# Adolescent Champion Model

# **M** | ADOLESCENT HEALTH INITIATIVE

**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 is 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

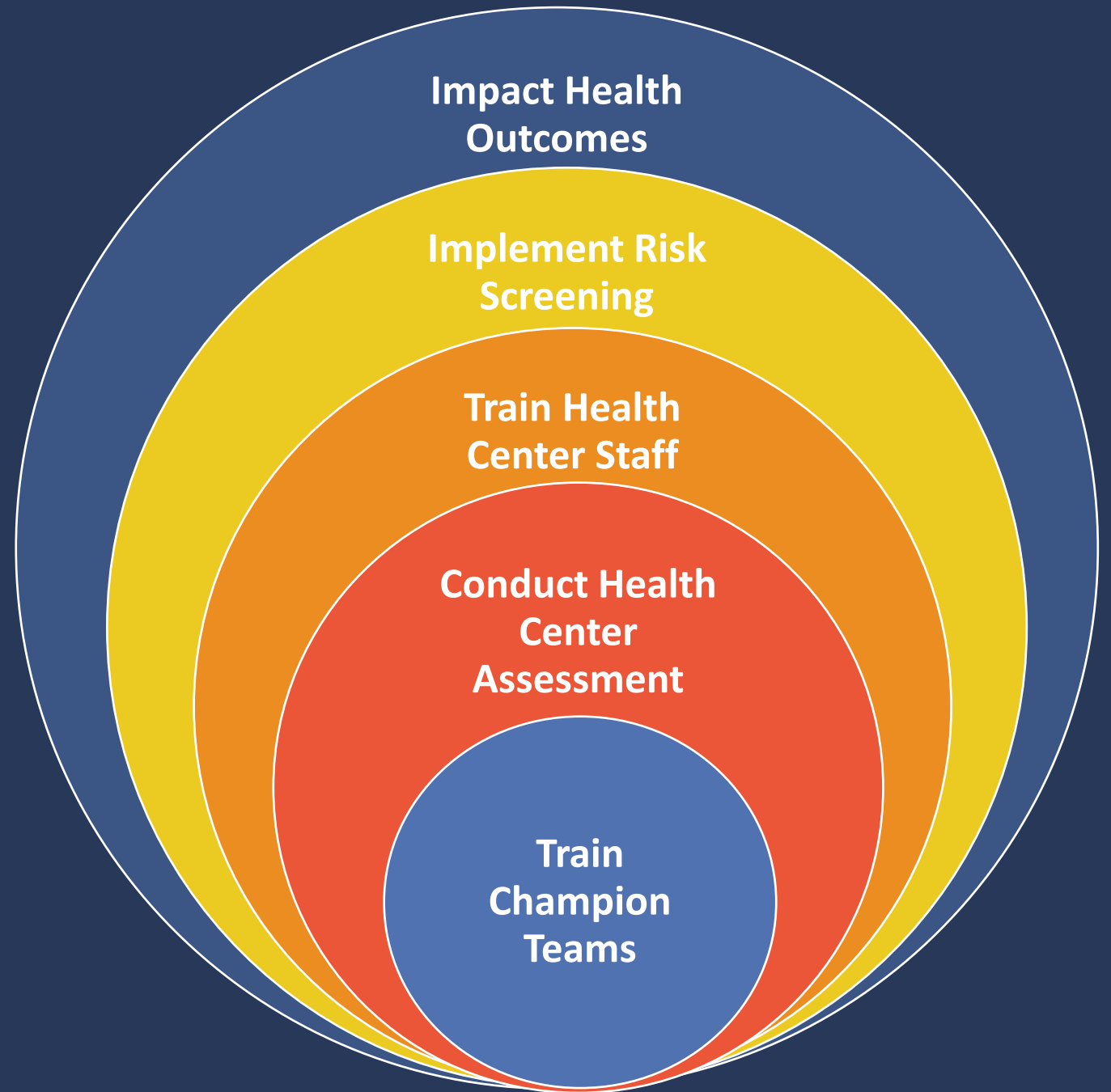
## Multidisciplinary Team:

- 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




# 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

 <b>ADOLESCENT HEALTH INITIATIVE</b> <small>UNIVERSITY OF MICHIGAN HEALTH SYSTEM</small>				
Adolescent Centered Environment Clinic Self-Assessment Tool				
Primary Care	© 2014 Regents of the University of Michigan			
Health Center:				
<b>I. Access to Care</b>				
	<i>Offers affordable care to adolescents through free or sliding scale services.</i>			
Scoring Example:	<i>0- Does not offer a sliding scale fee or free services to adolescents.</i>	<i>1- Offers limited services at a discounted fee and/or works with adolescents to create a personal payment plan.</i>	<i>2- Offers affordable care to adolescents through free or sliding scale services.</i>	
Special Considerations:	H - HEDIS Measure	P - PCMH Alignment	* Focus area for new clinics	
Priority level:	High Priority	Medium Priority	Lower Priority	
Our clinic:			Baseline	Mid-Year
			Year-End	
1. Offers affordable care to adolescents through free or sliding scale services.	*			
2. Has staff trained to enroll patients in Medicaid or insurance options.				
3. Offers flexible hours for adolescents including some evenings and weekends.	*			
4. Has online and/or texting capabilities for appointment scheduling.	P			
5. Accepts walk-in appointments.	P			
6. Attempts to accommodate adolescents if they show up late for their appointments.				
7. Is located near a public transportation stop and offers bus tokens and/or cab vouchers to assist with transportation when needed.	*			
8. Informs adolescents if they should expect longer than normal wait times.				
9. Is conveniently located and easily accessible to adolescents.	*			
10. Has bike racks close to the facility for adolescents who cycle to their appointments.				
11. Has safe, free, and easy to navigate parking.	*			
<b>ACCESS TO CARE SUBTOTAL:</b>				
<b>POSSIBLE POINTS:</b>			22.0	22.0
For the next quarter, our clinic will work to increase our score on the following questions:				





- 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

## Components of Health Center Assessment

# 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



MRN#: \_\_\_\_\_

## Confidential - Adolescent Health Questionnaire

Your answers will only be seen by your healthcare provider.

(Please circle your response)

1. <b>In the past 12 months</b> , have you tried to lose weight by obsessively exercising, taking diet pills or laxatives, making yourself vomit (throw up) after eating, or starving yourself?	No	Yes
2. Do you eat some fruits and vegetables every day?	Yes	No
3. Are you active after school or on weekends (walking, running, dancing, swimming, biking, playing sports) for <b>at least 1 hour, on at least 3 or more days each week</b> ?	Yes	No
4. Do you <b>always</b> wear a lap/seat belt when you are driving or riding in a car, truck, or van?	Yes	No
5. Do you <b>always</b> wear a helmet when you are biking, rollerblading, skateboarding, motorcycling, snowmobiling, skiing or snowboarding?	Yes	No
6. <b>During the past month</b> , 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?	No	Yes

# 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



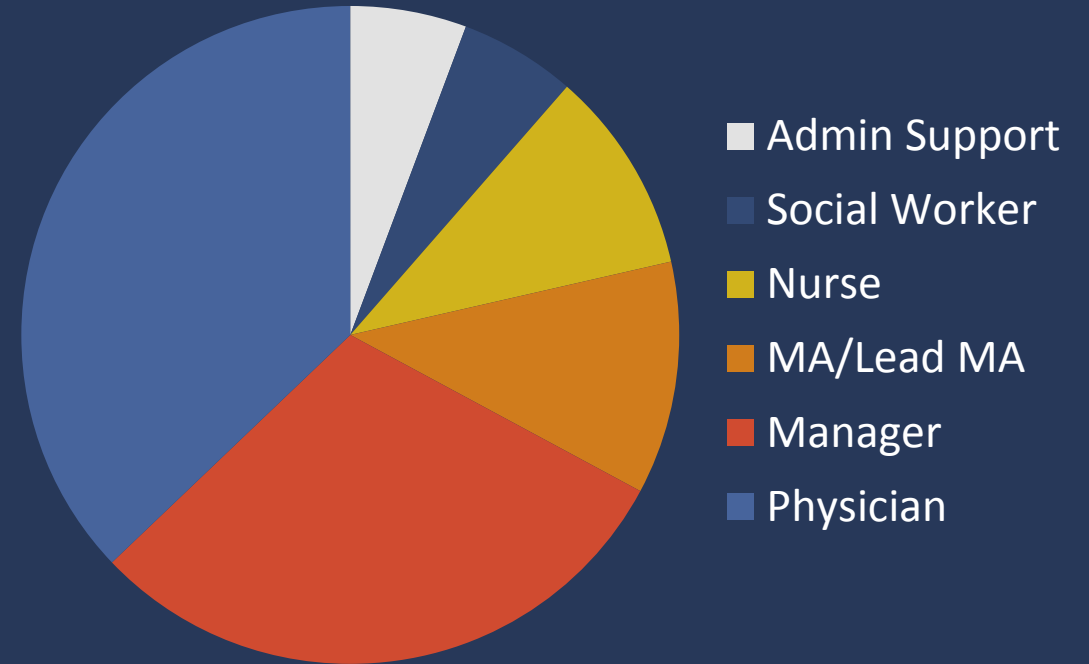
Academic Health Centers, Private Practices,  
Community Health Centers, School-Based Health Centers

# Adolescent Champions

## CHAMPION HEALTH CENTERS

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

## CHAMPION TEAMS





# Outcome Highlight: Confidentiality & Risk Screening

Chart Analysis	Baseline	Year End	P- Value
Confidential Time Spent with Patient	77%	90%	0.02
Confidentiality Laws/Limits Explained to Patient	45%	89%	0.001
Standardized Risk Screening Confidentially Completed by Patient	59%	89%	0.001

# 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

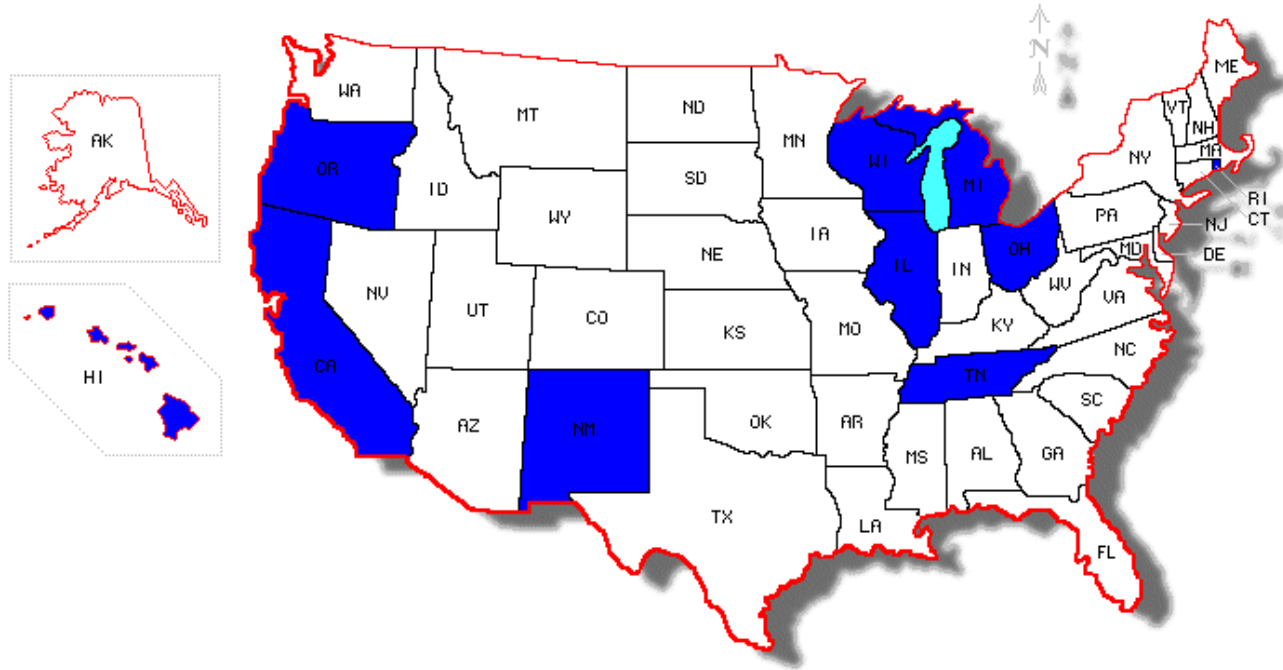
**Healthy Teen Network**

- 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?

[www.umhs-adolescenthealth.org](http://www.umhs-adolescenthealth.org)

Twitter: @UMHS\_AHI

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