

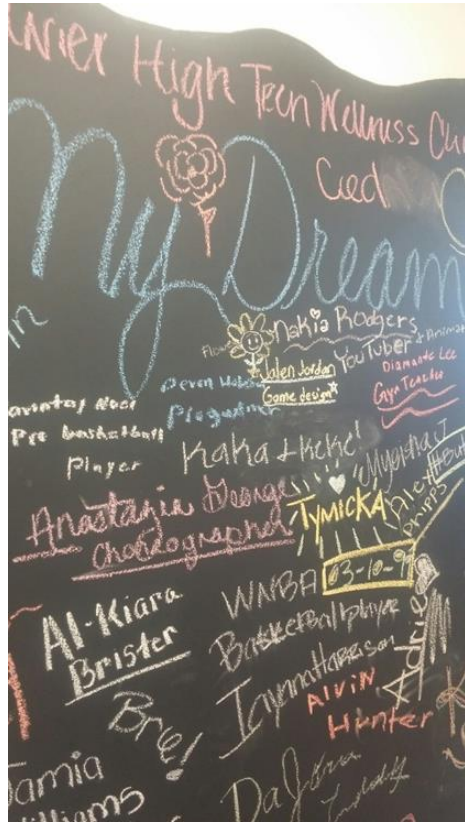
# How MCH has Been Fostering Innovation & Collaboration Through Title V to Advance Adolescent Health

Learning what can work through a  
Interdisciplinary Quality  
Improvement Collaborative

2017 CityMatCH MCH Leadership Conference

# What to Expect

- **Goals** → Through this workshop, we hope you will learn, share and explore:
  - initial lessons from the AYAHC-CollN state improvement teams, led by MCH
  - promising and/or emerging quality improvement strategies that have been tested through the collaborative
  - opportunities for replication/application of these tested approaches among your programs, initiatives, and partnerships



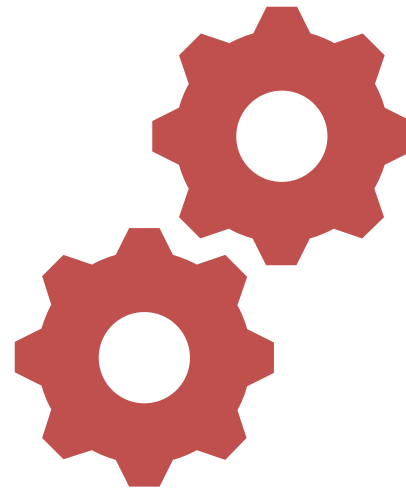
Not all youth receive their annual preventive services visit(s)

# WHAT WE SET OUT TO DO

# Getting access is important but...

- We wanted to ensure they actually utilized services for which they are covered
  - Coverage and/or access  $\neq$  use
- And there is this thing called **QUALITY** of care
  - Ask me about my birthday cake story





Rising to the Challenge in the Wake of MCH Transformation

# **EASY ENOUGH, RIGHT?**

# The Adolescent & Young Adult Health National Resource Center

- **Purpose:**

To improve adolescent and young adult health and address their health issues by strengthening the capacity of State Title V MCH Programs and their public health and clinical partners to better serve these populations (ages 10-25)

**Adolescent  
& Young Adult  
Health**  
National Resource Center

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University of California  
San Francisco

**NAHIC**



ASSOCIATION OF MATERNAL & CHILD HEALTH PROGRAMS



State Adolescent Health Resource Center

**University of Minnesota**

NIPN



**University of Vermont**

# Collaborative Improvement and Innovation Network (CoIIN)

- One of the major activities of the Center
- Aims to identify **effective, replicable strategies** for increasing access to, receipt of, and quality of preventive health services for adolescents (and young adults)
- Intensive work with 12 multidisciplinary state teams, led by MCH



# COIIN Central

## National Strategies:

1. To the door: Improving access to services and engaging youth, their families and clinics to increase uptake of an annual well visit
2. In the door: Improving delivery of youth-centered, family engaged care
3. Across the state: Improving state- and systems-level policies and practices

## Team Make-Up:

- Youth & Young Adult Leaders
- Title V/MCH Leadership
- State Adol. Health Program
- Q.I. Partners
- Epidemiology & Data Experts
- Medicaid & Other Health Ins.
- Safety-Net Systems & Access Points
- Primary Care Providers & other Health Professionals
- Community Organizations
- Public-Private Improvement Partnerships

Teenager Post # 8330  
“10 times better than  
the leading brand!”  
Then why isn't it the  
leading brand...

Challenge #1

# **BUILD AND MARKET NEW “BRAND” FOR THE AWW**



EVERY AGE.  
EVEN TEENAGE.

SCHEDULE YOUR TEEN AN  
ANNUAL WELL VISIT.

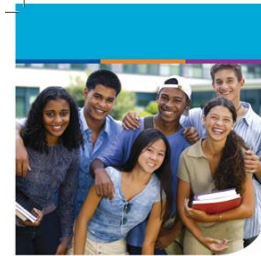


Adolescent  
& Young Adult  
**Health**  
National Resource Center



## Challenge #2

# CLINICS SHIFTING TO BE YOUTH-CENTERED



The teen years are filled with school, social activities, family and friends. But, these years are also a time to start making important decisions and accepting responsibility for yourself.

Our goal is to help teens make healthy choices so they will become knowledgeable, healthy adults.



**UnityPoint Health**  
Des Moines

1200 Pleasant Street  
Des Moines, Iowa 50309

For more teen health information,  
visit [blankchildrens.org/teens](http://blankchildrens.org/teens)

*The point of unity is you.*

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Rights and  
Responsibilities

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Des Moines

Adolescent  
& Young Adult  
**Health**  
National Resource Center

# Clinical Q.I. Activities

- **Building capacity of providers & staff**
  - Evidence-based guidelines for preventive services
  - Aligning service delivery with developmental stages and needs of the AYA patient
  - Confidential care
  - Positive Youth Development (PYD)
    - Strengths-based approach
- **Strengthening site-level policies and practices**
  - Appts, confidentiality/privacy in communications, physical facilities and environment

# Patient Satisfaction Survey

- Examples: Promotional Flyers




## THE ADOLESCENT AND YOUNG ADULT (AYA) PATIENT SATISFACTION SURVEY

Your input is very important!  
Let us know what you think!

**GET THE SURVEY!**

On your Smart Phone

English version:  
[bit.ly/1Xnjs8g](http://bit.ly/1Xnjs8g)



En Español:  
[bit.ly/1Xnjs8g](http://bit.ly/1Xnjs8g)



On your Computer

Patient Satisfaction Survey <a href="http://bit.ly/1Xnjs8g">bit.ly/1Xnjs8g</a> <small>Answer today - this link is only valid in a secure browser.</small>	Patient Satisfaction Survey <a href="http://bit.ly/1Xnjs8g">bit.ly/1Xnjs8g</a> <small>Answer today - this link is only valid in a secure browser.</small>
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**Youth Satisfaction Survey**  
(Ages 10-25)







Complete & win a prize!

How was your visit today? Your experience is important to us! Follow the survey link to help us improve our services for youth!  
**Put your survey link here**



**YOUTH SATISFACTION SURVEY**  
(AGE 10-25)

How was your visit today? Your experience is important to us! Follow the link to help us improve our services for youth!

**IT'S CONFIDENTIAL...**  
[bit.ly/1Xnjs8g](http://bit.ly/1Xnjs8g)

**YOU COULD WIN \$25**

When you're done, fill out your name/# and give it to the receptionist to qualify.

NAME \_\_\_\_\_

PHONE # \_\_\_\_\_

Drawings done the last Friday of each month. GOOD LUCK!

Teenager Post # 9234

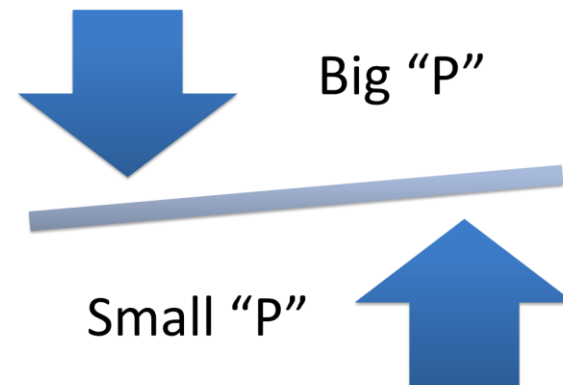
Doctor: "Ok, so what's wrong, how are you feeling?" Me:  
\*Looks at mom waiting for her to explain\*

Challenge #3

**LARGER SYSTEMS HAVE  
THEIR ROLE TOO**

# Scaling local lessons & institutionalizing change

- Efforts focused on access and quality cores of CoIIN informed the needs of system-level improvement







Putting the “A” in MCAH

# WHERE ARE THE YOUTH?

# Leaders, not end-users

- **Youth Engagement → core cross-cutting practice of the CoIN**
  - Advisory Councils
  - Content Experts
  - Creative Consultants





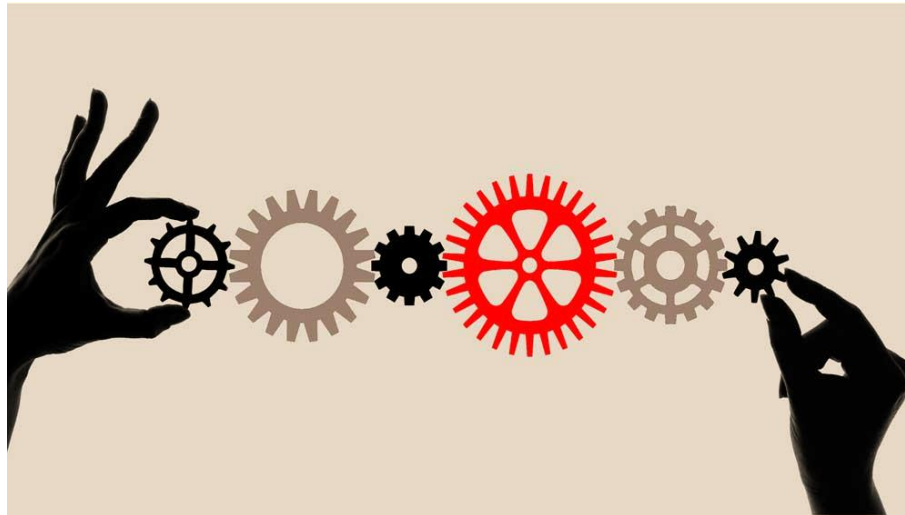
Don't take our word for it....

# WHAT WE HAVE LEARNED AND GAINED

# Straight from the source

- **Cultural shifts take time....and more time...and more time**
  - Small, focused interventions are ideal to set up for future scalability and sustainability
- **It's okay to change your improvement plan**
  - It's all about testing what can work (and also finding out what *isn't* working)

- **Don't think you have to do everything—**
  - Consider the value of your leadership in bringing together existing and new partners
  - Offer a voice to youth and young adults to transform how they receive healthcare



# Thank you!

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