

WHAT TEENS NEED

At Barre Family Health Center

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POPULATION OF FOCUS

📍 **Geographic distribution:** The town of Barre is part of Worcester county, located in the center of multiple small rural towns (Petersham, Hubbardston, Rutland, Oakham, Hardwick, etc.). We are focusing on **Quabbin Regional School** because we are specifically looking into teen health.

📍 **Age, race, class distribution:**

🌸 ~700 students total

🌸 91.1% White, 4.2% Hispanic, 3.2% Multi-race/Non-Hispanic

🌸 18.5% are economically disadvantaged

📍 **Language, culture, citizenship:**

🌸 99.2 % first language is English

📍 **Social/structural influences:**

🌸 The school serves 5 towns: Barre, Hardwick, Hubbardston, New Braintree, and Oakham

🌸 There is 1 local family health center & 1 local family pharmacy

🌸 No urgent or emergency health resources nearby

🌸 Lack of public transportation



POPULATION OF FOCUS



- ❧ Clinically relevant needs or trends
 - ❧ **Relevant needs:** Risky sexual behaviors (STDs and early pregnancy)
 - ❧ **Trends:**
 - Teen pregnancy has decreased slightly
 - STD trends vary depending on which type
- ❧ Risk exposures and incidence rates
 - ❧ **Risk Exposures:** Lack of sexual health resources/education, unprotected sex and unmanaged mental illness
 - ❧ **Incidence rates:**
 - Teen births (under age 20): MA 1,044, US 212,062
 - CDC Compared STD rates among adolescents in the US: All increased in 2018 compared to 2014.
- ❧ Spotlight on disparities and areas of strength
 - ❧ **Strength:** Massachusetts is the state with the lowest rate of teenage pregnancy
 - ❧ **Disparity:** Lack of resources and transportation



EXPLORING INTERPROFESSIONAL TEAMS

How/Where do they provide care for the population members? What are their qualifications? What is the scope of practice for each?

- 🔗 **Quabbin Regional High School** - School nurse(s), health teacher
- 🔗 **Barre Family Health Center** - Physicians, physician assistants, nurses, medical assistants, social workers, behavioral therapists, and administrative staff
- 🔗 **Barre Family Pharmacy** - Pharmacist(s)



EXPLORING INTERPROFESSIONAL TEAMS

- ❧ At Barre Family Health Center patient care is coordinated amongst healthcare providers and administrative staff.
- ❧ Communication between Barre Family Health Center physicians and Quabbin Regional High School's school nurse (and health teacher) was limited
 - ❧ Nurse Staiti works with her fellow nurse and will sometimes refer students to their primary care physicians, but the in-school care tends to be stand alone.
- ❧ Communication between Barre Family Health Center and Barre Family Pharmacy, which serves Barre, and its surrounding towns of Hubbardston, Hardwick, New Braintree, and Oakham is also limited



Team Strengths/Limits

Strengths - Team cares about teen reproductive health, and recognizes that access to healthcare is limited; they have begun to address the limitations by trying to re-vitalize the confidential Teen Clinic

Limitations - Communication breaks down on the larger scale. As new school and insurance policies were rolled out, concerns about confidentiality and reproductive education often fell through the cracks.

Our Experience with the Team

- We spent a lot of our clerkship scheduling meetings with professional stakeholders and learning about how they either advocated or could advocate for our population
- Key idea is that all team members have insight that can impact quality of care and would like to share their perspective
- Appreciate that there are limits to each team members' knowledge and recognize when it's time to approach another team member/resource for information

Health Safety Net (HSN)

Planned Parenthood®

Health Advocacy



HEALTH CARE FOR ALL



Mass.gov








PLANNED PARENTHOOD

*Provides confidential care encompassing sexual and general health needs

*Advocates for abortion access, birth control, health care equity, sex education, etc.

Attempts to reach patients who otherwise face barriers to quality health care:

-  People of color
-  People who live in **rural areas**
-  LGBTQ people
-  People with low incomes
-  People without health insurance

Access remains an issue, especially in rural areas



HEALTH SAFETY NET



Mass.gov

Health Safety Net (HSN)

“The Health Safety Net pays for certain medically necessary services provided to qualified low-income patients at Massachusetts community health centers (CHCs) and acute care hospitals.”

- ❧ HSN pays acute care hospitals and community health centers for certain essential health care services provided to qualified uninsured and underinsured Massachusetts residents
- ❧ Providers can submit claims for eligible minors in need of confidential services
 - ❧ To be eligible, minor must:
 - Be determined to be a Low Income Patient using their own income
 - Fill out the office's application for Health Safety Net Confidential Services



HEALTH CARE FOR ALL - PATCH ACT

Protecting Access to Confidential Health Care (PATCH) Act passed on March 30, 2018: *fixed a crucial barrier to accessing health care by ensuring that when multiple people are on the same insurance plan, confidential health care information is not shared with anyone other than the patient*

- ❧ Health insurance plans must address the SOP form to the patient's name rather than to the policyholder.
- ❧ All **patients can choose** their preferred method of receiving SOP forms, including at a different mailing address or through an online portal
- ❧ SOP forms will contain **general information only**, such as "office visit" or "medical care," rather than explicit descriptions of sensitive health care services that could violate confidentiality.
- ❧ All patients **will have the option to opt-out** of receiving an SOP form when there is no cost-sharing (meaning co-pay, deductible or coinsurance) for the health care visit or service.



HEALTH CARE FOR ALL

<https://www.hcfama.org/confidentiality-protection>



HEALTH CARE FOR ALL - PATCH ACT

For minors under 18, these protections apply for:

- ⌘ Diagnosis or treatment relating to STI treatment and testing and HIV testing
- ⌘ Confidential family planning services
- ⌘ Abortion services if you obtain permission through a court order known as “judicial bypass”



HEALTH CARE FOR ALL

<https://www.hcfama.org/confidentiality-protection>



HEALTH ADVOCACY

Access remains a huge issue for teens, especially in rural areas

More works needs to be done to inform teens about available services and make more services available

Providers should make efforts to remain up to date with insurance laws and availability of services



WHAT IS TEEN CLINIC?

❖ **Confidential and free** appointment for anyone aged **12-19** with concerns related to sexual health:

- ❖ Discussions with a medical provider about sexual health
- ❖ Sexually transmitted disease (STD) testing and on-the-spot treatment
- ❖ Discussion of birth control methods and administration of certain birth control options
- ❖ Access to condoms
- ❖ Pregnancy testing and pregnancy care



BRINGING TEEN CLINIC INTO THE COMMUNITY

TEEN CLINIC
AT BARRE FAMILY HEALTH CENTER

FREE AND CONFIDENTIAL SERVICES FOR ADOLESCENTS AGED 12-19 INCLUDING:

- BIRTH CONTROL METHODS/ CONDOMS
- STD TESTING
- PREGNANCY TESTING
- PREGNANCY CARE
- EDUCATION ON HEALTH/WELLNESS

**NO COPAYS REQUIRED
NO BILLS OR STATEMENTS SENT TO PARENTS**

TEEN CLINIC HOURS:
MONDAY: 8:30AM- 7:00PM
TUESDAY: 8:00AM-5:00PM
WEDNESDAY: 8:30AM-7:00PM
THURSDAY: 8:30AM-5:00PM
FRIDAY: 8:30AM- 5:00PM

151 WORCESTER ROAD, BARRE MA
TO MAKE AN APPOINTMENT
CALL: 978-355-6321
SELECT: OPTION #4

HOW DO I MAKE AN APPOINTMENT?

1. Call our office at 978-355-6321 during normal business hours.
2. Select option #4 for the Teen Clinic.
3. Tell the staff member that you want to schedule a "Teen Clinic Appointment."
4. Let the staff member know if you are already a patient so we can ensure confidential billing.

HOURS:
MONDAY: 8:30am-7:00pm
TUESDAY: 8:00am-5:00pm
WEDNESDAY: 8:30am-7:00pm
THURSDAY: 8:30am-5:00pm
FRIDAY: 8:30am-5:00pm

ADDRESS:
151 WORCESTER RD,
BARRE, MA 01005

CONTACT US:
978-355-6321 (OPTION #4)

**BARRE FAMILY HEALTH CENTER
TEEN CLINIC**

Offering free and confidential care for all your sexual health needs.

WILL MY VISIT BE CONFIDENTIAL?

Yes!

If you chose to book a visit with the Teen Clinic, we will bill the state for your appointment. This means your appointment will be completely free and a bill is unlikely to be sent home. This option keeps your visit entirely confidential. In order to use this option, we will need the following information:

- Social Security Number (preferred but not required)
- Approximate yearly income (usually \$0/year)
- A school or other photo ID

WILL MY VISIT BE FREE?

YES. However, the degree of confidentiality depends on how you bill the appointment (see: "Will my visit be free?").

Conversations with your doctor are 100% confidential. Exceptions include:

- Disclosing that you intend to cause immediate harm to yourself or another person
- Disclosing any violation of Massachusetts State Consent Laws

What is discussed at the Teen Clinic stays at the Teen Clinic. All staff members are required by law NOT to repeat what is discussed at your appointment with anyone else, including your parents, if that is your wish. In fact, we cannot even disclose that you were even seen at the health center if someone were to ask.

OUR SERVICES:

The Teen Clinic offers the following free and confidential services to adolescents ages 12-19:

- Discussions with a doctor about sexual health and safety.
- Birth Control Options:
 - Pills
 - Patches
 - IUD
 - Injections
 - Implants
- STD testing and on-the-spot treatment
- Pregnancy testing
- Condoms

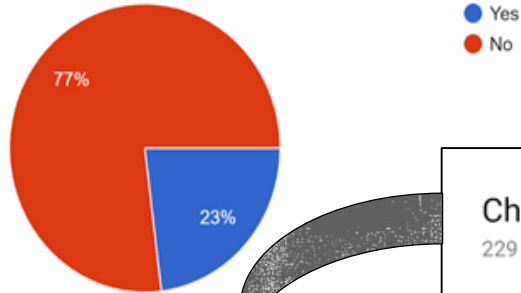
If you are interested in any of these services, please contact us for an appointment at any time!



TEEN CLINIC SURVEY

Have you ever heard of the Teen Clinic at Barre Family Health Center?

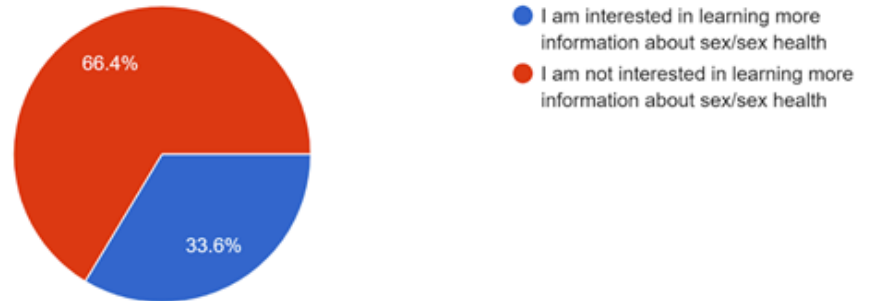
230 responses



- 230 students at Quabbin Regional High School
- Gauging knowledge, interest, and logistics of the Teen Clinic Services

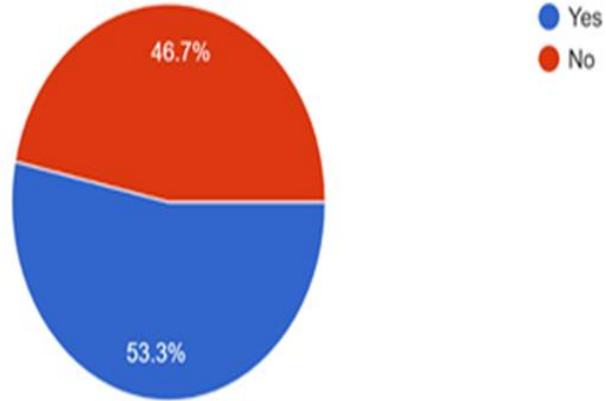
Check what applies to you:

229 responses



Would you be interested in receiving free and confidential sexual health care through the Teen Clinic at Barre Family Health Center?

229 responses



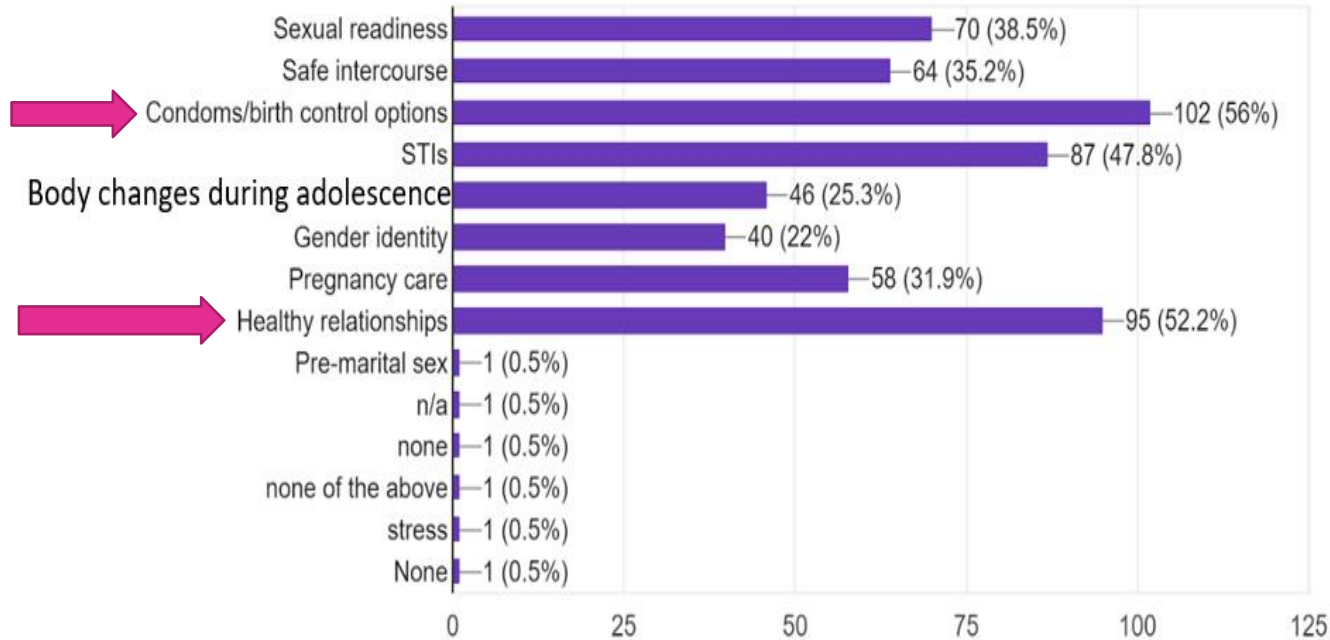
WHAT DO TEENS THINK OF THIS SERVICE?

OVER HALF OF SURVEYED TEENS EXPRESSED INTEREST IN THE TEEN CLINIC SERVICES



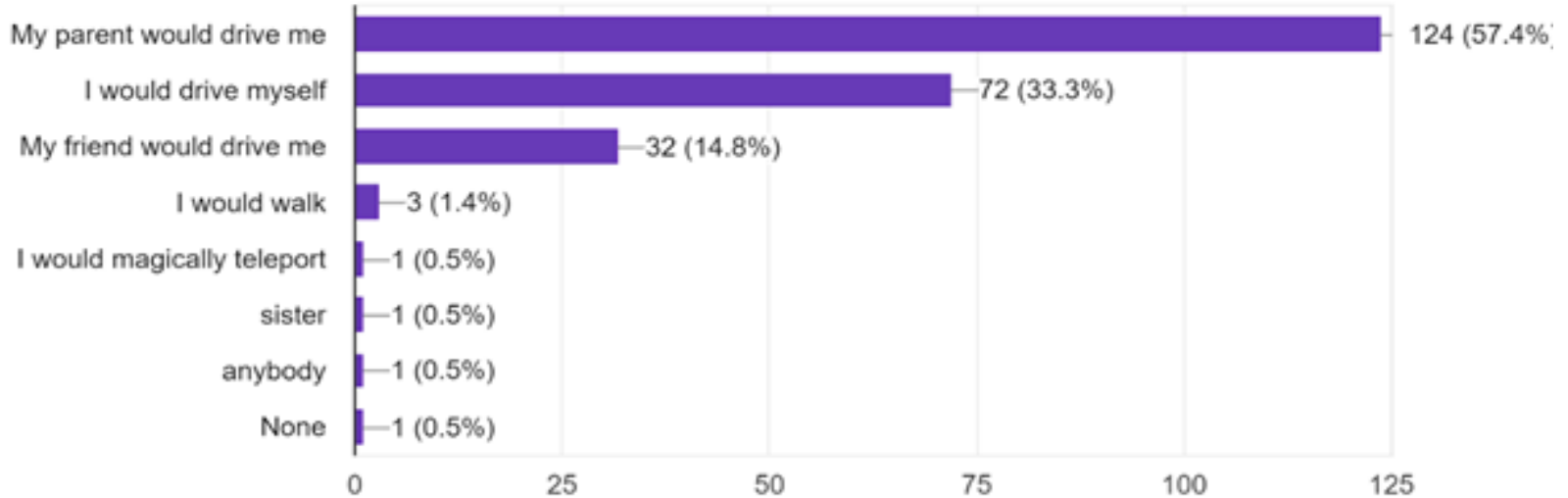
Additional info on which topics would be useful for you?

182 responses



How would you get to a Teen Clinic appointment at Barre Family Health Center, if you needed?

216 responses

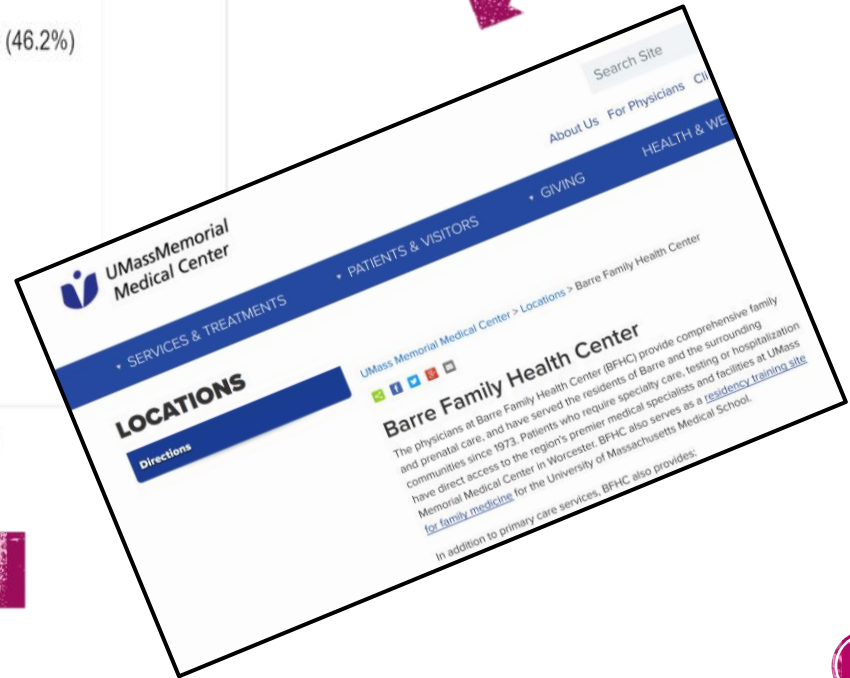
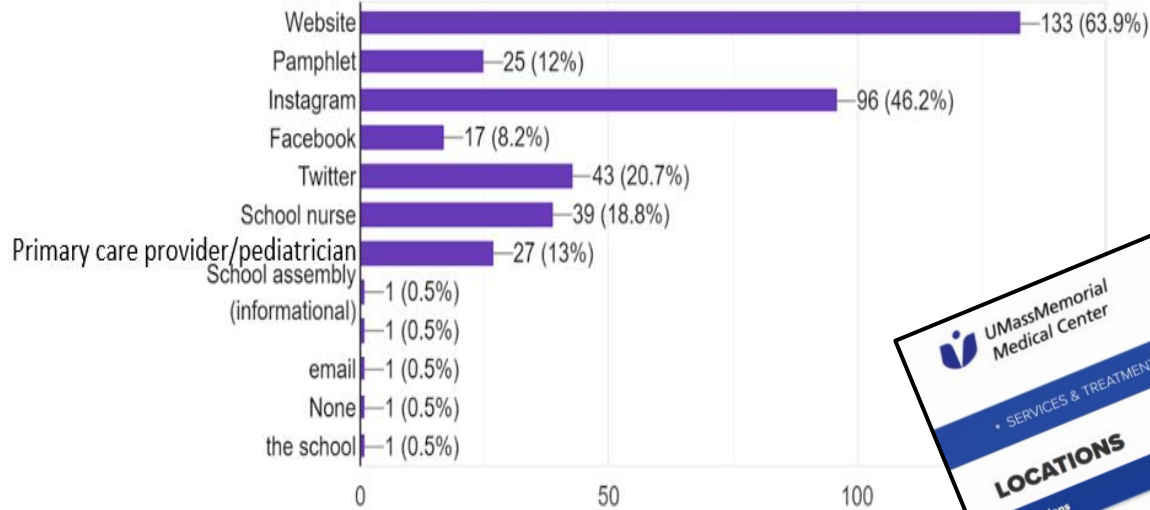


TRANSPORTATION AS A BARRIER



How would you like to get more information about the Teen Clinic and making an appointment, if needed?

208 responses



Website Creation to Improve Access



SURVEY TAKEAWAYS

- ❧ The Teen Clinic at Barre Family Health Center has not been well advertised to students in the past.
- ❧ Over 50% of students are interested in free and confidential sexual health services offered by the Teen Clinic.
- ❧ Teens are extremely interested in and open to more education and resources on the **topics of birth control, STIs, healthy relationships, sexual safety and readiness, sexuality, and gender identity.**
- ❧ Transportation to both the clinic and pharmacy is a major barrier to confidentiality for these teens, as they rely predominantly on parents for rides.



ADDRESSING TEEN NEEDS

- ❧ Created brochures, flyers, and a website in order to better advertise the services to teens in the area
- ❧ Ensured staff competency and sensitivity in every aspect of the Teen Clinic workflow, from booking and registration to provider interaction and billing.
- ❧ Improved upon existing Teen Visit templates to more adequately address issues of sexual health, exposure status, and gender identity.
- ❧ Created didactic modules to train staff on common issues facing teen populations and beyond, including LGBTQ care and trauma informed care.
- ❧ Met with school nurse and health teacher to gauge the amount of sexual education received by students at QRHS
- ❧ Worked with local pharmacy to develop a more confidential approach to dispensing prescriptions (HSN application, separating teen clinic scripts, etc.)
- ❧ Worked on developing “Teen Clinic Box” with supplies like condoms and pregnancy tests for teen appointments



PERSONAL AND PROFESSIONAL TAKEAWAYS

- ❧ Free and Confidential sexual health care is extremely important and should be made available to all teens, regardless of geographic location or socioeconomic status.
- ❧ Providers should ensure open and honest conversations about sexual health take place with all teens, starting at an early age.
- ❧ An emphasis should be placed on sexual health and safe relationships both in the medical community and in education systems.
- ❧ Every member of the healthcare team has a role to play in creating a safe, confidential, and respectful environment for all patients.



ACKNOWLEDGEMENTS

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*UMassMemorial
Medical Center*

