



SBHC Coordinators Meeting

October 9, 2014



Agenda

- 9:30am – 9:45am
- 9:45am – 10:00am
- 10:00am - 11:00am
- 11:00am - 11:30am
- 11:30am - 12:00pm
- 12:00pm – 12:50pm
- 12:50pm – 1:00pm
- 1:00pm - 1:30pm
- 1:30pm - 2:15pm
- 2:15pm - 3:00pm
- 3:00pm – 3:30pm

Welcome and Introductions

Budget Updates

State Program Office Updates

Reproductive Health

BREAK/Grab Lunch

Small Group Activity

BREAK

Food Insecurity Screening

State Immunization Program

State Data Update/Discussion

Oregon School-Based Health Alliance

Budget Update

Things are looking rosy!



SBHC team

- ❖ Jessica Duke – Adolescent and School Health Manager
- ❖ Rosalyn Liu - Systems Development Specialist- Lead
- ❖ Kate O'Donnell – Systems Development Specialist
- ❖ Stefanie Murray - School Mental Health Specialist
- ❖ Loretta Jenkins- Research Analyst
- ❖ Melanie Potter – Administrative Specialist
- ❖ Sarah Ramowski – School Health Epidemiologist/Economist
- ❖ Certification Team – (2 positions)



QUESTIONS???

Certification Updates

- Site Visits

If you have a date, please keep it on your calendar.

If you are due for a visit with no date, we will be in touch.

List of sites due for a visit this fiscal year are in your packet.

QUESTIONS???

Operational Profile – It's Audit Month!

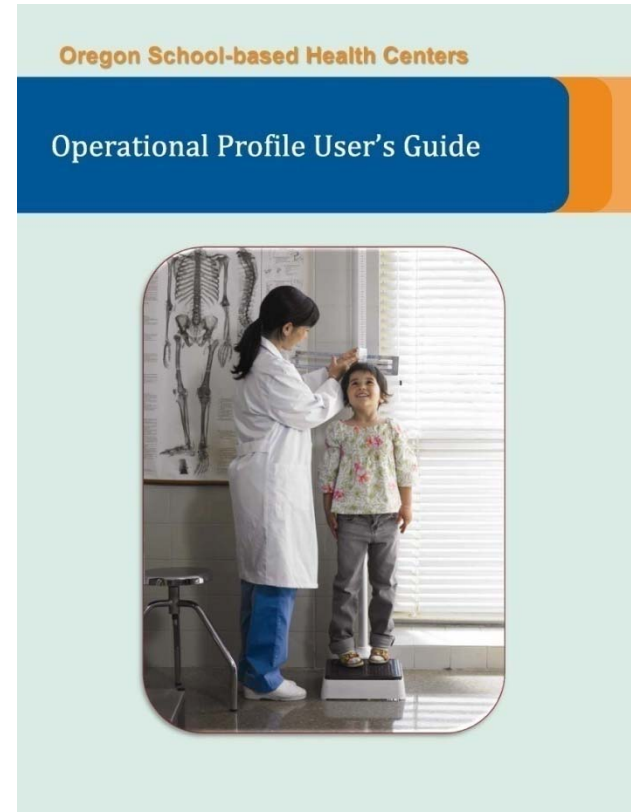
- Existing SBHCs:
 - Deadline was October 1st - the profile audits have begun!
 - **What we are looking for:**
 - All the required areas are complete and confirmed
 - » Details, Operations, Staff, Shift Hours, KPM & Financial information
 - SBHC has met minimum operating hours
 - SBHC has met minimum staffing requirements
 - Sites will be notified by November 1st of their renewal status

**A BIG THANK YOU TO EVERYONE WHO COMPLETED
THEIR PROFILES ON TIME!**

Note to Planning Sites: Operational Profiles are due one month before the initial verification site visit

Operational Profile User's Guide

- Step-by-step instructions for making changes in the Operational Profile
- Can be found on our website at:
www.healthoregon.org/sbhc



Don't forget...

WE ARE HERE TO HELP!

If you have not completed the Operational Profile for your site(s) and need help, please don't hesitate to contact me!

Melanie Potter

971-673-0871

melanie.m.potter@state.or.us

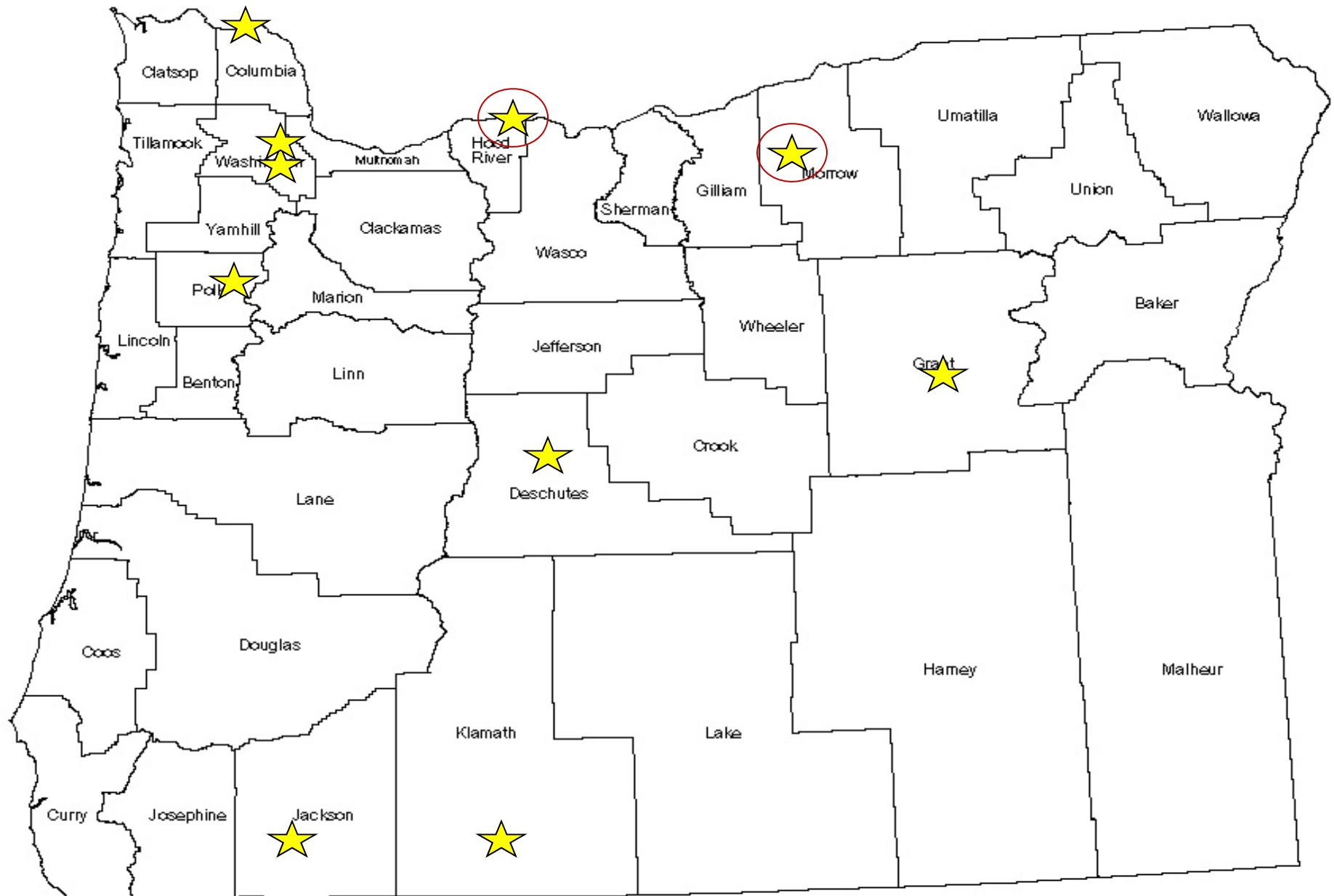


SBHC Site & Coordinator Info (in packet)

- Spreadsheet is intended to help SBHC Site Coordinators connect with each other
 - Includes:
 - EMRs, YAC status, FQHC status & PCPCH info
 - SBHC Site Coordinator(s) contact information for each site
- If you see errors for your site(s)
 - 1. Update your Operational Profile
 - 2. Notify Melanie Potter (contact info on handout)
- Site Coordinator email list
 - Created directly from Operational Profiles

QUESTIONS???

SBHC Planning Site Updates



2014 Needs Assessment

- Goals:
 1. Assess county-level interest in applying for planning grants in future years, should they become available
 2. Obtain feedback from LPHAs on the current SBHC funding mechanism and assess support for potential changes
- Interviews with 26 LPHA representatives, May-July:
 - 18 who currently have SBHCs within their counties
 - 8 who currently *do not* have SBHCs within their counties

2014 Needs Assessment

- Planning grant interest:
 - 20 “very interested” or “somewhat interested”
 - Projecting a total of 22-25 new sites
 - 6 “not very interested” or “not at all interested”
- Identified local barriers to planning new SBHCs
- Potential changes to SBHC funding mechanism:
 - 4 “very supportive,” 8 “somewhat supportive”
 - 4 “not very supportive,” 10 “not at all supportive”

SBHC Innovation Grants

- Support the following goals:
 1. Increase #of SBHCs certified as PCPCH
 2. Improve the coordination of the care of patients served by CCOs and SBHCs
 3. Improve the effectiveness of the delivery of health services through SBHCs who qualify for medical assistance
- Funding available for larger, systems change projects and/or smaller, pilot projects
- Grant term: July 1, 2014 through June 30, 2015

SBHC Innovation Grants

County	Recipient	Partners
Benton	Intercommunity Health Network CCO	Benton County Health Services, Lincoln SBHC, Lincoln Elementary, Corvallis SD
Columbia	Public Health Foundation of Columbia County	Columbia Pacific CCO, Rainier SBHC
Deschutes & Klamath	La Pine Community Health Center	La Pine SBHC, Gilchrest SBHC
Jackson	Jackson Care Connect CCO	Community Health Center, La Clinica, Jackson County Mental Health, Crater SBHC, Eagle Point SBHC, Ashland SBHC, Scenic Middle SBHC, Butte Falls SBHC, Prospect SBHC
Multnomah	Multnomah County Health Department	Oregon School-Based Health Alliance, CareOregon, Family Care, Washington County Health and Human Services, Clackamas County Public Health
Washington	Virginia Garcia Memorial Foundation and Health Center	Forest Grove SBHC, Century SBHC, Tigard SBHC, Health Share, Family Care

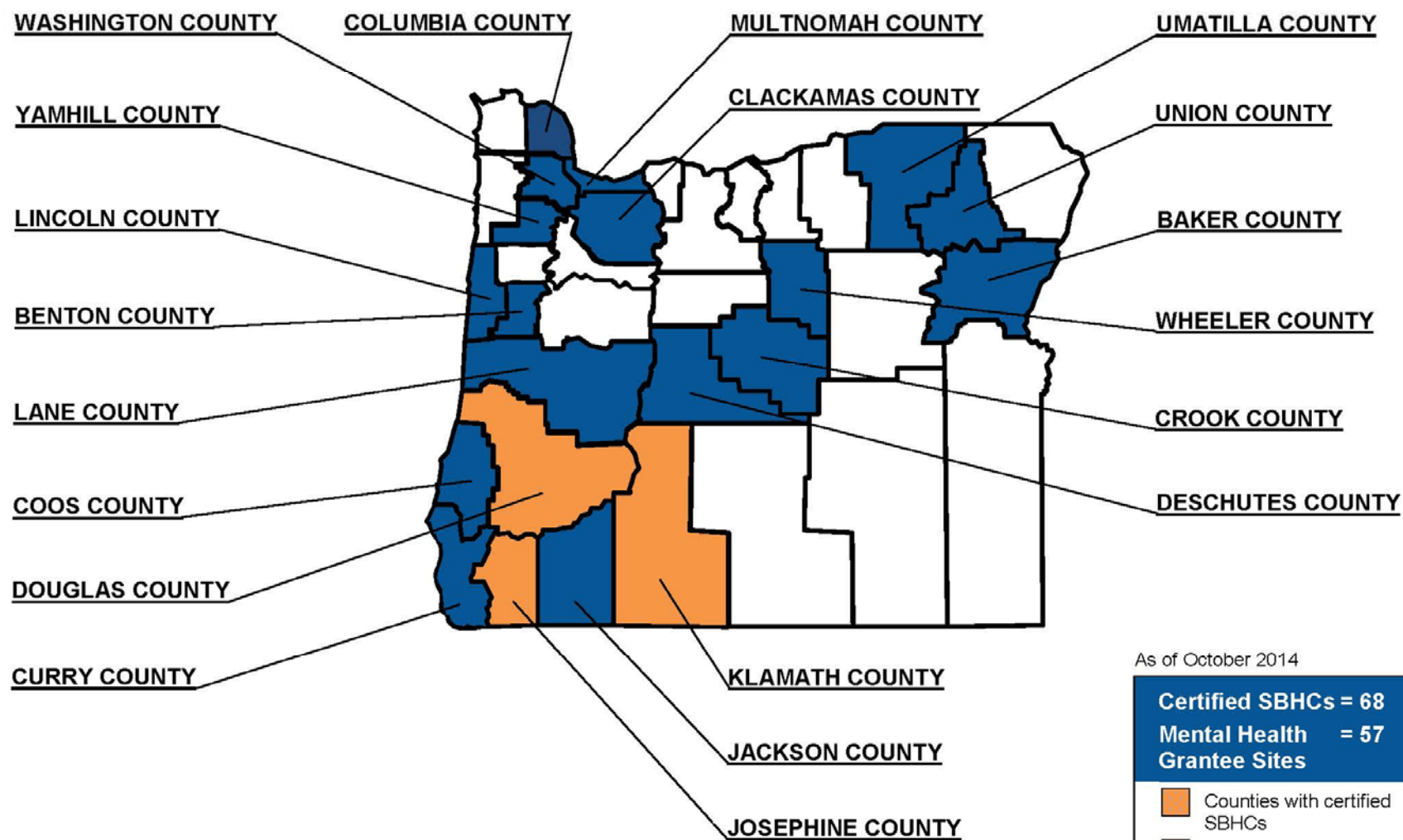
KPM Workgroup

- Review current KPMs to understand:
 1. If any should be modified and/or eliminated
 2. If new KPMs should be added and, if so, which ones
- Three workgroup meetings:
 - October 22 – November 12 – December 10
- Workgroup recommendations will be shared with the field for feedback in Winter 2015
- KPM changes will be finalized in Spring 2015 and implementation will begin in 2015-2016 school year

QUESTIONS???

OREGON SCHOOL-BASED HEALTH CENTERS

Mental Health Grantees 2014



As of October 2014

Certified SBHCs = 68
Mental Health = 57
Grantee Sites

Mental Health Expansion Grant: Update

- 26 FTE hired
- 5,246 clients with mental health visits*
- 17,953 mental health visits*

* During the 2013-2014 school year



Oregon
Health
Authority

Mental Health Expansion Grant Update: Support Projects

- Mental Health Screening or Framework
- Data Integration
- Telehealth
- YAC
- Cultural Competency and Equity

Support Projects

Mental Health Screening or Framework

(Baker, Deschutes, Jackson, and Washington Counties)

- Adolescent SBIRT project
- Training by LifeWorks NW; Merlo Station is also participating (outside the grant in the NSBHA SBIRT project)

Support Projects

Data Integration

(Baker, Clackamas, Deschutes, Lane, Multnomah, Union, and Washington Counties)

- Most sites are implementing an EHR (OCHIN-Epic, NextGen, Greenway)
- Some are looking at exploring data integration with their primary care and mental health data systems

Support Projects

Telehealth

(Curry and Wheeler)

- Equipment purchasing
- Provider time (psychiatric consultations)

Support Projects

YAC

(Deschutes, Jackson, and Washington Counties)

- Dedicated staff time to facilitate project
- Total of 8 schools will have YACs
- Each YAC will conduct a project on mental health

Support Projects

Cultural Competency and Equity (Jackson, Lane-4J, and Washington)

- Year-long trainings on cultural competency or with lens of equity
- Certified Medical Translator program

Mental Health Expansion Grant Update: Successes

- Stronger relationships with school and community
- Meeting needs of students

“Already I can see that students, teachers, and administration recognize the need for mental health services...students have said that being able to have a place to talk and share has helped them to feel less stress and more hopeful about their futures.”

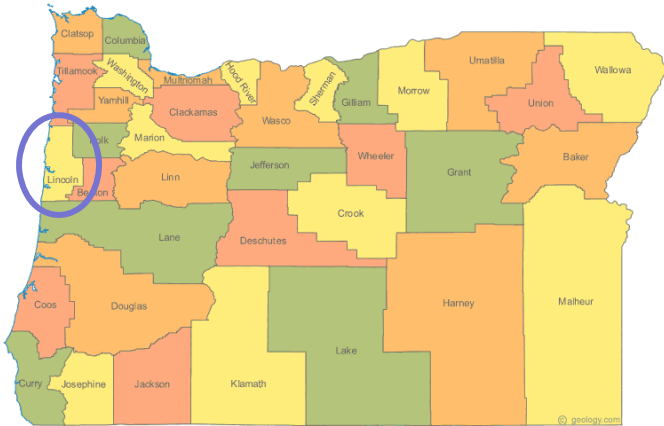
--SBHC Mental Health Provider

Mental Health Expansion Grant Update: Challenges

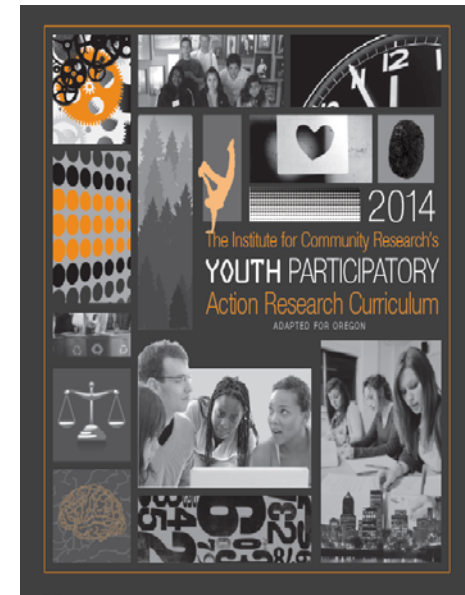
- Data gathering and sharing
- Billing and reimbursement
- Logistical and operational challenges
 - Workflows
 - Policies
 - Consent and releases of information

Mental Health Expansion Grant Update: Extra Funding

- New grantee!
 - Lincoln County



- YPAR training project



Mental Health Expansion Grant Update: Future Funding

- Capacity projects: Most likely flat funding for 24 month period
 - Application process will likely occur in April-May
 - Include brief budget summary, resubmission or revision
- Support projects

QUESTIONS???

LUNCH/Group Activity

- Grab lunch
- Break into groups based on your color
- 3 Questions
- Each group needs:
 - Note taker: SPO Staff
 - Someone to report out (Be prepared to share one example of each to the larger group.)

QUESTION #1

What is your biggest challenge to meeting the state Key Performance Measures?

What strategies have you taken to address this challenge?

QUESTION #2

What challenges do you have coordinating care with shared patients?

What strategies have you used to address your challenges?

QUESTION #3

What strategies have you used to market your SBHC services year to year (to students, families, communities, etc.)?

SBHC Fact Sheet

State-level data

- General SBHC info
- Health System Transformation
- Sponsorship
- Billing/sustainability
- Patient encounter data
- SBHC services
- SBHC staffing

STATE-LEVEL DATA		Service Year: July 1, 2012 to June, 30, 2013			
General SBHC Information	Number of certified SBHCs in Oregon:	68			
	Total number of clients served:	22,408			
	Total number of visits:	65,705			
	# of Oregon school - aged children (5-21) with access to an SBHC:	54,233			
Health System Transformation	% SBHCs with PCPCH recognition:	42.6%			
	Tier 1 /Tier 2 /Tier 3:	T1/ 0	T2/ 25.0%	T3/ 17.6%	
Sponsorship	% SBHCs sponsored by FQHCs:	64.7%			
	% SBHCs sponsored by LPHAs (& FQHC status):	32.3%			
Billing/ Sustainability	Insurance status of SBHC clients-	OHP/Medicaid:	37.6%		
		Ccare:	2.1%		
		Private:	17.3%		
		Other/ Unknown/ None:	43.1%		
	% billing private insurance:		79.4%		
State-level Patient Data	Average number of visits per client:		3.0		
	Male % clients, % visits:		44.2%, 39.5%		
	Female % clients, % visits:		55.8%, 60.5%		
	School-aged youth: % clients, % visits:		85.1%, 88.5%		
	Most common reasons for SBHC visits:		Routine Child Health Exam, Contraception Management, Flu Vaccine		
SBHC Services	% of visits for mental health concern:		17.9%		
	% of visits for dental concern:		1.1%		
	% of clients who received immunizations:		29.9%		
	% of clients who received Adolescent Well Visit (ages 12 to 21):		33.8%		
SBHC Staffing	% of visits provided by Nurse Practitioners (N.P.):		50.7%		
	% of visits provided by Physician Assistants (P.A.):		3.8%		
	% of visits provided by Medical Doctors (M.D.):		5.1%		
	% of SBHCs with Dental Providers:		1.1%		
	% of SBHCs with Mental Health Providers:		17.9%		
	% of visits provided by Mental Health Providers:		13.0%		

SBHC Fact Sheet

Local-level data

- SBHC info
- Partnerships (Center enters some info)
- Operations (Center enters some info)
- Visit encounter data
- Insurance categories
- Billing specifics

LOCAL-LEVEL DATA

Service Year: July 1, 2012 to June, 30, 2013

SBHC Basics

SBHC Name: _____
 Year SBHC opened: _____
 SBHC Host School: _____
 School District: _____
 County: _____
 CCO(s): _____

Partnerships



Medical Sponsor Name: _____ ☐ FQHC
 PCPCH Recognition Status: ☐ Tier 1 ☐ Tier 2 ☐ Tier 3 ☐ N/A
 Other Local Partnerships: [Click here to enter text](#)
 EHR system used: [Click here to enter text](#)
 Mental Health EHR system used: [Click here to enter text](#)

Operations (2013-14 School year information)



Population(s) Served: ☐ Pre-K (Children from birth through 5 years of age)
☐ Post-High School Individuals
☐ Faculty/Staff of the school
☐ Other
 Hours of Operation: [Click here to enter text](#)
 Summer Hours: [Click here to enter text](#)
 SBHC Staffing Model: ☐ MD ☐ DO ☐ ND ☐ PA ☐ NP
☐ RN ☐ LPN ☐ CNA ☐ Medical Assistant
☐ QMHP ☐ LCSW ☐ Dental Provider
☐ Alcohol & Drug Counselor ☐ Health Educator

Visit Statistics

Total Clients Served: _____
 % School-Aged Clients Served (ages 5-21): _____
 % "Established" Clients (3+ visits in a year): _____
 Total Visits: _____
 % of visits with mental health concern: _____
 % of visits with dental concern: _____
 % of clients who received immunizations: _____
 % of clients who received Adolescent Well Visit (ages 12 to 21): _____

Insurance

% Visits
by Payer:-

OHP/Medicaid: _____
 Private: _____
 Other /Unknown /None: _____

Billing

Total Charges: _____
 % of Visits Billed: _____
 Total Reimbursement: _____
 % Visits Reimbursed: _____

SBHC Fact Sheet – Feedback

- Useful?
- Situations where it's been used?
- Are there things about the fact sheet you like? Dislike?
- Suggested changes or additions?

Satisfaction Survey Reports

"The staff was very helpful and helped me get care and get back to school fast and efficiently."

- 17 year old SBHC client

- Statewide results alongside SBHC results
- Survey respondent demographics
 - Grade, Age, Gender
- Questions – a wide range of different topic areas
 - Health status, unmet health care needs, # of visits, comfort, satisfaction, classes missed, other location for care, # school days missed, usual place for care, ER use, easy to understand, follow-up to tests or referrals, how staff treated you, prevention and health topics

Satisfaction Survey Reports

All participating SBHCs with at least 10 completed surveys receive their site level report.

“Without the health center I don't think I would have had the time to go to my normal doctor to get checked up on. Thank you.”

-16 year old SBHC client



Satisfaction Survey Report: All Question Counts

Total surveys: 30

Site:

Each year the SBHC State Program Office asks a random sample of students to share their opinions of the health care they receive at their SBHCs. The majority of Oregon's SBHCs participate in the survey by using either an iPad or paper/pencil. During the 2013-14 school year, 1396 students between the ages of 12 and 19 completed the Patient Satisfaction Survey. The survey is completed by the students in an anonymous and confidential manner.

Source

	State (n=1396) %
iPad	1005 72%
Paper	391 28%

Survey Respondent Demographics

Grade

	Site (n=) %	State (n=1387) %
5		2 0.1%
6		48 3.5%
7		127 9.2%
8		112 8.1%
9		251 18.1%
10		295 21.3%
11		291 21.0%
12		261 18.8%

Satisfaction Survey Reports

Health Prevention Topics



22. In the past 12 months, did a doctor or other Health Center Staff talk to you about:

Topic	YES, and I got what I needed	YES, but I did not get what I need	YES, but I didn't need it	NO, but I need to talk about that	NO, I do not need to talk about that
Tobacco Site (n=)					
Tobacco State (n=1298)	248 19.1%	9 0.7%	265 20.4%	30 2.3%	746 57.5%
Healthy eating Site (n=)					
Healthy eating State (n=1343)	616 45.9%	49 3.6%	201 15.0%	56 4.2%	421 31.3%
Drugs Site (n=)					
Drugs State (n=1337)	264 19.7%	10 0.7%	264 20.3%	43 3.2%	748 55.9
Brushing & Flossing Site (n=)					
Brushing & Flossing State (n=1324)	437 33.0%	29 2.2%	157 11.9%	47 3.5%	654 49.4%
Feelings (sad, angry, anxious) Site (n=)					
Feelings (sad, angry, anxious) State (n=1300)	572 44.0%	40 3.1%	142 10.9%	62 4.8%	484 37.2%
Alcohol Site (n=)					
Alcohol State (n=1336)	233 17.4%	17 1.3%	254 19.0%	37 2.8%	795 59.5%
Sexual Health Site (n=)					
Sexual Health State (n=1348)	568 42.1%	26 1.9%	189 14.0%	45 3.3%	520 38.6%

Satisfaction Survey Reports – Health Prevention Topics

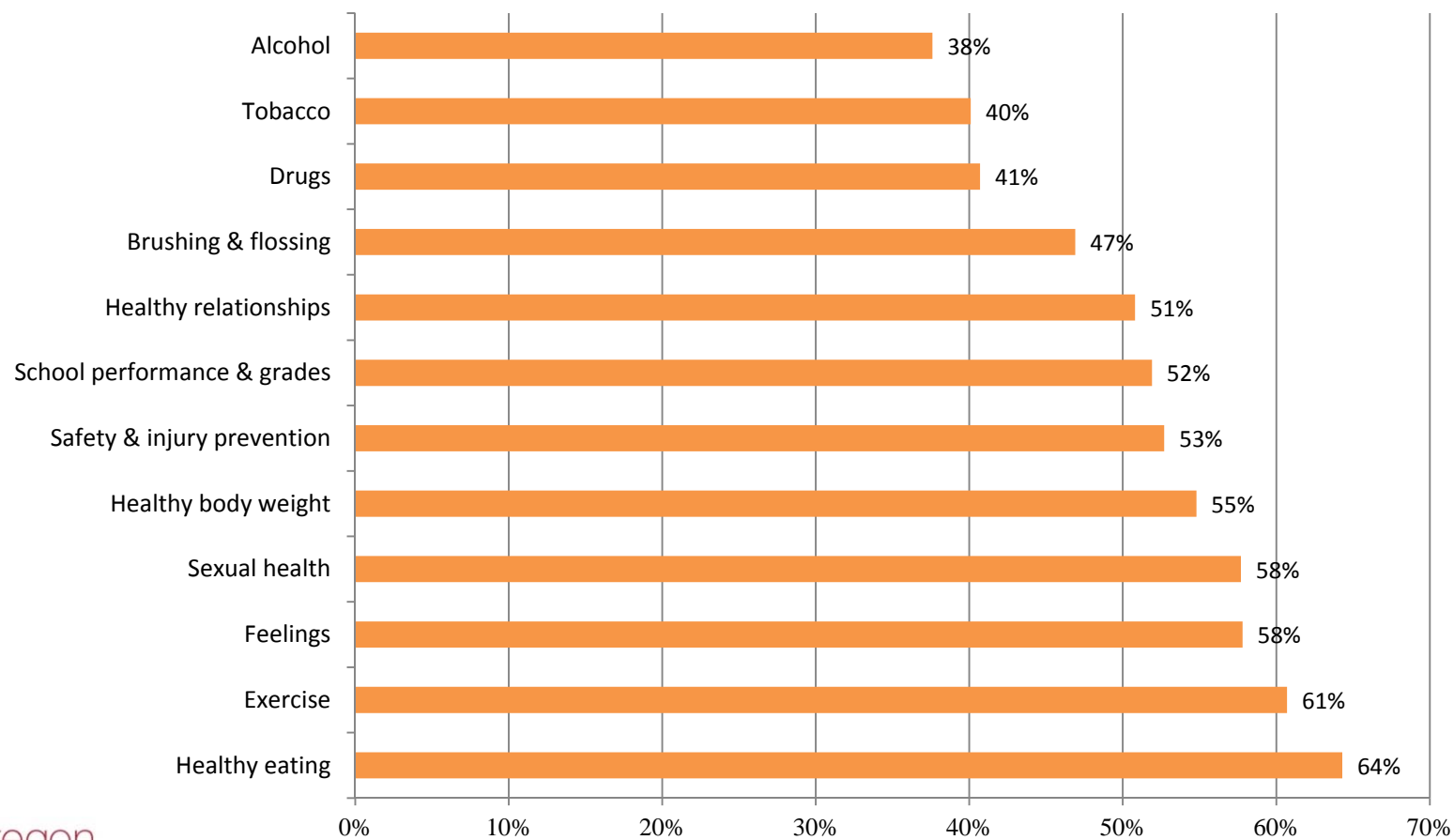
SBHC staff are engaging many youth in valuable conversations about prevention in a number of health topics

- This section of the report gives the opportunity to hear what topics the students remember discussing with SBHC staff.
- More importantly it indicates where students would like to have more information or if they have unaddressed needs on a particular health topic.

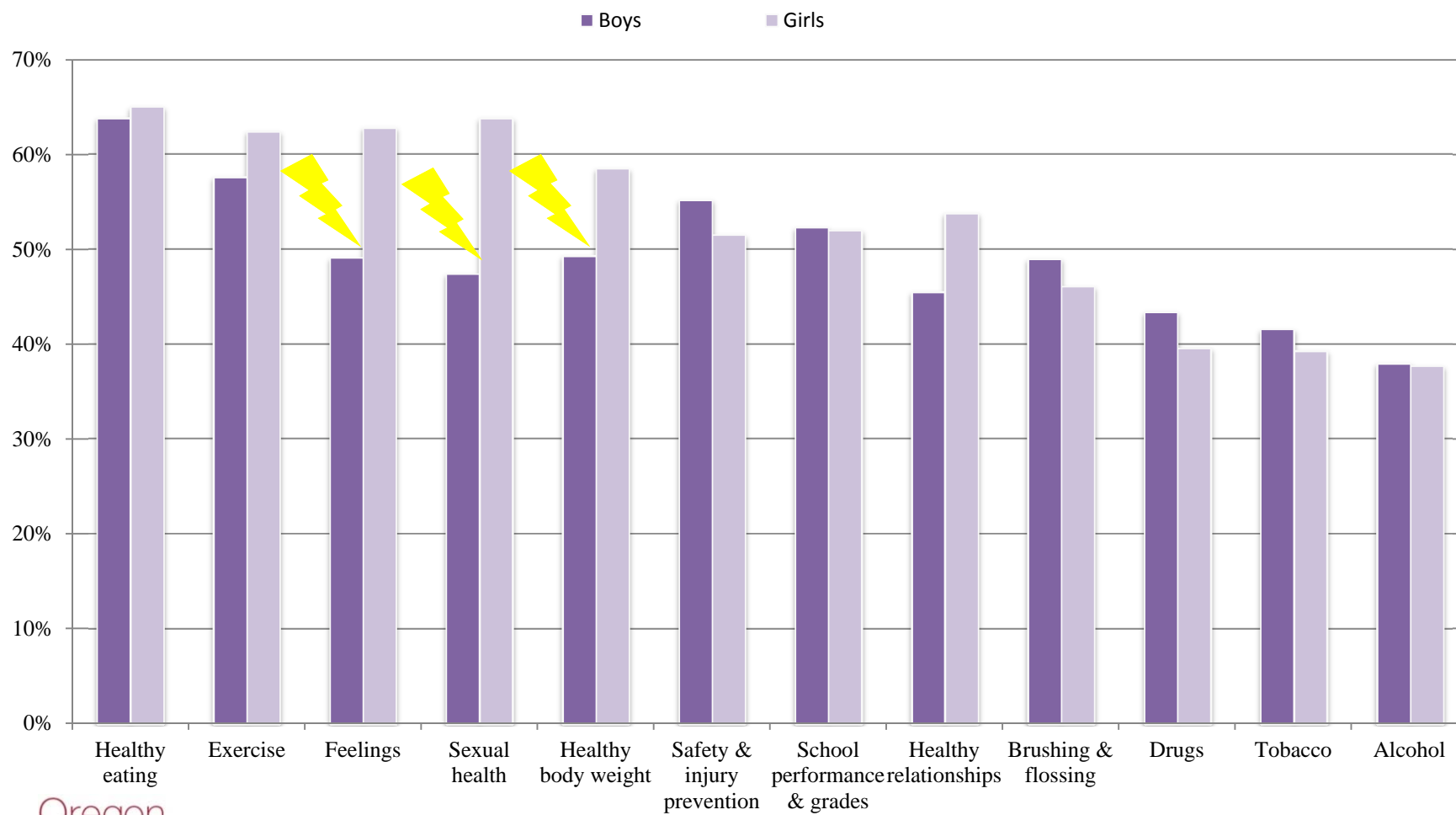
Prevention Messaging & Perceived Need

- What types of prevention messages are youth getting?
- Relationship between what youth get (and remember) and what they need?
- Relevance to clinical practice/awareness?

% Youth Reporting SBHC Staff Discussed Prevention Topics

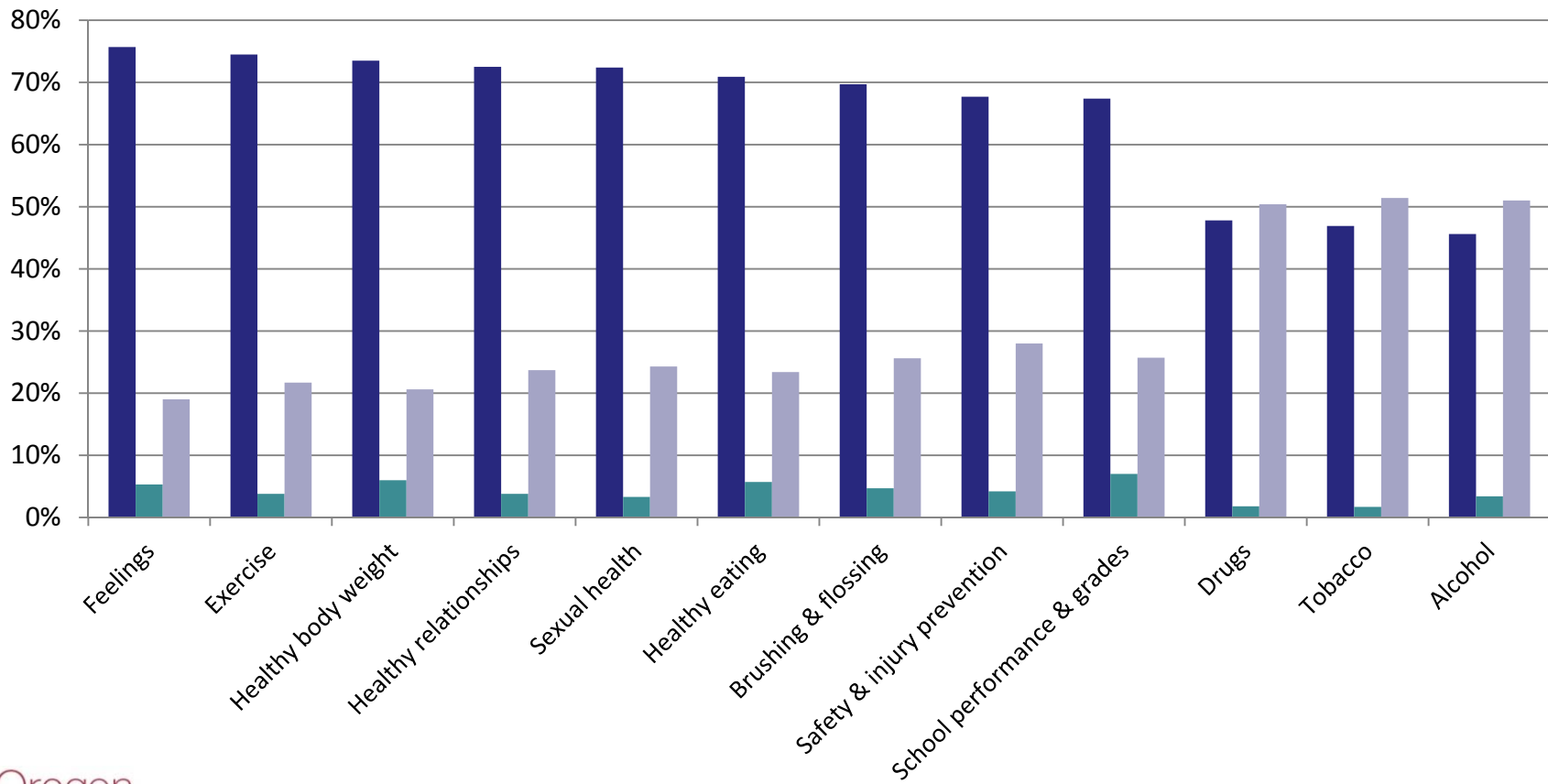


% Youth Reporting SBHC Staff Discussed Prevention Topics

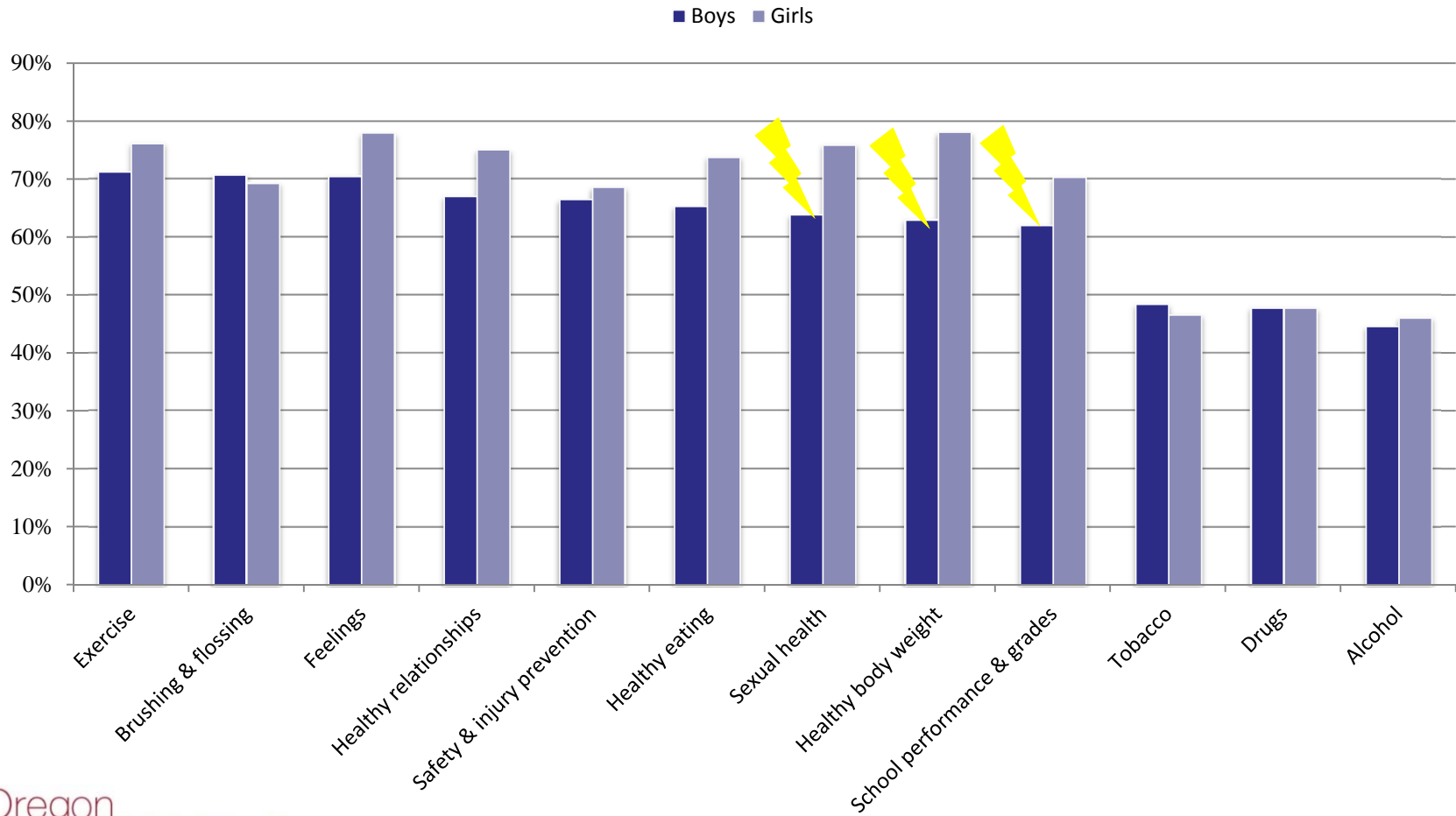


Did Staff Address Your Need?

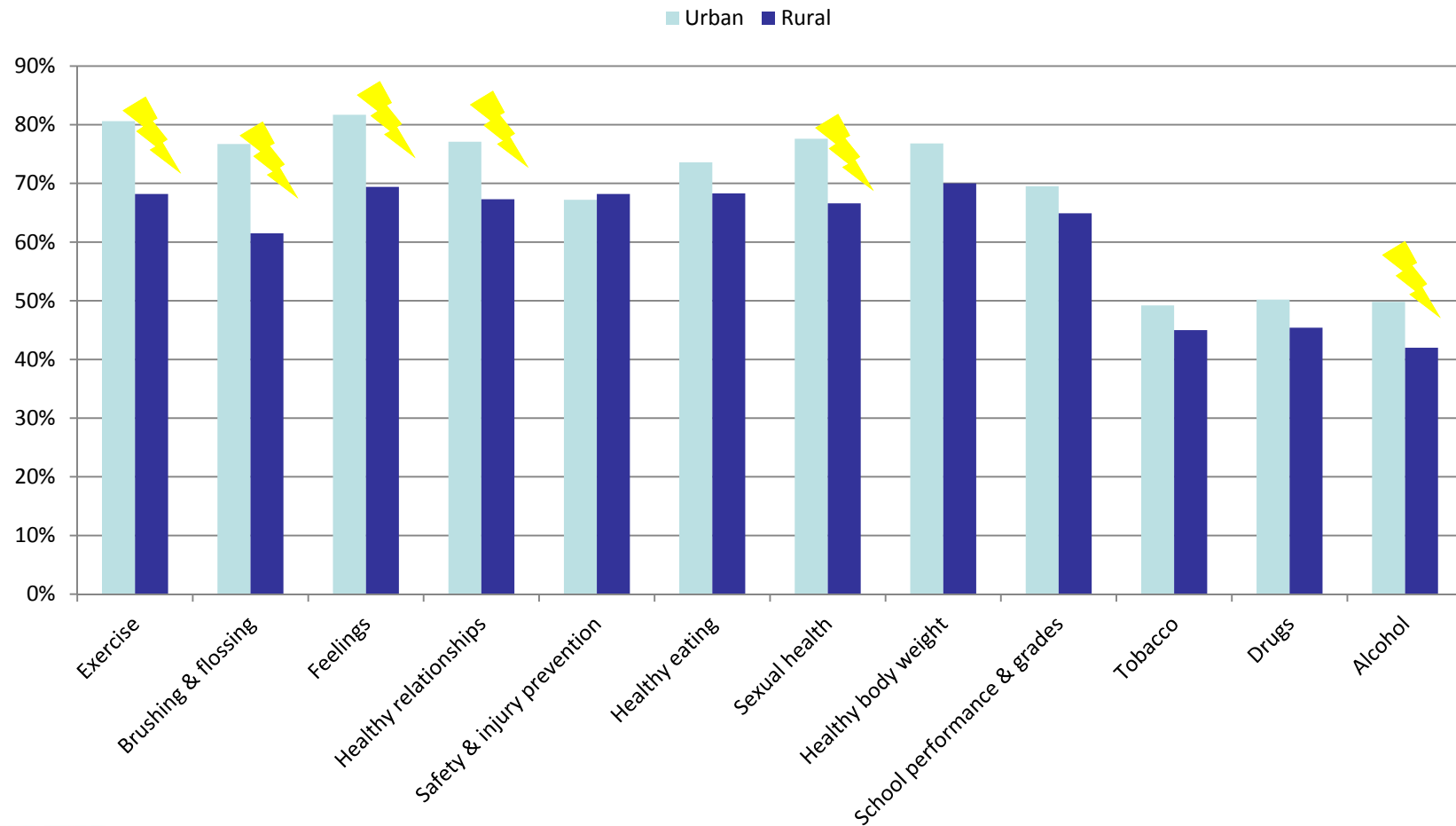
■ % Yes ■ % No ■ % Didn't need it



SBHC Staff Discussion Met Youth Need



SBHC Staff Discussion Met Youth Need

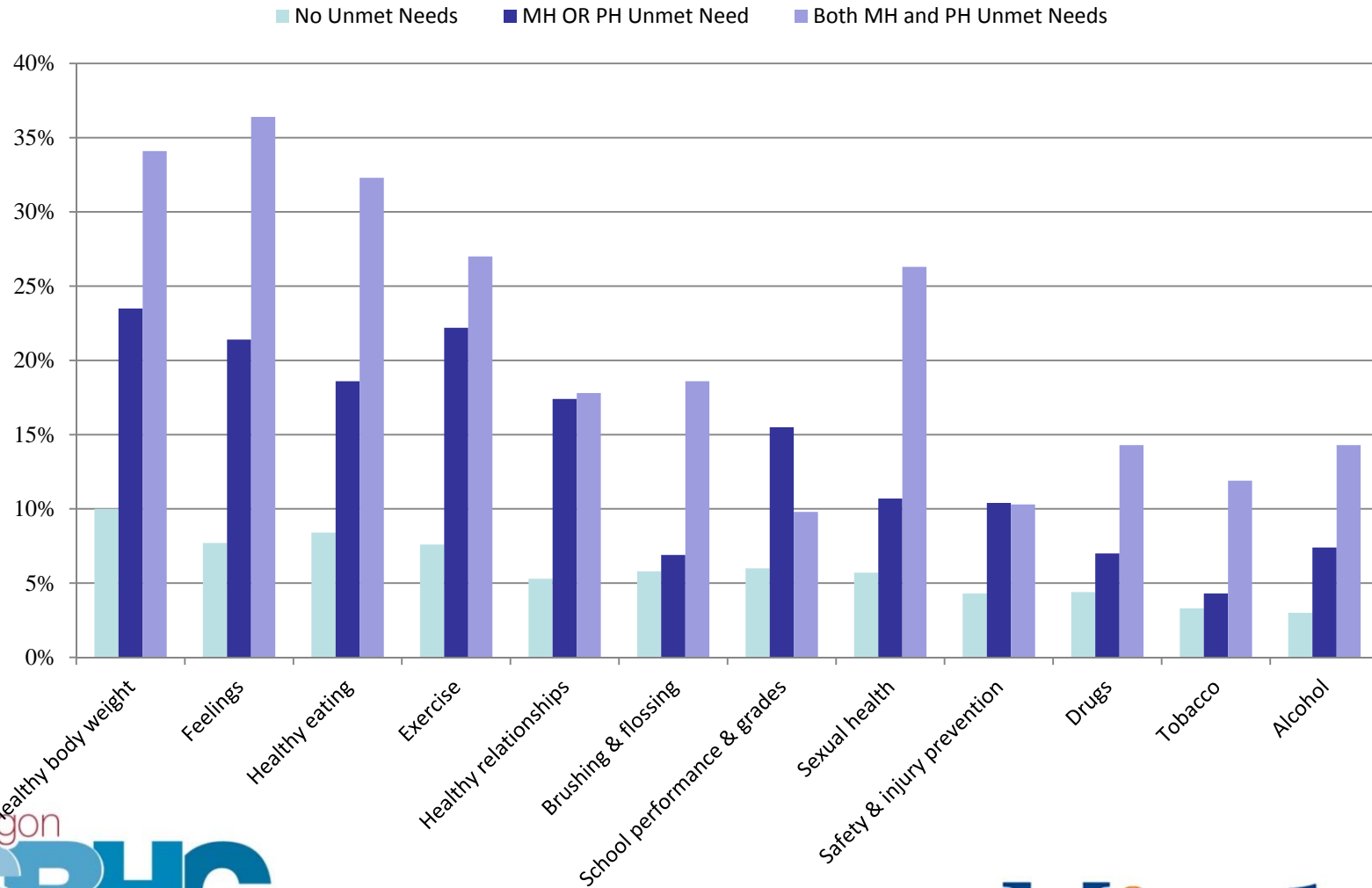


Who Most Needs Extra Messaging?

- 25% of youth identified an unmet MH or PH Need
- These are the youth asking for extra attention

Unmet Needs	Unmet MH Need	No Unmet MH Need
Unmet PH Need	7%	9%
No Unmet PH Need	8%	75%

% Youth Still Needing to Discuss Topic with SBHC Staff



Takeaway Messages - Gender

Girls are more likely to...

- Report discussions of feelings, sexual health, healthy body weight
- Say their needs were met on the topics of sexual health, healthy body weight & grades

Boys are more likely to...

- Say they have NO NEED to talk about healthy eating, sexual health, healthy body weight
- Report NEEDING to talk about brushing & flossing

Other Takeaway Messages

Youth in urban SBHCs are more likely to...

- Report discussions of feelings, grades, healthy relationships and oral health
- Say their need was met on the topics of exercise, oral health, feelings, healthy relationships, sexual health and alcohol

SBHC as “usual source of care” is strongly linked to youth getting messages, regardless of # of visits to SBHC

Small population driving Large Needs

2014-15 Patient Satisfaction Survey

- New survey coming by end of October
 - iPad sites will get email from Loretta
 - Paper sites will get mailing with tracking #
- Content very similar to 2013-14
- Target population same as prior years
 - Ages 12-19
 - Should be offered at the END of an SBHC visit
 - Only participate once per year

Changes to Satisfaction Survey

- No Coin Toss! Every eligible youth can participate
- Survey requirements more equitable
- Minimum # of surveys = ~12% of eligible youth seen in SBHC last year (see handout)
- Midyear check-in: **Submit by January 15th, 2015**
- Remaining surveys still due June 30th
- Paper-based sites will have tracking numbers for both mailings

QUESTIONS???

National SBHC Census Reminder

- Triennial SBHA Census is underway!
- National picture of SBHC services, staffing, population served
- Completion is a state funding requirement (sites open during 2013-14 SY)
- www.sbh4all.org/censussurvey
- Contact census@sbh4all.org for completing 3 or more censuses

Contact Us

School-Based Health Center Program

Oregon Public Health Division

800 NE Oregon St., Ste. 805

Portland, OR 97232

P: 971-673-0249

F: 971-673-0250

sbhc.program@state.or.us

www.healthoregon.org/sbhc



Oregon
Health
Authority