



2012 Status Update: Youth Voice

Improving the Health of Oregon's Children Where They Live, Learn and Play

Oregon has 63 school-based health centers (SBHCs) in 21 counties. Each year, the SBHC State Program Office asks a random sample of students in grades 6 – 12 to provide us with their opinions of the health care they receive at their SBHCs. During the 2010 – 2011 school year, 850 students completed the SBHC Patient Satisfaction Survey and voiced their thoughts about their SBHCs. The survey was completed by the students in an anonymous and confidential manner, and all results were validated.

The SBHC Atmosphere

- Ninety-nine percent of surveyed students reported they are comfortable going to the health center.
- Ninety-seven percent of surveyed students reported they think it's easy to talk to the health center staff.

In their words:

"I've never had a problem getting an appointment and whenever I come in they're all smiles and make me feel at ease to work on my problems."

"Cool place, easy-going, feels safe and welcome."

"Staff at my health center are very nice and easy to speak with, makes me feel welcomed and very comfortable, its somewhere I recommend."

"The health center staff are helpful and I feel safe talking to them."

"I'm glad that I can come here for help and that I can be open and say what I need to say."

The Effect on Behavior

- Ninety-five percent of surveyed students said they are likely to follow the advice of the health center staff.
- Ninety-two percent of surveyed students said receiving care at the health center helped them keep their healthy behaviors.
- Seventy-eight percent said the care they received at the health center helped them change their unhealthy or risky behaviors.

In their words:

"I think that the health center is amazing and I trust the care that they give me every time."

"I think the health center is a huge help to our school. Every time I have been in here I have gotten better and I always feel welcome."

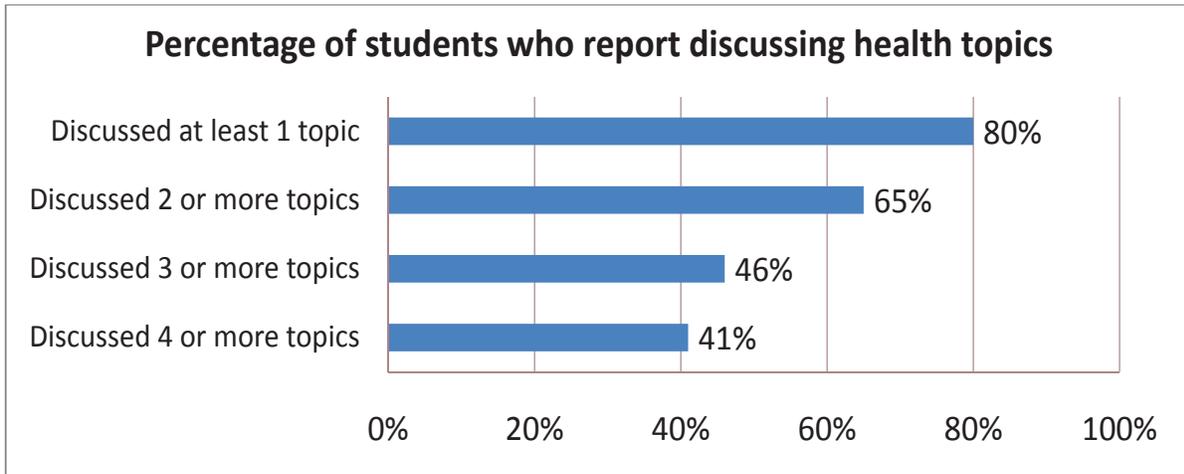
"It's very convenient and it keeps me practicing healthy behaviors."

"The health center has helped me a lot over the past few years and I literally would not be nearly as good as I am now if they weren't here and willing to help kids like me. We could be so much worse off but because of them we've had help."

Prioritizing Prevention

When students come in for a visit, health center staff members take the opportunity to discuss prevention topics.

- ✓ Eighty percent of surveyed students reported discussing at least one prevention topic.



Students reported the most commonly discussed topics were:

- Exercise;
- Feelings;
- Healthy body weight;
- Healthy eating; and
- Sexual health.

Other frequently discussed topics included:

- Alcohol;
- Brushing and flossing teeth;
- Drugs;
- Healthy relationships;
- Safety and injury prevention, and
- Tobacco.

In their words:

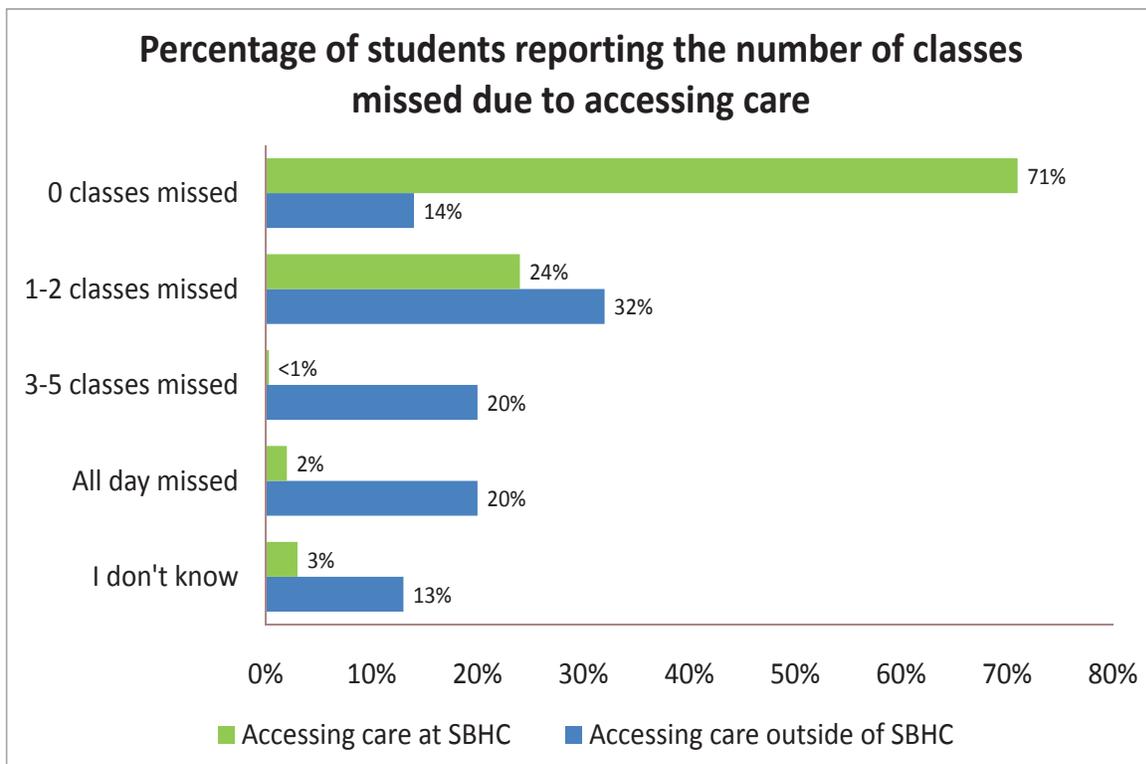
“They show me respect and are not the ‘do this, do this’ type but the ‘you might try this’ type which makes it a lot easier to relate and talk to them.”

“Whenever I come to the health center the on-duty nurse makes sure that I am healthy at the moment and also for the near future before sending me back to class.”

Keeping Kids in School

School-Based Health Centers help students get back to the classroom faster and ready to learn.

- Seventy-one percent of surveyed students reported missing no class time when they accessed care at the SBHCs.
- Seventy-two percent of surveyed students reported they would probably miss at least one class if they went somewhere outside of the SBHC for care.



In their words:

“Having a health center at my school is very convenient. I miss less class because I don’t have to make a trip to the doctor’s office.”

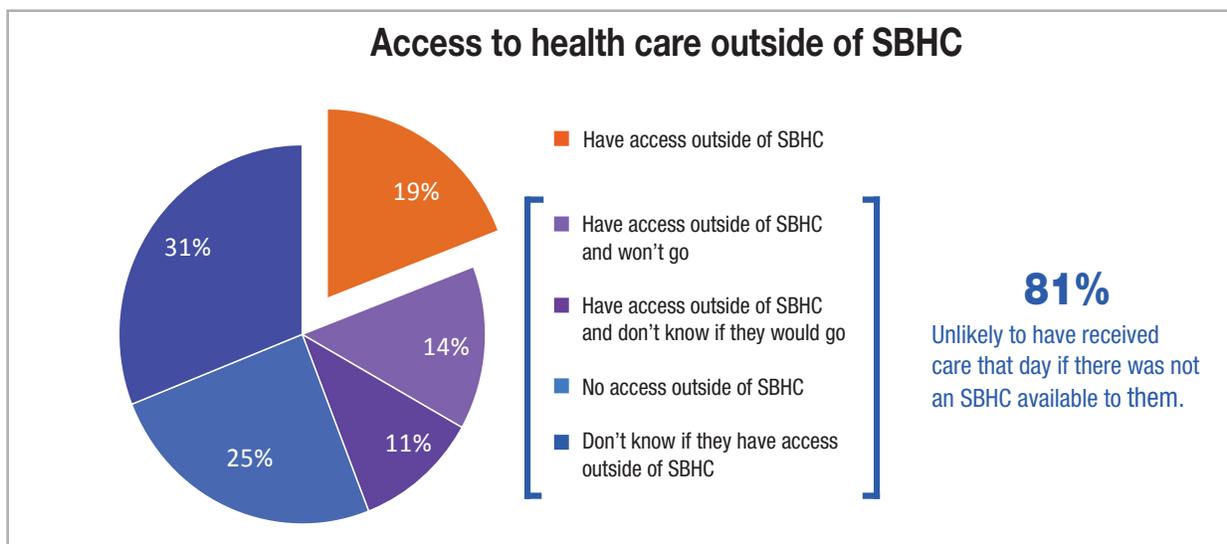
“I love having a clinic at school it makes things much easier.”

“Without the health clinic I would call in sick three times as much.”

Access to Care

SBHCs help improve access to health care adolescents need by reducing barriers — such as inconvenience, cost, transportation, concerns surrounding confidentiality and apprehension about discussing personal health problems — that have historically prevented them from seeking health care services.

- ✓ Eighty-one percent of surveyed students were unlikely to have received care that day if there had not been an SBHC available to them.
- ✓ Nineteen percent of surveyed students reported they have access to care outside of the SBHC, and would have gone that day if there had not been an SBHC available to them.



In their words:

“Thank you for having a health center at my school. I go there whenever I am sick as it would be hard to get an appointment for a doctor. I am very familiar with the staff here and I feel that I can talk to them about any problem.”

“I’ve always been happy knowing that if I or anyone else needs help emotionally or physically, we can get. It helps me feel safer with that knowledge.”

“I enjoy the health center. If it wasn’t here I don’t think I would get everything taken care of.”



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For more information about Oregon School-Based Health Centers
visit www.healthoregon.org/sbhc

This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this form in another format or language, contact the Oregon School-Based Health Center Program at 971-673-0249, 711 for TTY, or email sbhc.program@state.or.us OHA 8862 (5/12)