

Collaborating for High Quality Care: State Programs Working to Enhance SBHC Compliance

Adolescent and School Health Program - Public Health Division - Oregon Health Authority

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Background

School-based health centers (SBHCs) have been in Oregon for over 30 years and held to state Certification Standards since 2000. In 2014, Oregon Administrative Rules were adopted to establish the procedures and criteria the Oregon Health Authority uses to certify, suspend and decertify SBHCs. Certification of a SBHC by the SBHC State Program Office (SPO) is voluntary; a clinic is free to operate without participating in SPO certification. However, only certified SBHCs are eligible for funding from the SPO. Currently, Oregon has 76 state-certified SBHCs in 24 out of 36 counties.

Introduction

The goals of certification standardization are to (1) establish a clearly-defined SBHC model for Oregon; (2) reduce site-to-site variability; and (3) increase evidence-based practice to ensure high quality care among adolescent and child populations. The SPO collaborates with other state programs to provide additional technical assistance to SBHCs and enhance existing state compliance monitoring systems. The collaborative activities help build a strong foundation to meeting the SBHC State Certification Standards and therefore support SBHCs to provide high quality care. The SPO requires every certified SBHC system to have a site review once a biennium. The site visits allow SPO staff to verify compliance and identify areas of needed technical assistance from all state programs.

Results

SBHC State Partnerships

The SPO collaborates primarily with 5 other state programs where there is overlap between program activities and requirements related to SBHC Certification Standards. Table 1 shows the areas of collaboration and overlap regarding SBHC certification requirements.

Action Items

Often times SPO staff identify action items during SBHC site visits that need to be addressed by the SBHC in the timely manner. Between September 2014 and February 2016, SPO identified a total of 486 action items during 54 SBHC site visits. Over half of the action items were related to immunizations, medication or the laboratory (Figure 1). Of the 54 visited SBHCs, 59% had at least one quality or certification compliance issue related to immunization (Figure 2), 72% had at least one issue related to the SBHC laboratory (Figure 3), and 30% had at least one medication-related issue (Figure 4). Over 90% of the identified action items are resolved within 90 days.

Conclusion

Strong collaborative relationships with other state programs provides SBHCs with clear and consistent expectations, allows for opportunities to fill gaps and reduces redundancy in state resources. By conducting regular SBHC site visits, SPO identified necessary action items in a timely manner, and therefore assisted SBHCs to provide high quality care. Future goals for collaboration include partnerships with the State Oral Health Program, the State School Nurse Consultant and enhancing quality improvement efforts between state partners by comparing and aligning surveillance data and clinic requirements.



Supporting High Quality Care Through State Program Partnerships



Table 1: SBHC State Partnerships

Oregon Immunization Program (OIP)		Oregon State Board of Pharmacy (BOP)	
SBHC Certification Standard:	SBHCs must be enrolled in the Vaccines for Children (VFC) program and designate an immunization coordinator. All ACIP routinely recommended vaccines must be available on site.	SBHC Certification Standard:	Medications must be kept in accordance with local, state, and federal rules and regulations. Provider must have capacity to write prescriptions for non-urgent, acute and chronic conditions.
Collaborative Work:	OIP shares data with SPO. OIP provides input on SBHC certification standards and the SPO site review tool. SPO communicates with VFC health educators before and/or after site visits. SPO staff attend monthly OIP meetings. Joint policies are created to improve SBHC vaccine storage and handling. Joint site visits are conducted as necessary. OIP staff present at SBHC coordinators meetings. SPO encourages SBHC staff to receive OIP emails. SPO staff access a shared communication tool to communicate with OIP staff regarding SBHCs. OIP participates on SBHC planning site calls.	Collaborative Work:	BOP provides input on SPO site review tool. BOP consults as needed with SPO.
At site visit, SPO reviews:	<ul style="list-style-type: none"> Statewide immunization registry reports for vaccine accountability, timeliness of data submission and vaccine eligibility; Equipment, refrigerators, freezers, and thermometers; Policies and procedures, standing orders, Vaccine Information Statements, OIP vaccine management guide; Vaccine storage and handling, including review of current vaccine storage temperatures and logs; Vaccine forecasting, education and administration practices during observation of well child visits. 	At site visit, SPO reviews:	<ul style="list-style-type: none"> Safe storage of medication; Pharmacy license and appropriate display; Prescribing and dispensing within scope of practice; Medications for expiration dates; Policies and practices for managing expired medications, drug dispensing records and medication recall.
Oregon State Public Health Lab Laboratory Compliance Section (LCS)		Oregon State HIV/STD/TB Program (HST)	
SBHC Certification Standard:	SBHCs must meet Code of Federal Regulations requirements and hold a valid Clinical Laboratory Improvement Amendments (CLIA) certificate for the level of testing performed or participate in a multiple-site CLIA certificate. SBHCs must have written protocols that ensure timely review and confidential handling of lab results, documentation, follow up of abnormal labs and a written agreement with a CLIA-certified lab that can provide lab services not available on site or restricted by site certificate.	SBHC Certification Standard:	STD prevention, education, testing and treatment and HIV testing and counseling must be available at SBHCs located in middle and high schools. HIV treatment is available by referral. Condoms are available on site or by referral. TB testing is available by referral.
Collaborative Work:	LCS provides input on SBHC certification standards and SPO site review tool. LCS assists in confirming CLIA certificates, attends check-in meetings with SPO staff, and presents at SBHC coordinators meetings. SBHC site reports sent to LCS on an annual basis.	Collaborative Work:	HST shares data with SPO. HST meets with SPO staff periodically to review policies, share resources, and align program goals. SPO encourages SBHC staff to utilize resources such as expanded testing for chlamydia/gonorrhea. SPO encourages SBHC staff to receive HST newsletter. HST present at SBHC coordinators meetings. TB Program provides input to SBHC certification standards.
At site visit, SPO reviews:	<ul style="list-style-type: none"> Lab policies for confidentiality, documentation, lab director signatures, and timely review of abnormal labs; Equipment for maintenance to meet manufacturer and policy requirements; Lab products for expiration dates; Adherence to manufacturer guidelines per package insert for waived testing; Quality control logs, and proficiency testing records, if applicable; Physical lab set up and display of CLIA certificate; Agreements with CLIA certified referral lab. 	At site visit, SPO reviews:	<ul style="list-style-type: none"> Appropriate evidence-based services for STD testing, treatment and messaging about prevention during observation of adolescent well visit; Lab supplies for appropriate STD/HIV testing materials.
Reproductive Health Program (RH)			
SBHC Certification Standard:	Reproductive health exams, pregnancy prevention education and testing must be available on site for SBHCs located in middle and high school. Contraceptive prescriptions, condoms and prenatal care available on site or by referral.		
Collaborative Work:	RH shares data with SPO. RH and SPO coordinate outreach and messaging to shared sites. SPO encourages SBHC staff to receive RH program newsletters. SPO and RH coordinate shared goals for youth-focused initiative. RH presents at SBHC coordinators meetings.		
At site visit, SPO reviews:	<ul style="list-style-type: none"> Appropriate evidence-based reproductive health services including contraceptives, pregnancy testing, health education and prevention messaging during adolescent well visit; Contraceptives and/or condoms for expiration dates; Procedures and products related to dispensing of contraception and/or condoms. 		

Figure 1: Percent of action items found at SBHC site visits by topic area

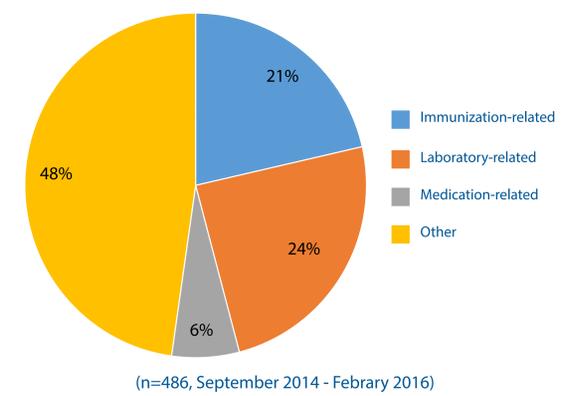


Figure 2: Immunization-related action items found during SBHC site visits

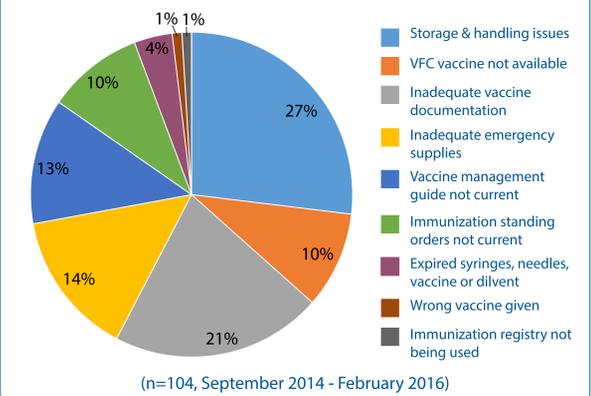


Figure 3: Laboratory-related action items found during SBHC site visits

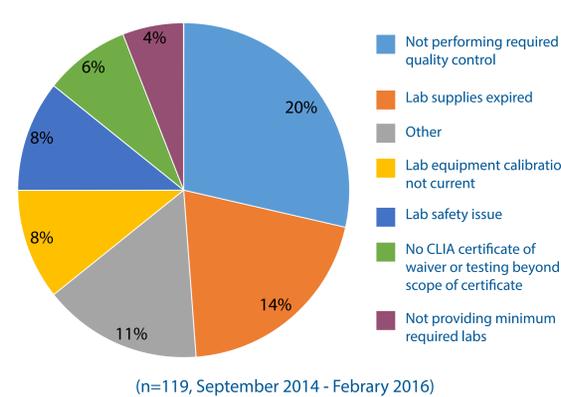


Figure 4: Medication-related action items found during SBHC site visits

