



Montefiore

THE UNIVERSITY HOSPITAL FOR
ALBERT EINSTEIN COLLEGE OF MEDICINE

Putting Adolescents Front And Center: A Full Time Manager Can Make It Happen

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Services**

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Learning Objectives

By the end of this presentation the audience will:

- Understand the strategies used by a program manager to optimize teen services
- Recognize the importance of policy and procedure development in creating access to care
- Learn the broad scope of systems change necessary to implement NY State laws on confidentiality

Why Focus on Adolescent Health?

- Improve overall adolescent health status
- Increase the chances for healthy adulthood
- Fulfill the rights of adolescents to sexual & reproductive healthcare

Barriers to Healthcare Access

- Adolescent
 - Perceived lack of confidentiality
 - Inexperience negotiating the healthcare system
 - Fear of being judged
- Systems
 - Restrictions (mandated parental involvement)
 - Lack of money, insurance, and transportation
 - Inaccessible locations and/or limited services
 - Limited office hours
- Provider
 - Discomfort with sexual & reproductive health
 - Lack of knowledge and skills

Elements of Adolescent Friendly Healthcare

- Adolescent Focused
- Interdisciplinary
- Accessible
- Affordable
- Confidential
- Flexible
- Comprehensive

Health Status Of Bronx Teens

- Teen Pregnancy
- Sexually Transmitted Infections
- Obesity
- Mental Health
- Violence
- School Dropout

Montefiore Medical Group – Our Adolescent Population

- 21 Site Ambulatory Network
 - Federally Qualified Health Centers
 - Sponsored by the Bronx Community Health Network (BCHN)
 - IM, FM, Pediatrics, Teaching & Non-teaching
- ~ 87,000 visits annually
- Types of Insurance

The Montefiore Adolescent Primary Care Initiative (MAPCI)

To ensure provision of the highest quality primary and preventive services for adolescents at Montefiore Medical Center facilities.

Why Did Montefiore Decide to Invest In This Position?

- Montefiore's Mission & Strategic Plan
 - Community Health
 - Commitment to Improving Access

The Manager for Adolescent Health Services

- Position Goal
- Areas of Focus
 - Access
 - Confidentiality
 - Quality

The Manager – Getting Started

Needs Assessment

– Site Visits

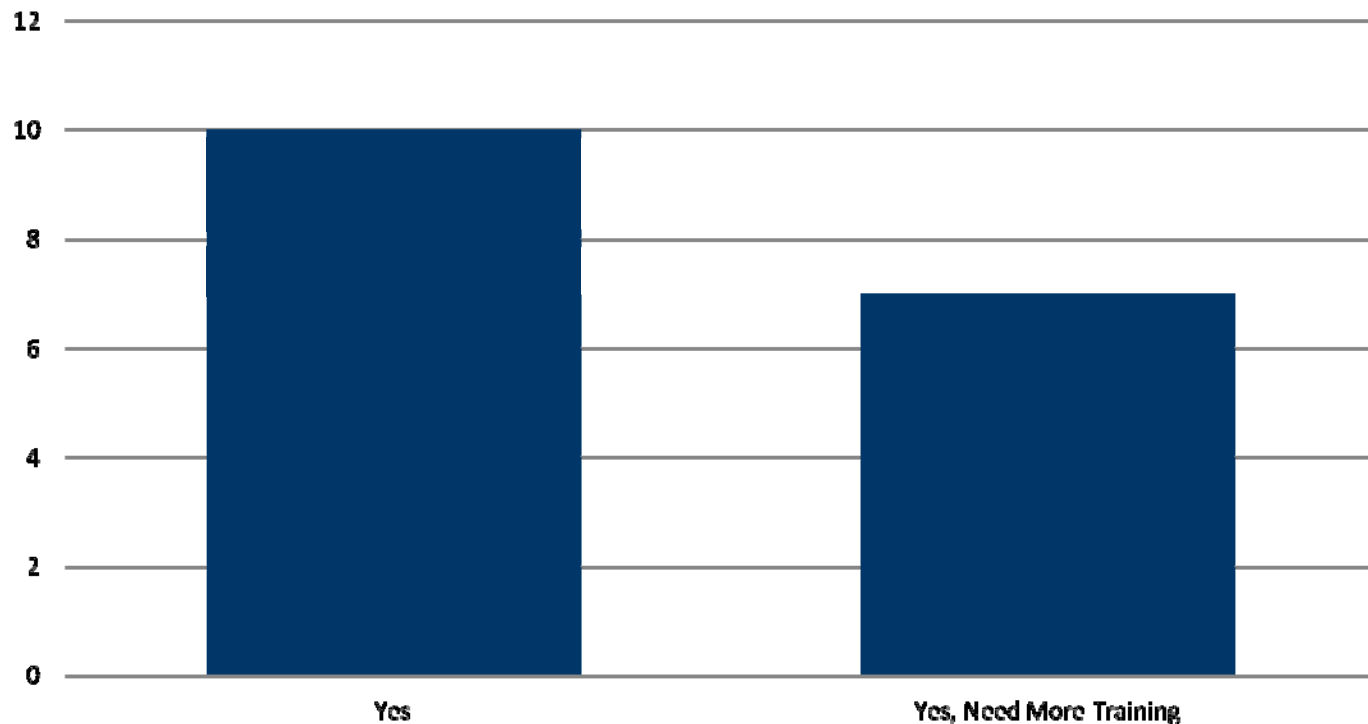
- Understanding of confidentiality
- Understanding site culture

– QI Projects

- Teen Survey
- Chart Review

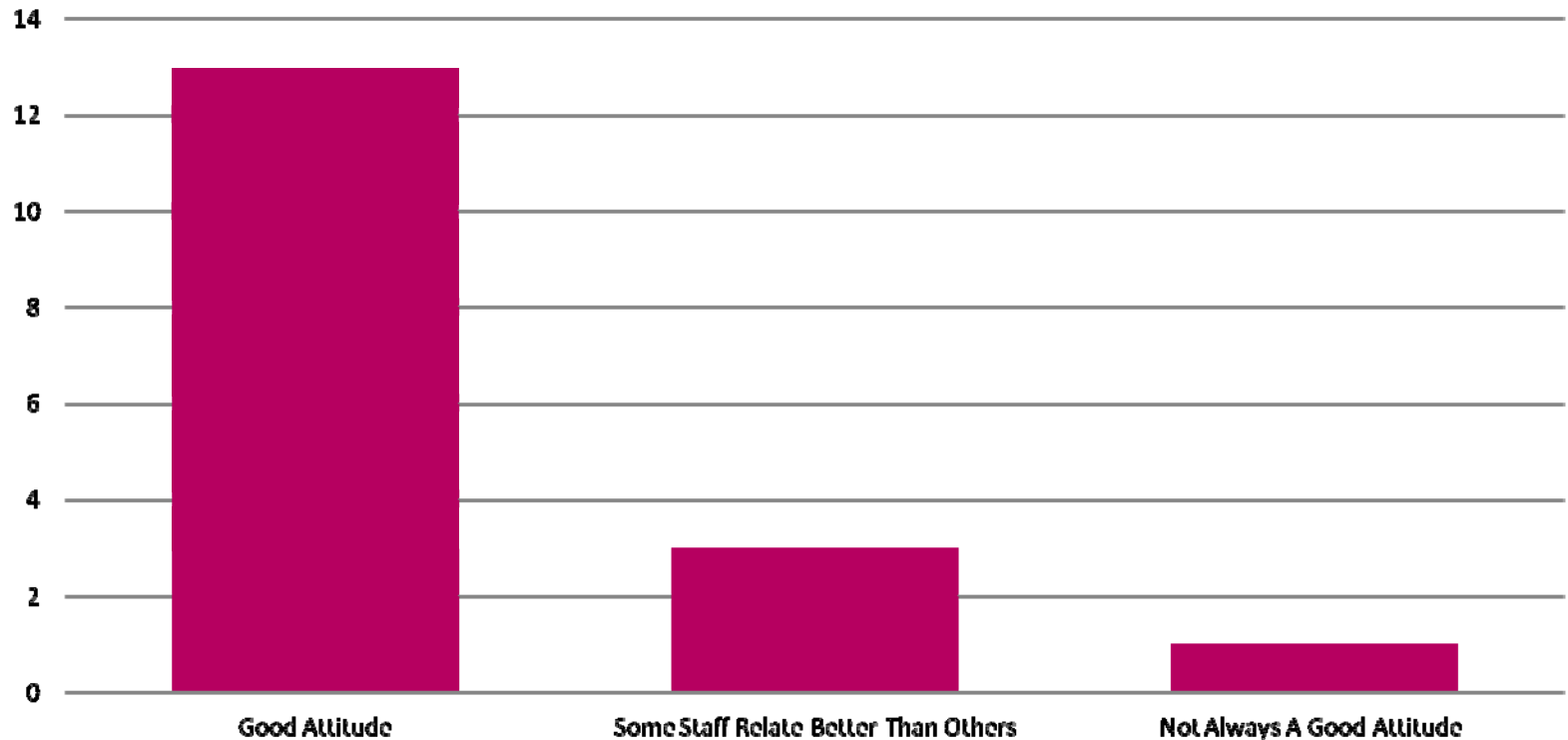
Needs Assessment – Site Visits

Do you have a sense if the PSR's are aware of the Unaccompanied Minor - Confidential Care Policy?



Needs Assessment – Site Visits

Generally, what is the staff's attitude towards the teen patients?



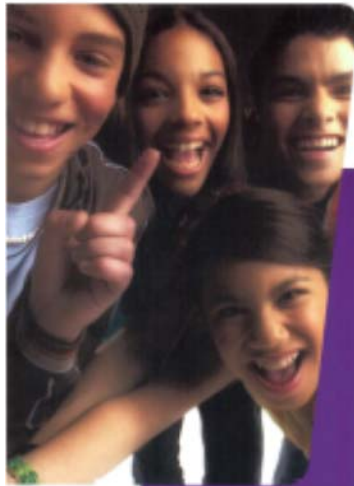
The Manager – Raising Awareness

- Internal Audience
 - Managers & Administrators
 - MAPCI Steering Committee
 - Medical Center Committees
 - Intranet

The Manager – Impacting Our Population

- Dissemination of Products
 - Teen & Parent Welcome Letters
- Institution Wide Policies & Procedures
 - Consent for the Unaccompanied Minor Policy
- Training

Teen Welcome Letters



WELCOME TEENS

Now that you are a teen, you may notice a lot of changes in your body, how you think, your feelings and much more. Your doctor and our staff are here to help you understand and deal with some of these changes.

The way you get healthcare now will also be a little different. Your parents or guardian may be asked to wait outside of the room for part of your visit, giving you private time to talk to your doctor. This means that:

- ✦ You can ask questions you may not want to ask in front of family.
- ✦ Your doctor can get to know you better.
- ✦ Your doctor can then help to identify and prevent problems.

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It is also all right for you to come on your own for care. For most things your parents will need to consent in advance, but if you have concerns about sexuality, substance use or mental health, their consent is not required and the visit remains confidential.

Be sure to ask your provider about adolescent healthcare rights in New York State.

Even though your conversation with the doctor is kept private, you should also talk to your family about any important issues.

Services We Provide

- Annual checkups
- Physicals for school and sports
- Completion of working papers and college forms
- STD, gynecology and pregnancy services
- Health education
- Medical care for problems like acne, allergy, asthma and sports injuries
- Mental health evaluation and referrals; if you are not feeling good about yourself, we can help

We are here for you.

If you have a question, just ask about:

YOUR MIND

Parents
Feeling Sad
Mental Health
Feelings & Emotions
Your Looks
Relationships
Families
Friends
Dealing with Problems

YOUR BODY

Body Beautiful
Taking Care of Your Body
Skin Stuff
Health Basics
Food & Appetite
Exercise
Getting Medical Care
Body Art
Periods

SEXUALITY

Your Changing Body
For Girls
For Guys
STDs & Other Infections
Birth Control
Plan B
HIV Testing
LGBT

SCHOOL & JOBS

Study Tips
Good Friends
School Stuff
Jobs & Volunteering
Bullying/Violence
Driving
Going to College

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Parent Welcome Letters

HEALTHCARE FOR YOUR CHILD IN THE TEENAGE YEARS



As your child changes and grows, he or she is starting on the road toward becoming an adult. One of the lessons your teen will need to learn along the way is how to take care of his or her own health and healthcare needs. One of the jobs of the doctors and nurses who take care of you and your family is to help you and your teenager get ready for this next stage of life.

Teens face many challenges. They think, feel and oftentimes act in ways that are not the same as when they were younger. We can help both you and your child understand the changes and deal with the challenges.

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VISITS ON THEIR OWN

You may sign consent in advance for your teen to be seen without a parent present for routine care, minor illness, follow-up care and immunizations. You will be told about any care that was given during the visit with the exception explained in the Confidential Care section.

CONFIDENTIAL CARE

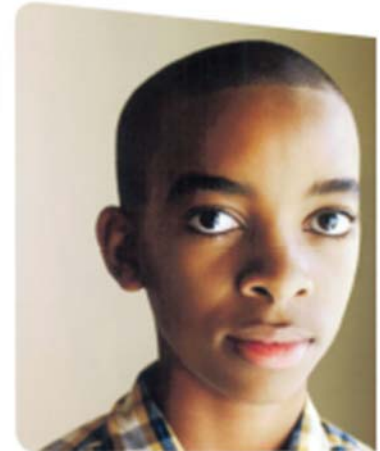
Under New York State law, children under age 18 may be examined and treated for conditions related to reproductive health and mental health without the knowledge or consent of their parents or guardians.

This means that parents will not be told about any care given for a teenager's sexual health or behavior unless the child provides consent. The law also states that if information is learned during care about a condition or event that might cause harm to the teen or others, the parents or guardians will be informed.

We Recommend

A visit every year that includes a complete physical exam; immunizations as needed; check of height, weight, blood pressure, eyes, teeth and body changes, as well as advice about family and school changes, eating, behavior etc. (ask your doctor or nurse for more information).

At each visit, we recommend time for the teenager to be alone with the doctor to ask questions or talk about health or other concerns. What is said will stay confidential unless someone might be hurt, but the doctor will urge the teen to talk about worries with the family whenever possible.



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There's Still Work To Be Done

- Patient Centered Medical Home
- EMR Challenges
- Billing Issues
- Outreach to Teens and Community

Things That I Learned!

- Importance of Engaging All Levels of Staff
- Importance of Understanding How Your Systems work
 - Billing
 - EMR
- Remain Visible