

## 2014-2015 New Haven Program Report Card: Fair Haven School Based Health Center (K-8)

*Quality of Life Result:* All Connecticut children will grow up in a stable environment, safe, healthy and ready to succeed.

*Contribution to the Result:* School Based Health Centers provide healthcare access for school aged students, so that they are healthy and ready to learn.

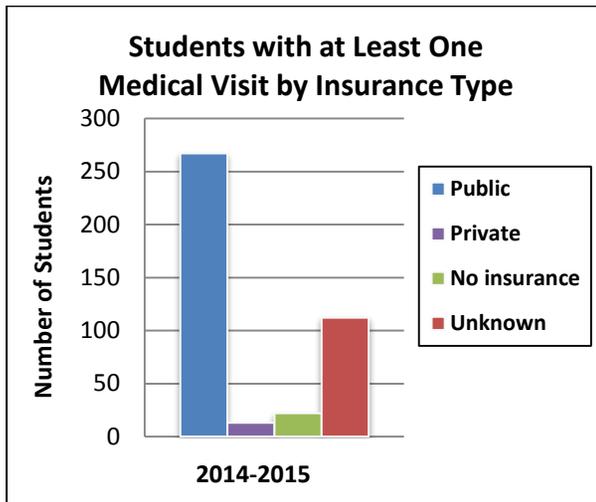
Program Expenditures	DPH SBHC Funding	Other State Funding	Federal Funding (MCHBG, ACA)	Total Other Funding (Other federal, Local, Private)	Reimbursement Generated	Total Site Funding
Actual SFY 14	\$105,971	\$0	\$0	\$0	\$121,152	\$227,123
Estimated SFY 15	\$89,712	\$0	\$0	\$0	\$125,000	\$214,712

*Sponsoring Agency:* New Haven Public Schools

*Partners:* Parents, Students, School Administrators and Faculty, Fair Haven Community Health Center (FHCHC), Board of Education, CASBHC, DPH, DSS, School Based Health Alliance.

### How Much Did We Do?

#### Access and Utilization



#### Story behind the baseline:

Of 802 students in Fair Haven School, 633 (79%) were enrolled in Fair Haven SBHC in 2014-2015. Of these 112 (18%) students were newly enrolled. 414 (51%) enrolled students had at least one medical visit to the SBHC, with a breakdown of users by insurance as follows: 267-Public; 13-Private; 22-No Insurance; 112-Unknown.

Fair Haven is the District's "Newcomers" school where students who are entering the District from a foreign country

and are not proficient in English attend, and are provided with specialized language and support programs. The total number of visits to the SBHC was 1,286. 795 visits (61.8%) were for medical services and 491 (38.2%) visits were for mental health services.

Among medical visits there were 373 (46.9%) male and 422 (53.1%) female. Among mental health visits there were 251 (51.1%) male and 240 (48.9%) female.

Five hundred and four seven (547) (68.8%) medical visits were for Hispanic, 129 (16.2%) for black, 74 (9.3%) for white and 44 (5.5%) for Asian students.

Three hundred and twenty five (325) (66.2%) mental health visits were for Hispanic, 156 (31.8%) for black and 10 (2%) for white students.

Mental Health Screens were conducted at 10 (1.6%) of medical visits.

BMI was measured at 264 (20.5%) clinical visits.

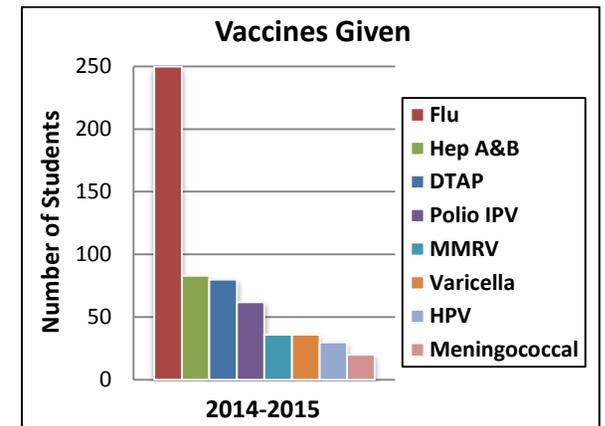
In 2014-2015 school year, in order to increase access and utilization, the SBHC staff participated in orientation, report card night and a summer community event. Promotional pamphlets, flyers and posters were distributed. Almost all students in the "newcomers" classes signed up for SBHC.

Many families would not return paperwork, no matter how many phone calls were made. PCPs of individual students were very reluctant to have SBHCs do annual health screenings, as they wanted to do their own. Most health screenings were done for new students, some were done for sports and camps.

### Trend: [◀▶] – baseline

#### How Well Did We Do?

#### Reduce the Occurrence of Preventable Disease



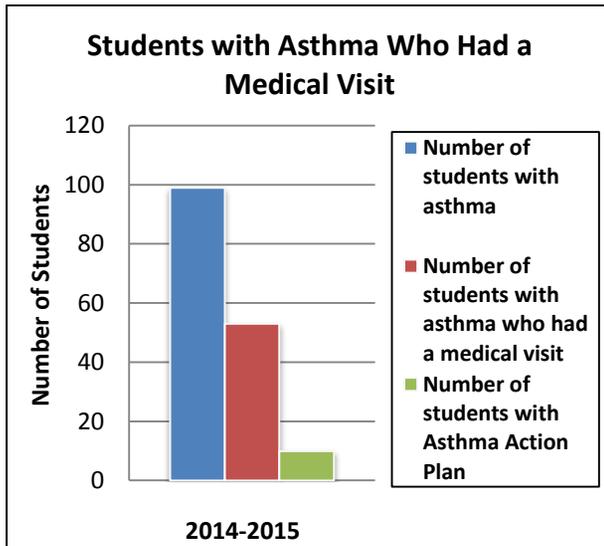
#### Story behind the baseline:

School RN and SBHC nurse practitioner collaborated on tracking and obtaining compliance for immunizations and physical needed for school entry requirements. All students were in compliance for school health requirements by December, 2015. A total of 597 vaccines were administered in the SBHC with a breakdown by type as follows: 250-Flu; 83-HepA/B; 80-DTAP; 62-Polio; 36-MMR; 36-Varicella; 30-HPV; 20-Meningococcal. Multiple notices on flu vaccination were sent home to families as targeted letters, and through the school newsletter.

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Trend: [◀▶] – baseline

### Is Anyone Better Off? Alleviate Asthma Symptoms



#### Story behind the baseline:

A total of 99 students had a diagnosis of Asthma. Primary Care Providers did not want the SBHC to create Asthma Action Plans for the children diagnosed with asthma, and did not always send one to the SBHC upon request.

Ten (10%) students diagnosed with asthma had an Asthma Action Plan in place. Even with Asthma Action Plans in place, children still came to the SBHC with exacerbations because parents did not follow treatment instructions (did not get medicine). With such a diverse population with multiple languages and cultures, more resources are needed to provide appropriate instructional materials. A translation service is utilized for communicating with families speaking other languages during visits, however, follow up communication and locating teaching materials in various languages continues to be a challenge.

Trend: [◀▶] – baseline

#### Proposed Actions to Turn the Curve

#### Access and Utilization

- The SBHC staff will promote enrollment and utilization of SBHC services by participating in parent orientations, report card nights, PTO meetings, involve teachers in encouraging parents to enroll their children. They will distribute permission forms and SBHC materials to all parents; give teachers SBHC permission forms and encourage parents to enroll, and target enrollment follow up to students not enrolled. Conduct outreach efforts to increase awareness of School Based Health Center services including:
  - Regular updates in school newsletter to parents.
  - Work with staff to present to classes and offer SBHC open house to students/families
  - Present to school staff at least twice yearly to introduce staff, clarify roles and services, explain referral process, and the benefits to students/families and staff of having students utilize the SBHC
  - Place SBHC permission forms and promotional materials in waiting rooms, guidance and nurses' offices, main office, and in teacher's mailboxes.
- Contact all enrolled students to have annual health screenings or initial intake.

#### Reduce the Occurrence of Preventable Disease

- Review charts and collaborate with the school nurse to identify enrolled students with chronic illnesses, especially students with a diagnosis of Asthma (100), and confirm status of flu vaccination.
- Schedule appointments for those needing the Flu vaccine.
  - Conduct outreach to students, staff and parents about the importance of preventive vaccinations and encourage the use of SBHCs for getting vaccines, with an emphasis on flu vaccines via: newsletters, flyers, events, materials and announcements.
  - Promote and conduct a Flu clinic in October for students needing the Flu vaccine

#### Alleviate Asthma Symptoms

- Identify SHC users with asthma who don't have an Asthma Action Plan in place through chart review, school nurse and/or parent inquiry or EHRs, and provide one if needed.
- Identify patterns or issues with of asthma medication compliance, frequency of visits for asthma symptoms, and hospitalizations through chart notes or EHRs Identify/document results via chart notes or EHRs.

- Identify asthma users with documented flu vaccines (chart notes, school nurse and/or EHR).
- Identify/document asthma symptoms and triggers through student/parent inquiry or EHRs.
- Offer targeted health education group such as "Open Airways" to students who present with frequent asthma symptoms (more than once a month) and poor management of symptoms.

#### Data Development Agenda:

In the fall of 2014, a new SBHC Data management system, HealthX, was being developed with a company called Lumen, to enable the New Haven Public Schools (NHPS) to capture, analyze and report visit and other SBHC data accurately.

Though NHPS are still developing and improving the program, it is expected that this will allow New Haven Public Schools, for the first time, to standardize data entry, data collection, run reports, and to track progress and measure impact across all 17 sites, 11 which are funded through DPH. Having one universal data system for SBHC visits will also eliminate discrepancies of data reporting from agencies having different EHR systems, and collecting different data.

NHPS will be conducting data entry/management training again for all SBHC office managers and as needed throughout the year to ensure they are entering data accurately as improvements are made. Lumen will be improving the program this school year to better meet NHPSs needs and ensure that all visit encounter data is accurately captured and reported.