

2014-2015 Program Report Card: Crosby/Wallace School Based Health Center, (6-12)

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

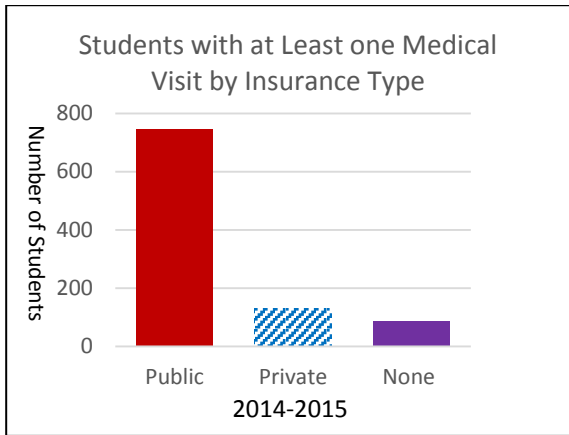
Contribution to the Result: School Based Health Centers provide healthcare access for school aged students, so that they are healthy and ready to learn.

Program Expenditures	DPH SBHC Funding	Other State Funding	Federal Funding (MCHBG, ACA)	Total Other Funding (Other federal, Local, Private) in-kind	Reimbursement Generated	Total Site Funding
Actual SFY 14-15	\$124,144	\$0	\$0	\$0	\$0	\$124,144
Estimated SFY 15-16	\$124,144	\$0	\$0	\$0	\$0	\$124,144

Partners: Waterbury Board of Education, Teaching Faculty, School Psychologist and Social Workers, Administrators, Parents, Parent Liaisons, Wellmore, CASBHC, DPH, Bridge to Success Community Group/Advisory Board, DSS, CT Chapter of the AAP, School Based Health Center Alliance.

How Much Did We Do?

Access and Utilization



Story behind the baseline: Crosby/Wallace SBHC, operated by StayWell Health Center, an (FQHC), serves the Crosby High School (grades 9-12) and Wallace Middle School students (grades 6-8). The middle and high schools are joined by a common hallway. The Crosby/Wallace SBHC was designed and built during the spring and summer of 2014 and licensed and opened the first week of September 2014. The Crosby/Wallace SBHC provides a complement of medical, dental and behavioral health services.

During the first baseline year the SBHC opened, 964 (34%) of students enrolled in the Crosby/Wallace SBHC for the 2014-2015 school year. There were 2,812 students enrolled in the Crosby/Wallace school complex. Crosby High School has 1,463 students and Wallace Middle School, the largest middle school student body in

Waterbury, has 1,349 students. Approximately one third of Crosby/Wallace students enrolled in the SBHC during its first year of operation. 461 (48%) of enrollees completed a SBHC visit. One thousand four hundred fifty-seven (1,457) visits occurred with an average of 3.16 visits per patient. Four hundred sixty-eight (468) medical visits, four hundred eighty-one (481) dental visits and five hundred eight (508) behavioral health visits occurred at Crosby/Wallace in the 2014-2015 school year.

Of the 964 students enrolled during 2014-2015, 746 or 77% were enrolled in the HUSKY Medicaid Program, 131 (14%) had private commercial insurance, and 87 (9%) had no insurance or did not report any insurance.

Medical and dental services are provided by StayWell's clinical staff and mental health services are provided by clinicians subcontracted from Wellmore.

100% of children receive an outreach contact. During the first week of school, new enrollment forms are distributed to children to update demographic and/or health information or to newly enroll. The Crosby High School and Wallace Middle School RNs are provided enrollment forms to distribute to those who are new during the year or who have not enrolled.

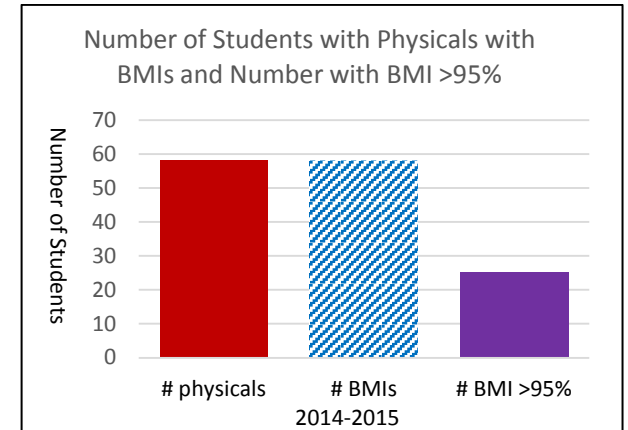
The SBHC Manager attends various school outreach functions such as Open Houses, Middle School Orientation, Community Expos, etc. order to promote the SBHC. The SBHC Manager also works closely with the school administration, athletic coaches and directors, parent liaisons, and family resource staff to promote and communicate regarding SBHC services.

All students, unless they are undocumented, are referred to the StayWell Health Center Community Programs Dept. for assistance in getting HUSKY insurance.

Trend: [◀▶] Flat/ No Trend

How Well Did We Do It?

Reduce Obesity in SBHC users



Story behind the baseline: During the 2014-2015 school baseline year, the year Crosby/Wallace SBHC just opened, four hundred sixty eight (468) medical visits took place, including eighty-three (58) physical examinations at Crosby/Wallace. Many physicals occur when students wish to play in school sponsored sports, where a physical is needed, and when seniors wish to enroll in college. Students either leave the PCP that they had as young children, fail to go for regularly scheduled exams, or move

into the area as transfer students. In addition, it often takes many weeks or months to get a local physical appointment. 100% of students having a physical had BMIs recorded in their medical record. 100% of students with BMIs greater than or equal to 85% were provided nutritional counseling. Twenty-five (25) students, identified as having BMIs greater than or equal to 95%, were followed up quarterly with

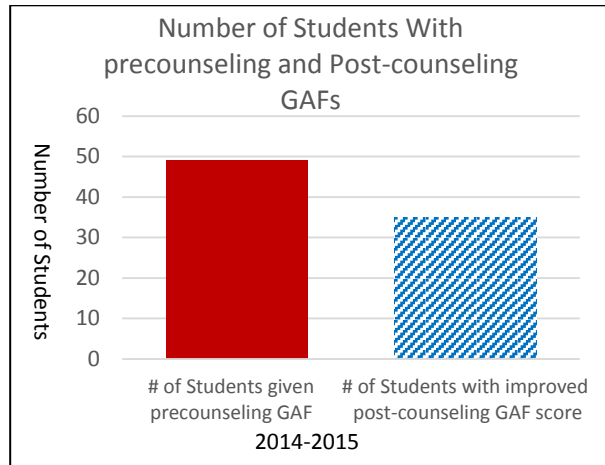
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weight checks and a written plan to improve nutrition and increase physical activity. Materials also went home to parents/guardians.

Trend: [◀▶] Flat/ No Trend

Is Anyone Better Off?

Mental Health Improvement



Story behind the baseline: 100% of the Crosby/Wallace Guidance, Social Work, and School Psychology Staff received referral forms at the beginning of the school year which they could use to refer their students to the Crosby/Wallace school based health center. Students who were thought to be experiencing difficulties in or outside the classroom and could benefit from counseling were referred. Seventeen children (17) were referred by the school staff for counseling. Three (3) students were referred from the SBHC APRNs for counseling upon completing the PHQ-9 at the physical. The balance was either referred by parents or self-referred.

Forty nine (49) children received individual & group counseling services during the 2014-2015 school year at Crosby/Wallace. Five hundred eight (508) behavioral health visits took place. An average of 10.4 behavioral health visits per child. These services are sub-contracted through Wellmore with a Licensed Professional Counselor (LPC).

Thirty five of the 49 children (71%) received counseling for 90 days or more and had an average increase in GAF scores of 10 points.

Three counseling groups were established around Grief and Loss/Bereavement, Anger Management, and Social Skills.

Measuring the impact of the medical, dental, and behavioral health services provided by the Crosby/Wallace SBHC goes beyond numbers, especially as it relates to children from an urban area like Waterbury. Sixty (60) student patients at Crosby/Wallace SBHC were given a Satisfaction Survey during the months of May and June 2015.

The most striking student comments were:

- “They serve me with joy”
- “The school based health center is my happy place. I don’t know why, but every time I enter here I smile and become happy again.”
- “They treated me with respect and kindness.”
- “I don’t have to leave school to see a doctor.”

Crosby/Wallace Student Survey

MEASURE/QUESTION	RESPONSE
Is the SBHC clean, safe & comfortable	Yes-100% N=60
How has the staff treated you?	Positive=100% N=60
What do you like best about the SBHC	Positive= 100% “Not missing school because of a doctor’s appt.” “Close by with easy access” “I get information about what to do to stay healthy”
What can the SBHC do better?	49 responded nothing 5 stated be faster, more providers 3 responded food/snacks 3 cable/ more TV shows

Trend: [◀▶] Flat/ No Trend

Proposed Actions to Turn the Curve:

Access and Utilization

- Increase APRN hours.
- Continue outreach activities with parents, students, and school staff.
- Partnering with key staff at each school to address the areas they have prioritized, i.e. absence due to flu, programming to build social/emotional skills in elementary school children, BH services for kids with flat affect, but no disciplinary record.

Obesity Reduction:

- Information on good nutrition and exercise
- quarterly weight checks, and group education will be provided to student with a high BMI
- Make referrals to physical activity resources in the community
- Track student lifestyle changes

Mental Health Services:

- Promote suicide and self-harming awareness and prevention activities for school staff, parents, and students appropriate for age.
- Continue group counseling.

Data Development Agenda:

- Data from EHR will be used to continue to monitor operations and quality assurance.
- All new clinicians will meet with the SBHC Manager re: data collection during their first week on the job.
- All returning clinicians will meet with the SBHC Manager re: data collection and discuss during quarterly staff meetings.
- Data will be shared by the schools in order to make data-driven decisions regarding service need and outcomes.