

# 2013-14 Program Report Card: Mom's Clinic; School Based Health Center (SBHC) at Hamden High (9-12)

## 2013-14 Program Report Card: Mom's Clinic, A SBHC at Hamden High (operated by Quinnipiack Valley Health District)

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

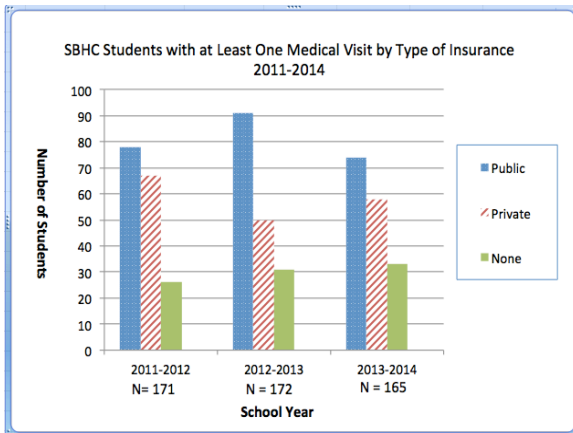
**Contribution to the Result:** By providing mental and physical health care services along with health education strategies to improve health to the adolescent population at Hamden High School, students who are healthier and can understand how their current actions can affect their lifelong health.

Program Expenditures	DPH SBHC Funding	Federal Funding	Other State Funding	Total Other Funding	Reimbursement Guaranteed	Total Site Funding
Actual SFY 13-14	\$122,306	\$0	\$0	\$800 (Hamden Rotary Club)	\$25,845	\$148,951
Estimated SFY 14-15	\$115,229	\$0	\$0	\$1000 (Hamden Rotary Club)	\$20,000	\$136,229

**Partners:** Parents, Students, CASBHC, DPH, DMHAS, The Rotary Club of Hamden, Board of Education, School Administrators and Faculty.

### How Much Did We Do?

Improve access to and utilization of primary and preventive care.



**Story behind the baseline:** Three hundred eighty-five (385) students were enrolled in Mom's Clinic for school year (SY) 2013-2014. Of these 385 students; 137 (36%) were newly enrolled this year. One hundred sixty-five (43%) of the enrolled students had at least one visit to the SBHC. Total clinical visits equaled 880. 516 visits by 156 students were for medical services and 364 visits by 35 students were for mental health services (27 students used both medical and mental health services). In addition, there were 153 case management interventions that were not billable. Examples include consultations with other agencies or services, such as Nurturing Families, pharmacies, or the Department of Social Services (DSS.)

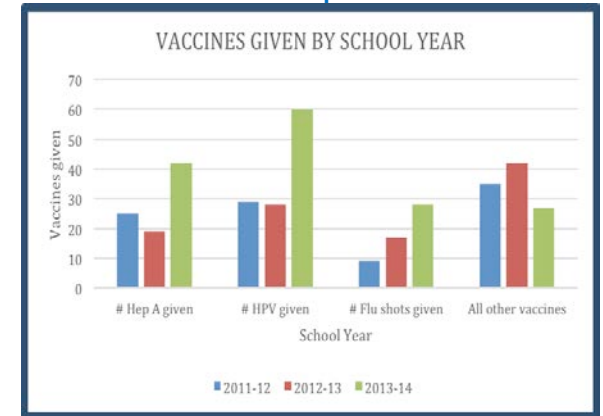
The number of enrollees and users of services did not vary greatly from the previous two years: In 2011-2012, there were 366 students enrolled and 171 users of services; In 2012-2013, there were 375 students enrolled and 171 users of services. The number of visits decreased due to staffing issues. (There were 880 visits in 2013-2014; 930 in 2012-2013; and 1,401 in 2011-2012). In the 2013-2014 school year, a majority of users were minorities (68%) and had public insurance (45%). Thirty-five percent (35%) had commercial insurance and 20% had no insurance. Therefore, Mom's Clinic services tend to be serving those with the greatest need. Information about SBHC services were disseminated to the school community through direct mailings, Clubs/Orientation night and classroom presentations reaching 75% of the school population.

Over the course of the 2013-2014 school year, 59 physical exams were performed, including 12 physical exams (PEs) for non-compliant 10th grade students. This exam included a mental health screener to help identify students in need of mental health services. Body Mass Index (BMIs) were measured for students who had a physical exam (59) and at-risk students were identified and offered nutritional counseling. Students with asthma or with asthma noted in their records (N=12) had their Asthma Action Plan reviewed and updated. Four hundred sixty two (462) students received an educational session on STDs and 412 students received an educational session on tobacco products and their health effects. All of these services contribute to the wellbeing of the adolescent.

Trend: ◀▶

### How Well Did We Do?

Reduce the occurrence of preventable disease.



#### Story behind the baseline:

Immunization services are a vital component delivered at the SBHC. Mom's Clinic did not only provide state-mandated vaccines but promoted non-mandated vaccines: Hepatitis A, Human Papilloma Virus (HPV) and flu. All students currently without health insurance or who have HUSKY were offered all three non-mandated vaccines. All students enrolled in Mom's Clinic, regardless of insurance status were offered the flu vaccine. Every student who used SBHC services was educated on cold and flu prevention.

Overall, 157 immunizations were given during the 2013-2014 school year: 42 Hepatitis A, 60 HPV, 28

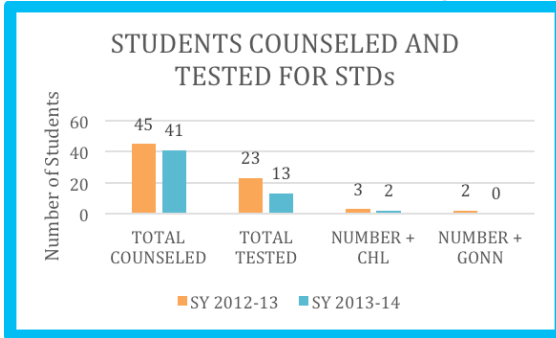
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flu, and 27 for all other vaccines. The majority of vaccines were non-mandated vaccines. The SBHC promoted the HPV vaccine to both boys and girls. Posters promoting hand washing as a primary means of decreasing the spread of germs were displayed. Flu shots were strongly encouraged. All three non-mandated vaccines required parental permission. Routine immunizations were provided as indicated by the Morbidity and Mortality Weekly Report (MMWR) immunization schedule for adolescents. Several students (17) arriving from other countries were immunized for school entry.

Trend: ▲

### How Well Did We Do?

Reduce the occurrence of STDs among students.



**Story behind the baseline:** All students making a visit to the APRN were assessed for their sexual activity status. All sexually active students were educated and counseled about Sexually Transmitted Diseases (STDs). In 2013-2014, 41 students who made a visit to the SBHC were identified as sexually active. Of the 41 students, 13 (28%) were tested for STDs. Of those 13, 2 (7%) tested positive for chlamydia.

Although all sexually active students are counseled about the health effects of unprotected sexual activity, not all students embrace the education and may opt to not return for testing. In an effort to decrease STD rates across the whole student school population, the APRN made presentations to all 10<sup>th</sup> grade health classes over the course of the 2013-2014 school year.

Trend: ◀▶

### Is Anyone Better Off?

MEASURE/QUESTION	RESPONSE
“The services at Mom’s have met my health needs”	YES-80% (N=32)
“My attendance in school has improved.”	YES-35% (N=14)
“My grades have improved.”	YES-38% (N=15)
“I learned that my actions could affect my health.”	YES-60% (N=24)

**Story behind the baseline:** Measuring the impact of the services delivered at the SBHC must go beyond numbers. It is a given fact that providing immunizations will prevent disease. It is also an established fact that a physical exam can identify potential health issues. What is harder to link to good health is for students to recognize that their behaviors affect their health status. A goal for Mom’s Clinic is to help students to identify their role in their well-being and how their actions can impact their life-long health.

One method for assessing health outcomes was to administer a Student Satisfaction Survey. Forty (40) students completed the survey. A sample of questions asked of students on the 2013-2014 survey is presented in the chart. Overall, the students felt that the services at the SBHC met their health needs. More than one-third of respondents saw improvements in their grades and attendance, specifically as a result of using the SBHC. There were even greater strides made with those using mental health services than those utilizing medical services. This is likely due to the frequency of visits on the part of those making visits to SBHC social worker. While the percentages for these two outcomes are lower than desired, it is still impressive that a third of students receiving services saw improvements in their grades and attendance.

Sixty percent (60%) of all surveyed students felt that they have learned that their actions can affect their health. While this is encouraging, it is desirable that a greater percentage would connect their behavior and their health status.

The SBHC should be able to meet the health needs of the students who use these services. While an overall rating of 80% for this statement is good, a target of 90% is set for next school year (2014-2015). The statement as presented to the students may need to be reworded. Those seeing the SBHC social worker may not interpret these visits as “health visits” in the traditional mode of health care, which may have been interpreted to mean physical health.

### Proposed Actions to Turn the Curve:

#### Access and Utilization:

- Increase marketing and promotion of SBHC services to families and within the school to increase enrollment and utilization numbers.
- Increase APRN hours to increase access to SBHC services.

#### STD Prevention:

- Provide education on prevention to all sexually active students using Mom’s Clinic services.
- Increase the number of STD tests for all sexually active students.
- Offer baseline testing for HIV to all students seeking care.

#### Reduce the Occurrence of Preventable Disease:

- Promote and provide flu vaccinations to all students who are enrolled in the SBHC.
- Promote and provide all routine and non-routine vaccinations to students who are enrolled in the SBHC.
- Provide education on preventing acute illness such as colds and flu to all students who are enrolled in the SBHC.

### Data Development Agenda:

- QVHD staff will continue to learn how to effectively use the electronic health record software program currently in operation (eClinicalWorks) in order to produce reports relevant to operations and quality assurance.
- QVHD staff will continue to work with DPH on how to export eClinicalWorks reports relevant to operations and quality assurance.