



Ensuring Linkages and Referrals to Youth-Friendly Health Care Services

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TPP Tier 1 New Grantee Orientation Meeting
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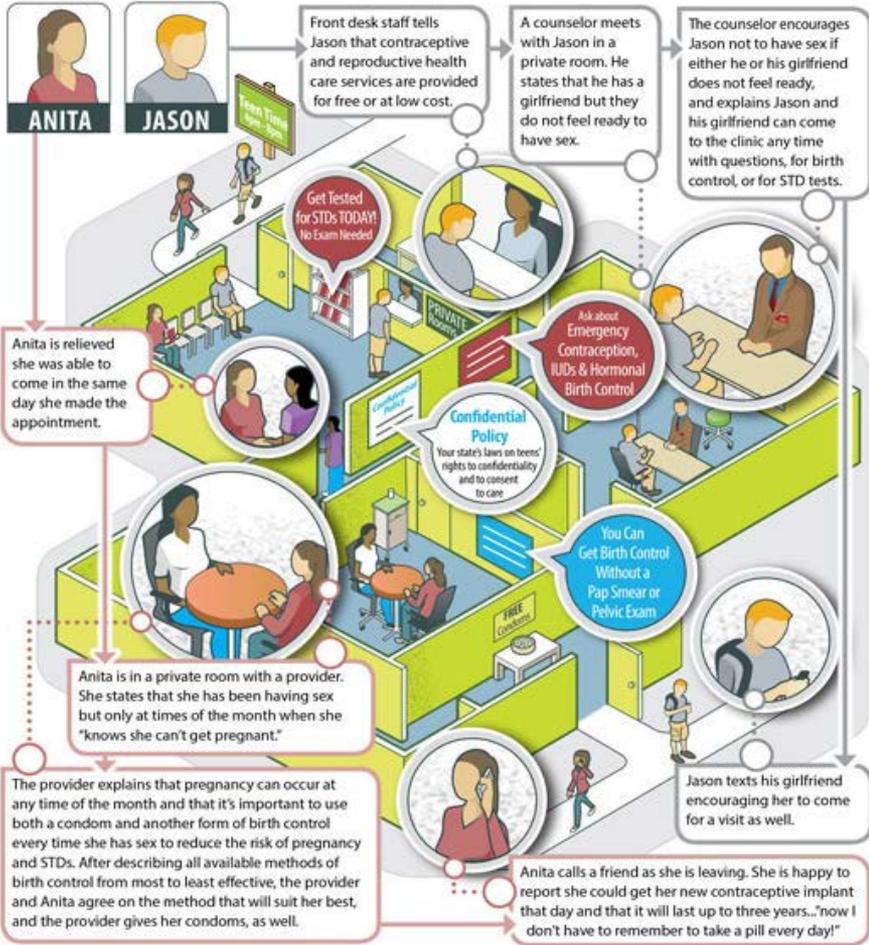


- Grantees are expected to establish and maintain linkages and referrals to a network of organizations that can provide high-quality, youth-friendly health care services
- Specifically, grantees will :
 - Identify and recruit organizations that provide a wide range of healthcare services for youth
 - Assess identified organizations and providers to ensure services are youth friendly and accessible
 - Develop protocols and procedures for making referrals
 - Develop and disseminate a provider referral guide
 - Identify and train key staff on referral protocols and procedures

Defining Youth-Friendly Health Care Services

A Teen-Friendly Reproductive Health Visit

Two teen-friendly reproductive health visits: one for a sexually active female, and one for a male not yet having sex.



Learn more at www.cdc.gov/TeenPregnancy/TeenFriendlyHealthVisit.html

National Center for Chronic Disease Prevention and Health Promotion
Division of Reproductive Health



Video: Youth Perspective on Health Centers



Referrals and Linkages to Youth-Friendly Health Care Services

http://www.hhs.gov/ash/oah/oah-initiatives/teen_pregnancy/training/Assesses/referrals_and_linkages_to_youth_friendly_health_care.pdf



Referrals and Linkages to Youth-Friendly Health Care Services

What are Youth-Friendly Health Care Services?

Youth-friendly health care services are those that attract young people, respond to their needs, and retain young clients for continuing care. Youth-friendly services are based on a comprehensive understanding of what young people want and need (rather than being based only on what providers believe youth need). Adolescents are often reluctant to seek health care services and it is important to find ways to offer care in a manner that adolescents perceive as welcoming, comfortable, and responsive.

The goal is to provide all young people with services they trust and which they feel are designed for them. Key components of youth-friendly health care services include:

- Providing accessible location and hours;
- Creating a warm and respectful environment;
- Maintaining confidentiality;
- Ensuring opportunities for private conversations;
- Providing age-appropriate explanations for adolescents to give informed consent for services;
- Offering comprehensive services; and
- Encouraging youth to involve parents/guardians while respecting their privacy¹.

Developing an Effective Referral System

It is important to recognize that the youth we serve in our teen pregnancy prevention programs (TPP) have many different needs that we aren't always able to address directly through the TPP program. To ensure that the youth we serve are able to access needed health care and other critical services, it is important for TPP programs to have a system in place for referring and linking youth to youth-friendly services that are available in their communities.

Types of Services to Consider Including in your Referral System:

- Reproductive Health (e.g., family planning, STI testing and treatment, etc.)
- Mental Health (e.g., depression, suicide, etc.)
- Substance Abuse
- Primary Care (e.g., well check, vaccines, etc.)
- Non-health care services (e.g., housing, education, job training, etc.)

¹ <http://www.cdc.gov/teenpregnancy/health-care-providers/teen-friendly-health-visit.htm>

Referral vs. Referral System

Referral

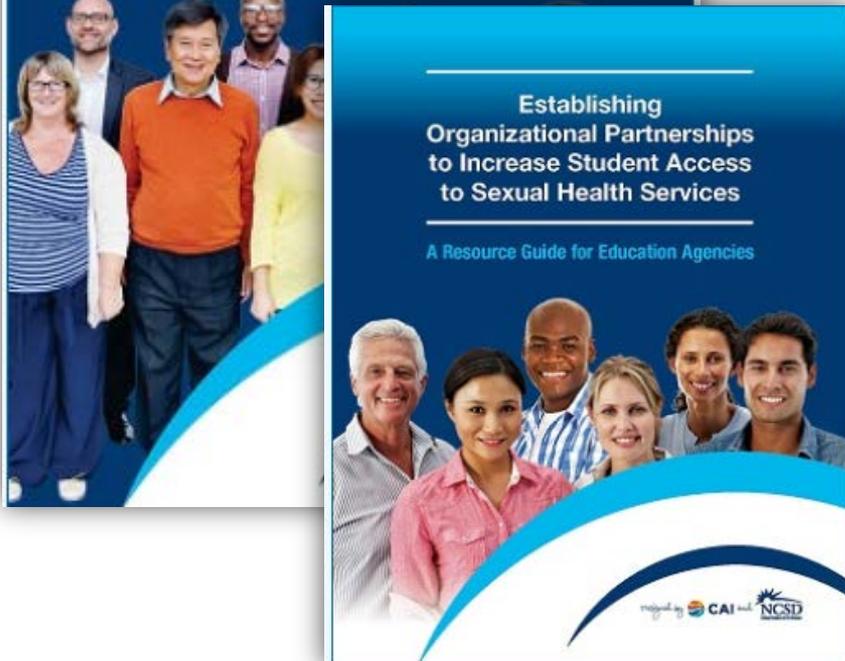
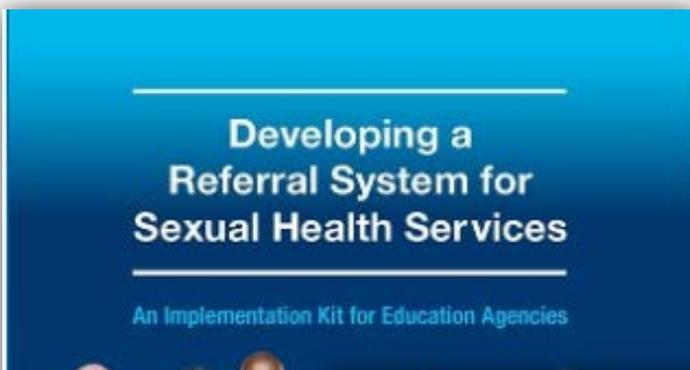
The term "referral" is used to describe a process of assisting youth in obtaining preventive health services through a variety of activities, including, but not limited to, connecting students to youth-friendly providers and support services.

Referral System

A set of resources and processes to increase youth awareness of school-based and community-based health service providers, increase referral of youth to school-based and community-based health service providers, and increase the number of adolescents receiving youth-friendly health care services.



Resources to Highlight



Project Overview

The Project Connect Health Systems Intervention (Project Connect) is an evidence-based, scalable intervention designed to increase the receipt of sexual and reproductive health care by at-risk youth by promoting health systems change.

Project Connect provides a mechanism for linking youth into needed health care services, and has demonstrated its effectiveness in a large-scale research study. Results from the original trial conducted in a Los Angeles, CA public school district demonstrated an increase in receipt of birth control, pregnancy testing, and STD and HIV testing among intervention high school students, relative to controls. The Project Connect approach makes use of local level epidemiological and health systems data to identify community-based providers who are already doing a good job of providing sexual and reproductive health care to youth. A referral guide is then created containing pertinent information on the identified providers, which is then distributed to individuals within organizations with access to large numbers of at-risk youth for the purpose of referring youth to these community providers for care.



Centers for Disease Control and Prevention
National Center for HIV/AIDS,
Viral Hepatitis, STD, and
TB Prevention

<http://www.cdc.gov/std/projects/connect/default.htm>

<http://www.ncsddc.org/resources/developing-referral-system-sexual-health-services-implementation-tool-kit>

- Seven components of a referral system condensed into 3 phases:
 - Development of the system
 - Policies, staff, procedures, development of a resource guide, communications and marketing
 - Implementation of the system
 - Evaluation of the system
 - Monitoring and evaluation
 - Management and oversight

- Grantees must understand policies related to adolescent health services at the federal, state, county, city, district, school/organization level.
- Federal and State laws to consider:
 - Confidentiality
 - Minors' Consent
 - Health Insurance Portability and Accountability Act (HIPAA)
 - Family Educational Rights and Privacy Act (FERPA)

- It is important to identify staff responsible for making referrals.
- Train staff so that they have the knowledge, skills, and resources necessary to make appropriate referrals.
- Educate all staff on the referral system on, at least, the availability of referrals, the guide developed, and basic information on the process for referring youth to services.

- Written procedures must be in place to ensure a standardized and efficient process for connecting youth to services.
- Procedure for making a referral should define:
 - Who should make the referral?
 - When a referral can be made?
 - What steps are needed to make the referral?
 - How to make a referral?

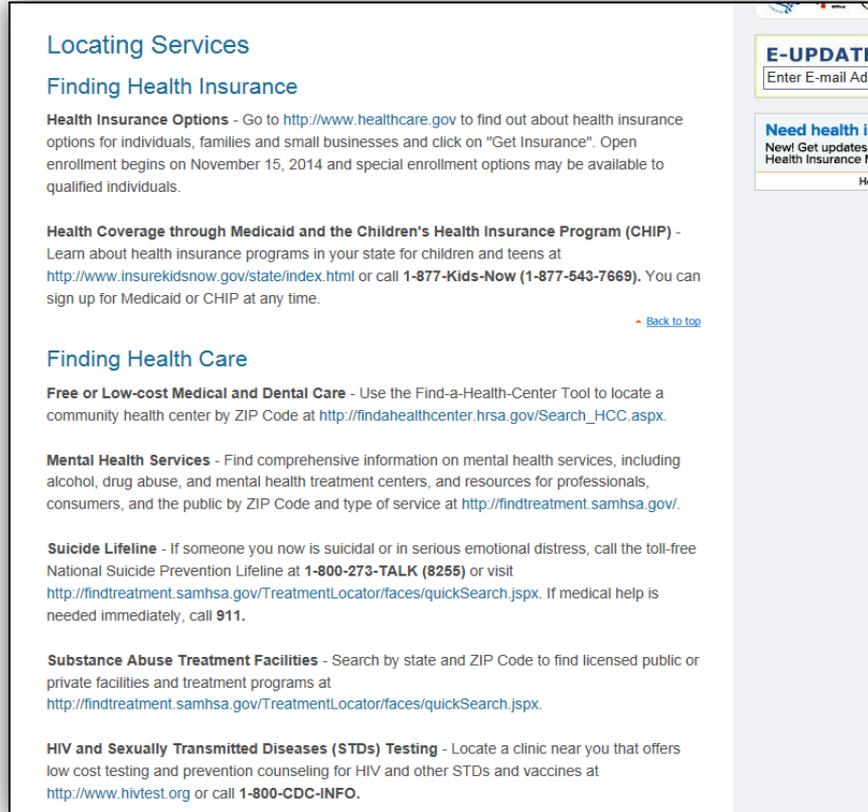
- A referral guide should be developed and include a list of providers/organizations and pertinent information about each one.
 - Health care provider information
 - General information
 - General services provided
 - Cost of services
- Additional information may be included in the guide depending on how it will be utilized.
- Guide should be updated at least every 12-16 months
- Ensure staff are trained on the guide

- Choosing “youth-friendly” service providers
 - Utilize data from needs and resource assessment to identify what services are needed and what/where resources are available
 - Utilize strategy from Project Connect – work with local health department
- Ensure some form of assessment is done of providers in your referral guide to ensure they are “youth-friendly.”

- Reproductive Health
- Substance Abuse
- Mental Health
- Primary Care
- Non-health care services (e.g., domestic violence, housing, education, job training, etc.)

■ OAH Resource:

<http://www.hhs.gov/ash/oah/resources-and-publications/researchers.html>



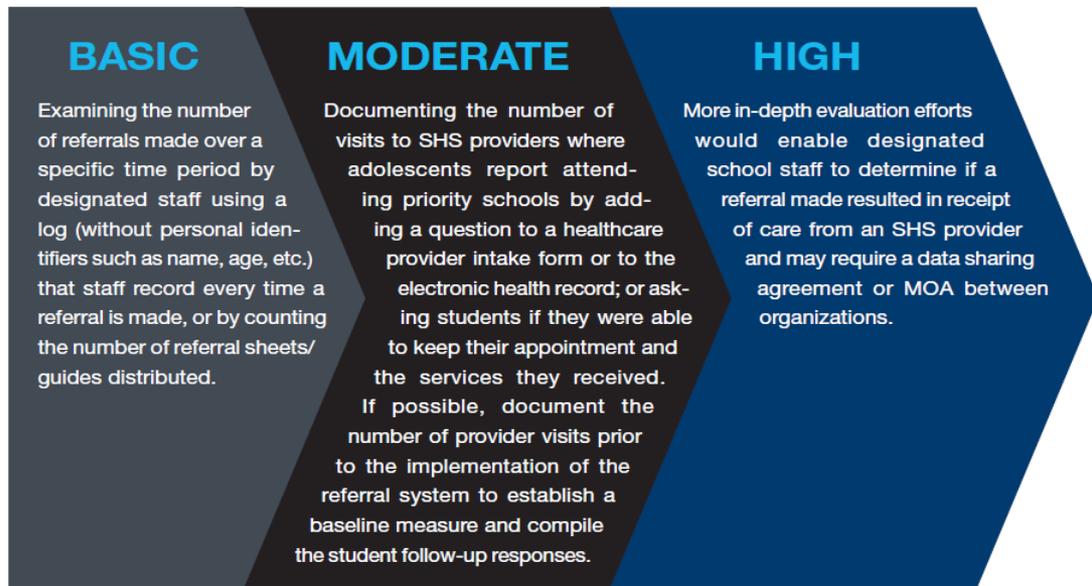
The screenshot shows a webpage with the following content:

- Locating Services**
- Finding Health Insurance**
 - Health Insurance Options** - Go to <http://www.healthcare.gov> to find out about health insurance options for individuals, families and small businesses and click on "Get Insurance". Open enrollment begins on November 15, 2014 and special enrollment options may be available to qualified individuals.
 - Health Coverage through Medicaid and the Children's Health Insurance Program (CHIP)** - Learn about health insurance programs in your state for children and teens at <http://www.insurekidsnow.gov/state/index.html> or call **1-877-Kids-Now (1-877-543-7669)**. You can sign up for Medicaid or CHIP at any time.
- Finding Health Care**
 - Free or Low-cost Medical and Dental Care** - Use the Find-a-Health-Center Tool to locate a community health center by ZIP Code at http://findahealthcenter.hrsa.gov/Search_HCC.aspx.
 - Mental Health Services** - Find comprehensive information on mental health services, including alcohol, drug abuse, and mental health treatment centers, and resources for professionals, consumers, and the public by ZIP Code and type of service at <http://findtreatment.samhsa.gov/>.
 - Suicide Lifeline** - If someone you now is suicidal or in serious emotional distress, call the toll-free National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** or visit <http://findtreatment.samhsa.gov/TreatmentLocator/faces/quickSearch.jspx>. If medical help is needed immediately, call **911**.
 - Substance Abuse Treatment Facilities** - Search by state and ZIP Code to find licensed public or private facilities and treatment programs at <http://findtreatment.samhsa.gov/TreatmentLocator/faces/quickSearch.jspx>.
 - HIV and Sexually Transmitted Diseases (STDs) Testing** - Locate a clinic near you that offers low cost testing and prevention counseling for HIV and other STDs and vaccines at <http://www.hivtest.org> or call **1-800-CDC-INFO**.

On the right side of the screenshot, there is a sidebar with two boxes: "E-UPDATE" with a text input field "Enter E-mail Address" and "Need health insurance? Get updates on Health Insurance Marketplace" with a "Sign Up" button.

- Build rapport with youth
- Ensure confidentiality and consent
- Consider the service needed and the “right” provider
- Refer using a “warm hand-off”
- Follow-up

- Establishing a monitoring and evaluation system provides information about the extent to which the referral system is achieving its intended objectives to refer and link youth to services.
- Various options for the extent to which you may want to evaluate the success of your referral system.
- Successful management of a referral system involves oversight and coordination





QUESTIONS?