

Who You Gonna Call? Setting Up Referral Networks

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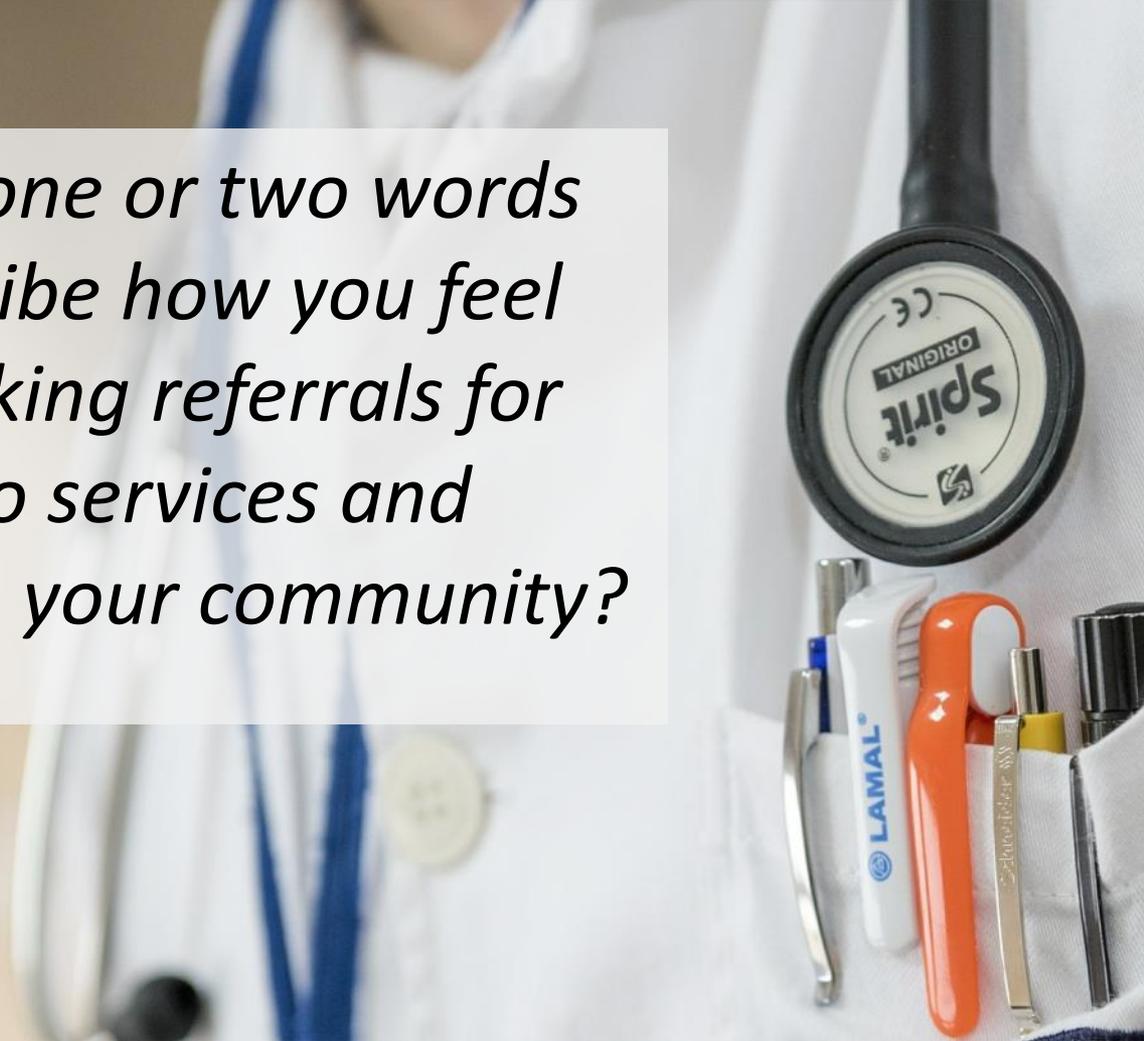
Why are we here?

Referring youth for health services takes some skill to do well. After this webinar, you'll know:

- *What makes for an effective referral system,*
- *Some ways you can improve a health referral system and address common challenges, and*
- *What OAH requires regarding health referrals.*

- Introductions
- Youth-Friendly Principles
- Importance of Youth-Friendly Principles in Teen Pregnancy Work (OAH expectations)
- How to Implement a Health Referral System
- Q&A
- Closing

What are one or two words that describe how you feel about making referrals for youth to services and programs in your community?



- Provide accessible location and hours
- Create a warm and respectful environment
- Maintain confidentiality
- Ensure opportunities for private conversations
- Provide age-appropriate explanations for adolescents to give informed consent
- Offer comprehensive services
- Encourage youth to involve parents/guardians while respecting their privacy

Examples of Youth-Friendly Resources



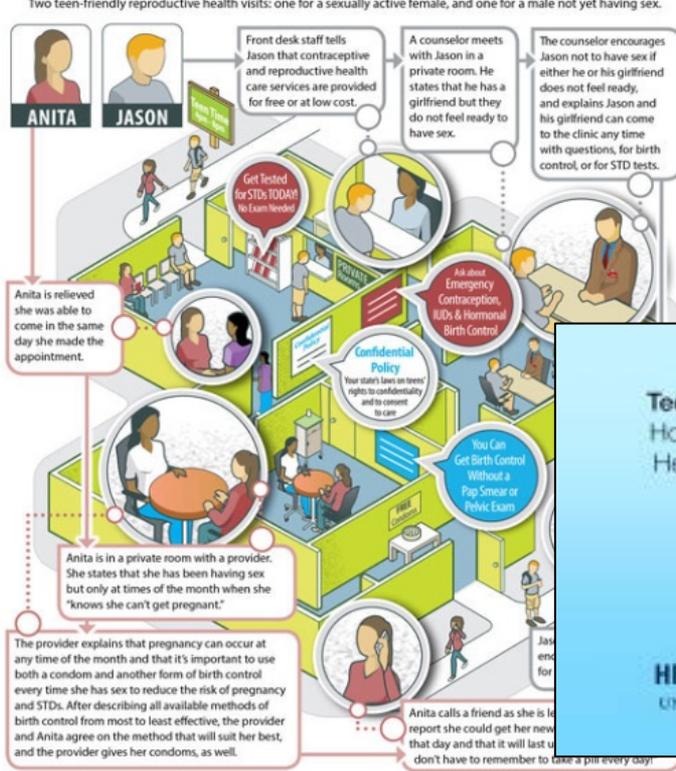
Tip Sheet

Characteristics of Youth-Friendly Clinical Services

Adapted by Engender Health's "Youth Fr

- Characteristics of Youth-Friendly Pro**
- ✓ Youth feedback is sought and incor
 - ✓ Affordable fees
 - ✓ Boys and young men welcomed and
 - ✓ Wide range of services available incl
 - ✓ STI testing and treatment
 - ✓ Use of numbers instead of names in
 - ✓ System to "red-flag" youth with par
 - ✓ Flexible hours; offering lunch, eveni
 - ✓ Well-established mechanism to allo
 - ✓ Use of first names by all clinic staff
 - ✓ Walk-in clients welcomed and appoi
 - ✓ Participation in the federal 3408 dr

A Teen-Friendly Reproductive Health Visit



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

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



Download Infographic: [A Teen-Friendly Reproductive Health Visit](#) [PDF-1.9 MB]

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Best Practices for Youth Friendly Clinical Services

[Print Version](#)

A Brief Overview

This paper provides research-based information on youth friendly clinical services – specifically for family planning clinicians and other professionals who provide health care for youth – and offers an overview of the recent medical and public health literature regarding key components of youth friendly clinical services. Confidentiality, respectful or low d as scents

Teen Self-Advocacy: How To Be Your Own Healthcare Advocate

ADOLESCENT HEALTH INITIATIVE
UNIVERSITY OF MICHIGAN HEALTH SYSTEM

Adolescent Health: Think, Act, Grow SM (TAG)

- Access to high-quality, teen-friendly health care
- Coordinated, adolescent- and family-centered services, as needed

Key considerations:

- High-quality
- Adolescent- and family-centered
- Coordinated

FOA: Establish and maintain linkages and referrals to youth-friendly health care services

- Identify and recruit organizations and healthcare professionals within the community(ies) who provide a wide range of high quality healthcare services for youth.
- Assess identified organizations and providers to ensure services provided are youth friendly and accessible. It is recommended to visit providers identified as offering youth-friendly services to collect information on ease of access, location, transportation options, accessibility, and receptiveness of staff.



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.



- Develop protocols and procedures for how referrals to healthcare services will be made by the grantee and partner organizations, and how often the information will be updated to ensure accuracy.
- Develop and disseminate a provider referral guide for youth and their families.
- Identify and train key staff in organizations responsible for making referrals to youth to ensure awareness of available services and familiarity with referral protocols and procedures.

Performance Measures Expectations

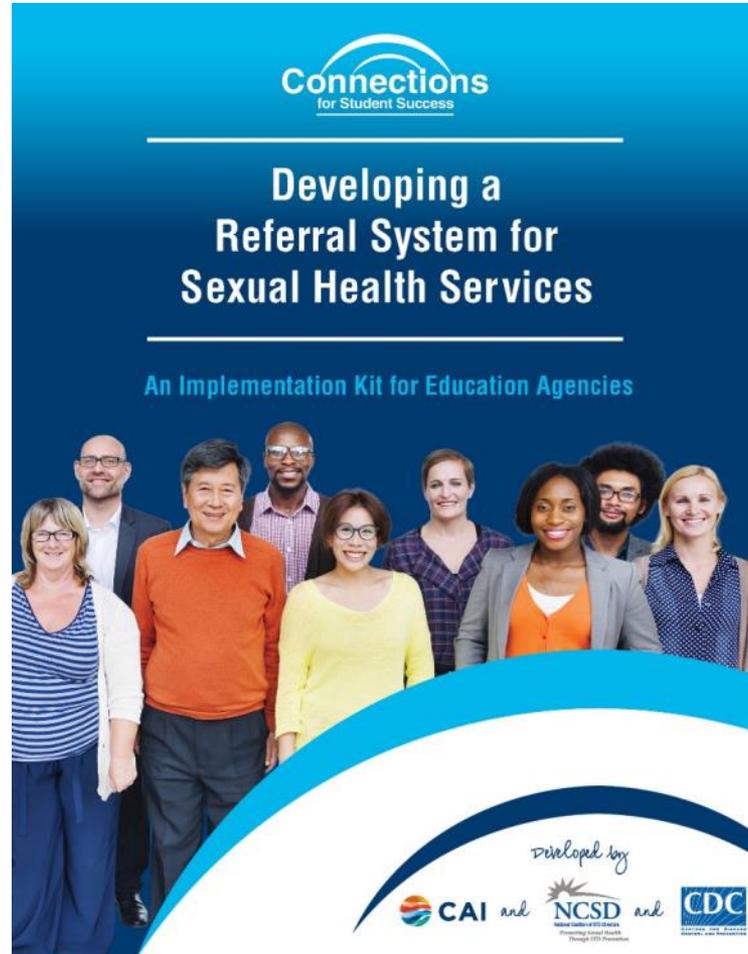
- Grantees are only required to report the number of referrals made in the following categories that cover health and other youth-related services:
 - Off-site providers or SBHCs for Reproductive Health Care services
 - Mental Health Services
 - Primary Health Care
 - Educational Services
 - Vocational Education/Workforce Development Services
 - Intimate Partner Violence Prevention services
 - Healthy Relationships Training

Evaluation Expectations

- Grantees are only required to evaluate the components that are aligned with OAH's requirements such as development and dissemination of the provider referral guide and assessment of youth-friendliness of referral sites.

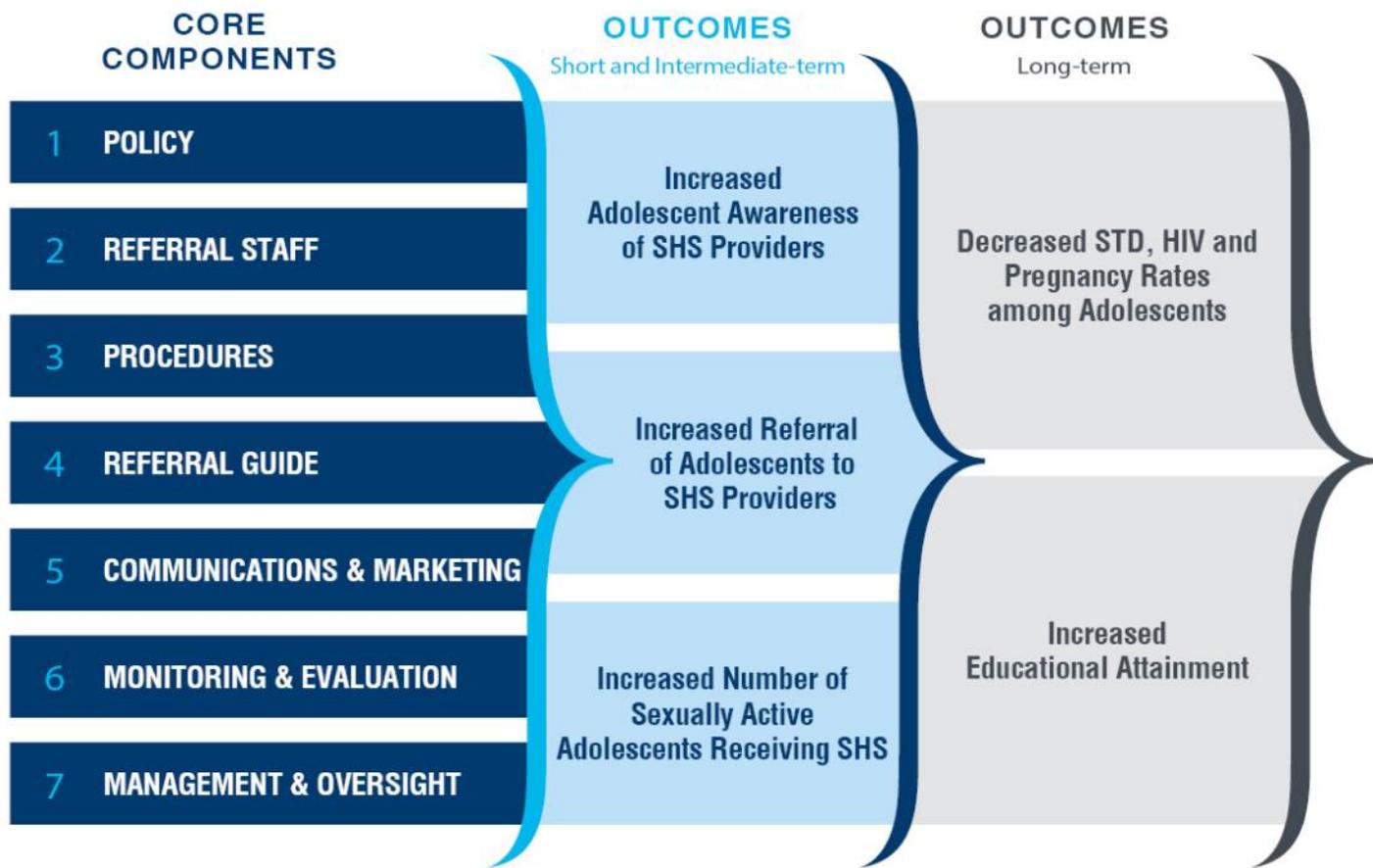
Grantees are NOT expected to:

- Track and evaluate the receipt of services
- However, if a grantee is able to track and evaluate receipt of services effectively, they may do so.



http://www.caiglobal.co/j_con/index.php/referral-kit-download/referral-kit-download-2

Referral System



Key policy areas that impact the implementation of referral systems and adolescents' access to sexual health services

- Confidentiality
- Minor's Right to Consent
 - https://www.guttmacher.org/sites/default/files/pdfs/spibs/spib_OMCL.pdf
- Family Educational Rights and Privacy Act
- Health Insurance Portability and Accountability Act

Champions who advocate for and facilitate adolescent access to health services. . .

- Are identified and selected as designated referral staff
- Receive training and regular updates





1. Build rapport with the youth
2. Ensure confidentiality and consent
3. Identify youth needs
4. Select the appropriate service(s) and provider(s)
5. Make the referral
6. Follow-up after the referral

■ **Guide**

- Paper-based or electronic resource that lists health resource provider organizations

■ **Partners**

- Involves informal and formal relationship building with schools, public health departments, other community-based healthcare providers, and youth-serving organizations



Sample Referral Guide



[http://osse.dc.gov/sites/default/files/dc/sites/osse/page_content/attachments/Healthy%20Youth%20Resource%20Guide%20\(Color\).pdf](http://osse.dc.gov/sites/default/files/dc/sites/osse/page_content/attachments/Healthy%20Youth%20Resource%20Guide%20(Color).pdf)

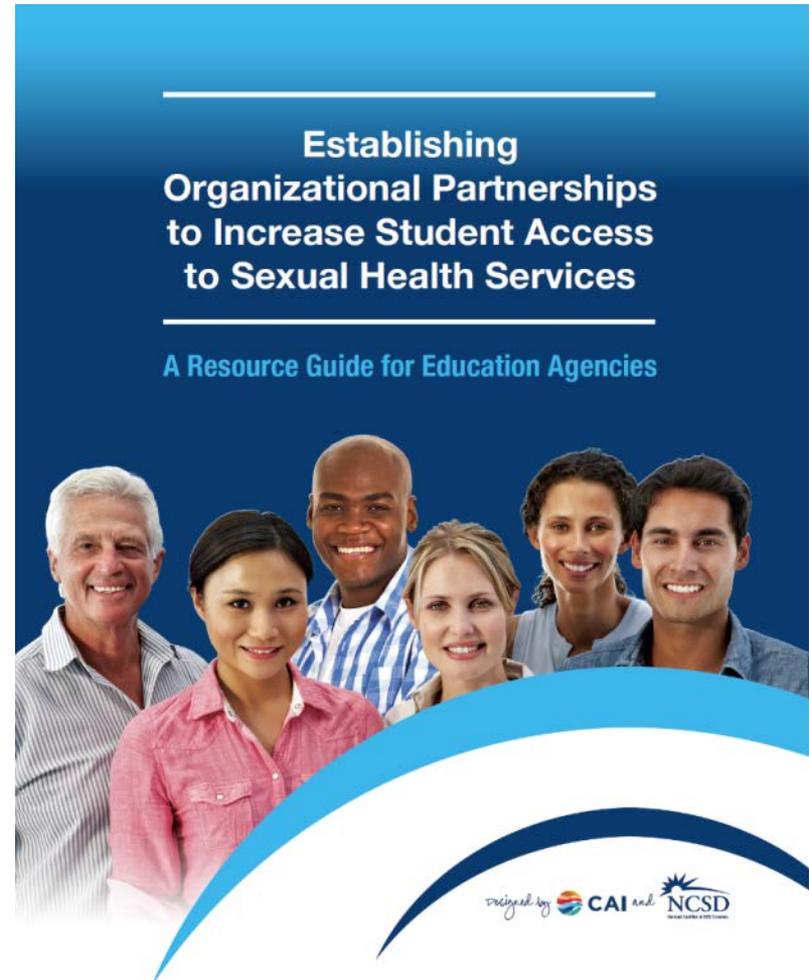
- **A strategy to raise awareness among:**
 - Referral Staff
 - Adolescents



- ***How do we know we are making the change we want to see?***
 - Counting/tracking referrals made
 - A physical or electronic counting log
 - Youth reports (e.g., Youth Risk Behavior Survey)
 - Counting/tracking referrals actualized
 - Data sharing agreements between organizations
 - Follow-up with youth

- Use of evaluation data for Continuous Quality Improvement (CQI)
- Update professional development/training initiatives
- Maintain relationships with community health services partners
- Update referral guide
- Assess ongoing policy landscapes

- Identify partners
- Involve stakeholders
- Assess and strengthen partnerships



http://www.caiglobal.co/j_con/index.php/referral-kit-download/referral-kit-download-3

Common Concerns for Referral Implementation



- Examine the types of partner agencies
- Understand the importance of working together
 - Identify service area gaps
 - Explore new partnerships

Creating vs. Expanding a Referral Network



Creating a New Referral Network



- Assess current providers in the network
- Identify gaps in providers
- Identify and assess new providers to fill the gaps

Regional referral guides



- **Strategic Partnerships**
 - Federally Qualified Health Centers
 - Local Health Departments
 - Community Centers
- **Strategies**
 - Provide transportation
 - Preceptorship model

Using Technology



Options for asking a question:

- Q&A box at the top of your screen
- *1 on your phone



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- Office of Adolescent Health Referrals and Linkages to Youth-Friendly Health Care Services Tip sheet:
http://www.hhs.gov/ash/oah/oah-initiatives/teen_pregnancy/training/Assests/referrals_and_linkages_to_youth_friendly_health_care.pdf
- CDC-Division of Reproductive Health Teen-Friendly Clinic Infographic:
<http://www.cdc.gov/teenpregnancy/health-care-providers/teen-friendly-health-visit.htm>
- Advocates for Youth Best Practices for Youth-Friendly Services:
<http://www.advocatesforyouth.org/publications/publications-a-z/1347--best-practices-for-youth-friendly-clinicalservices>
- Healthy Teen Network Youth-Friendly Clinical Services Tip sheet:
http://www.healthyteennetwork.org/sites/default/files/TipSheet_CharacteristicsYouth-FriendlyClinicalServices_0.pdf
- CAI Global Health Referral System:
http://caiglobal.co/j_con/index.php/referral-kit-download

- Adolescent Health Initiative Find a Provider:
<http://umhs-adolescenthealth.org/healthcare-practice-2/find-a-provider/>
- Adolescent Health Initiative Youth Driven Videos:
<http://umhs-adolescenthealth.org/archives/education-ahi-youth-driven-videos/>
- Adolescent Health Initiative Creating and Sustaining a Thriving Youth Advisory Council:
<http://umhs-adolescenthealth.org/wp-content/uploads/2014/12/Manual-for-Website.pdf>

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