

# It Starts with Them: Ensuring Youth- Centered Care and Family Inclusion

ASSOCIATION OF MATERNAL AND CHILD HEALTH  
PROGRAMS (AMCHP)

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IN PARTNERSHIP WITH THE STATE ADOLESCENT HEALTH  
RESOURCE CENTER (SAHRC)

FEBRUARY 2021

# Objectives

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1. Explore the range of definitions (established and your originals) on what exactly is youth-centered care.
2. Identify common pitfalls in adolescent health systems related to healthcare delivery and programming.
3. Connect the importance (and influence) of parental/caregiver involvement in ensuring youth-centered care



# MCH Competencies

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- MCH Knowledge Base/Context
  - A focus on individuals as well as the families, communities, populations, and systems of care that support these individuals.
- Cultural Competency
  - Modifying systems to meet the needs of groups
- Interdisciplinary/Interprofessional Team Building
- Working with Communities and Systems

# Acknowledgments: Investments in Adolescent and Young Adult Health

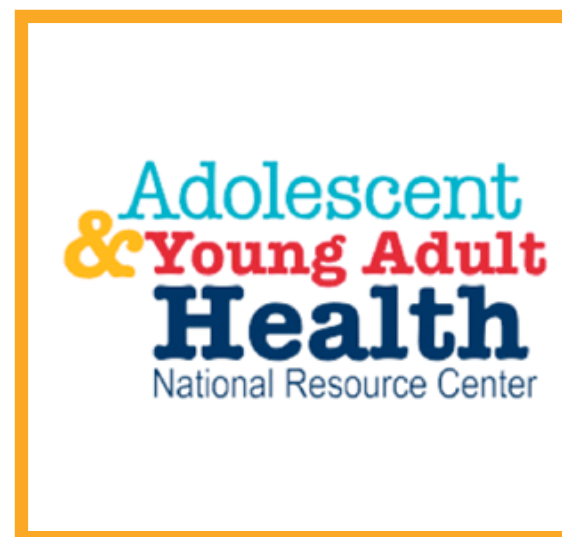
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[www.amchp.org](http://www.amchp.org)

<https://sahrc.umn.edu/>

[www.nnsahc.org](http://www.nnsahc.org)

<https://nahic.ucsf.edu/>



# You Said, They Said

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DEFINED BY ADOLESCENT HEALTH WORKFORCE, AND  
THE REST OF THE FIELD

# YOU

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An approach to providing high quality health care that meets the needs of young people. Includes thinking about policies and procedures, physical environment, forms, gender inclusivity, accessibility, and equity. Also about fostering an approach in which young people have a say in these things, have a way to change things, and are listened to.

# SAHRC/NNSAHC

A framework that weaves together the standards for health care with the qualities that young people are entitled to and demand (including youth-friendly experiences, settings and services). Through this, health care providers and systems are guided to do the “right thing” (evidence-based care) the “right way” (care designed for young people).

# YOU

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Youth centered care is focused on receiving and valuing input from a young person and targeting the influencing factors within the community that affect their well-being.

# WORLD HEALTH ORGANIZATION

Also known as “adolescent-friendly health services,” youth-centered care is an approach which brings together the qualities that young people demand, with the high standards that have to be achieved in the best public services, organized by five objectives: Accessible, Acceptable, Appropriate, Effective, Equitable.

# YOU

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Health care that is targeted for/at youth. Takes into account their needs. Built with input from youth.

Care that centers the needs and experiences of youth and takes into consideration their specific concerns and developmental stage.

It means youth are involved and have a voice in their care.

# AMERICAN ACADEMY OF PEDIATRICS

In pediatrics, patient- and family-centered care is based on the understanding that the family is the child's primary source of strength and support. Further, this approach to care recognizes that the perspectives and information provided by families, children, and young adults are essential components of high-quality clinical decision-making, and that patients and family are integral partners with the health care team.



# Similar? *Way* different?

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UNDER WHAT DEFINITION IS YOUR AGENCY OR CLINICAL PARTNERS OPERATING?

# Standards of Quality Youth-Centered Care

## Adolescents' Participation

Youth are involved in the planning, monitoring and evaluation of health services.



Policies are in place to engage adolescents in service planning, monitoring and evaluation.

## Adolescents' Health Literacy

Systems are implemented to ensure adolescents are knowledgeable about their health and how to access and obtain health services.



Health facility has a sign posted for morning, operating hours. Staff are trained with age and developmentally appropriate health education and available services.

## Community Support

Parents, guardians, and other community members recognize the value of adolescent health services.



Providers educate parents, teachers, and other community organizations about the value added of adolescent health services.

## Appropriate Package of Clinical Services

The health facility provides a package of information, counseling, diagnostic, treatment and care services that fulfills the needs of adolescents.



Policies are in place that define the required package of evidence-based clinical preventive services.

## Providers' Competencies

Providers demonstrate the technical competence required to provide effective health services to adolescents (e.g. confidentiality, respect, and non-discrimination).



Providers and staff have been trained in providing sensitive health services to adolescents. Confidentiality (e.g. a private, quiet) is in place for providers. Providers diagnose and address risks and identify connections to adolescent patients.

## Facility Characteristics

The health facility has convenient operating hours and an adolescent-friendly environment that maintains privacy and confidentiality.



Extended operating hours, also with Wi-Fi. Staff-friendly amenities in waiting room (e.g. magazines, internet access, lockers).

## Equity and Non-Discrimination

Adolescents are provided quality services regardless of income, age, sex, marital status, education, race/ethnicity, sexual orientation, or other characteristics.



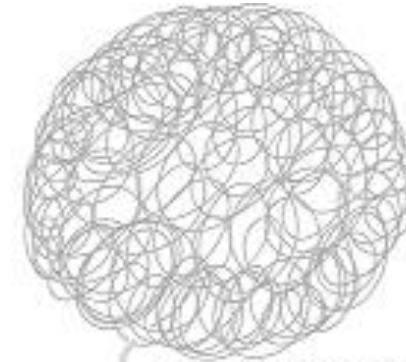
Policies and procedures are in place to ensure equitable care for all young people. Services are offered at more affordable rates. Providers and staff are trained in providing sensitive services to vulnerable groups of adolescents.

## Data and Quality Improvement

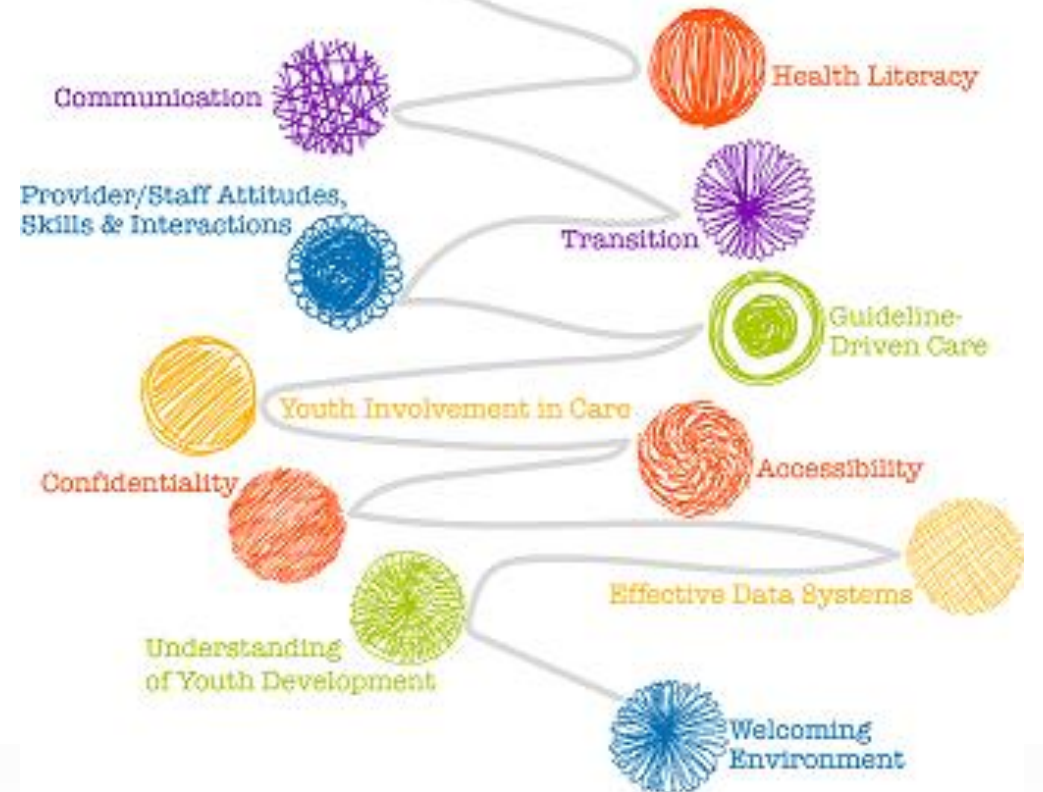
Data and service utilization and quality of care is collected, analyzed, and used to support quality improvement.



Systems are in place to collect relevant data. Staff is trained to collect and analyze data.



# Youth-Centered Care Resources



# Great expectations

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WHAT YOU HOPE FOR VS WHAT YOU GET

Expectations



Reality



boredpanda.com



# Room for Improvement

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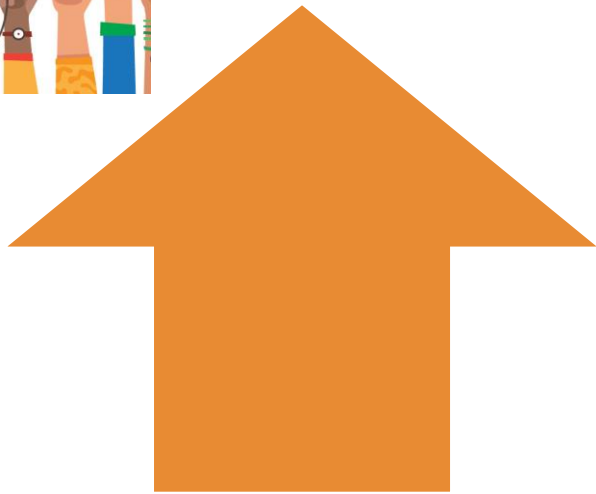
- The development and outreach of clinical services, policy development and health education.
- Work needs to be done to better incorporate youth voice in decision making related to how programs are delivered. Youth need to be listened to when they tell us what doesn't work and what approaches they think make more sense.
- [Programs] do not receive or value input from youth often, and there is only one provider that focuses on putting youth and their needs at the center of their care. This needs to expand.



You never know what  
I have up my sleeve.  
Today, for example, it  
was a dryer sheet.

# Velcro and Dryer Sheets

PARENT/CAREGIVER  
INVOLVEMENT AND  
FAMILY INCLUSION



# When families are genuinely involved...

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- [With health care professionals] improves care coordination and health outcomes at the individual, youth, and family level
- Can increase participation in positive health behaviors, and decrease health risk behaviors that lead to adverse outcomes
- Providers and public health practitioners have more direct access to understanding the experience and needs of the young person (parents/caregivers are experts of their children)
- Increased influence and role-modeling
- Better position the young person for success and next set of developmental milestones

**adolescents & young adults**

**do they still need a WELL-VISIT?**

**what?**  
This preventive health care visit focuses on healthy physical and emotional growth. It includes a health assessment, physical exam and offers guidance on teen and young adult health and well-being.

**when?**  
**1x every year**  
Teens & young adults should receive a well visit annually.

**where?**  
Visit your family practice doctor or pediatrician – or ask at any local clinic.

**who?** At a well-visit, young people meet with health experts **privately and together** with their care-givers.

**care team**  
Doctor  
Nurse  
Physician's Assistant

**home team**  
Teens  
Young Adults  
Families & Care Givers

**why?**

**HEALTHY ADULTING**  
Advocating for and managing health  
Navigating the health care system  
Building a relationship with health provider

**adolescence** is a time of physical, social and emotional growth with unique health challenges and opportunities

our values sharing health history  
! ?  
good time for a family health talk

American Academy of Pediatrics liked  
Centers for Disease Control Retweeted

**TheRealBenFranklin@1706...**  
An ounce of #prevention is worth a pound of cure.

**a.k.a.**  
Annual Visit  
Well-child Visit  
Yearly Check-Up  
Wellness Exam  
Sports Physical  
*not the same thing*

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**FAQ**

**the adolescent and young adult well-visit**  
**A GUIDE FOR FAMILIES**

**What is an Adolescent Well Visit?**

A well visit is a yearly checkup with a health provider for young people (ages 11-21).

The goal is to keep your child healthy, and allow them to get their important health questions answered.

**1x every year**  
Teens and young adults should receive a well visit annually.

**What happens at a Well Visit?**

Health providers (e.g., doctor, nurse practitioner, physician's assistant):

- Conduct a physical exam, height/weight and blood pressure check
- Check for behavioral and mental health concerns
- Give advice and support on staying healthy (e.g., healthy eating physical activity, healthy relationships, stress management)
- Give Immunizations as needed



**My adolescent just had a Sports Physical. Do they also need an Adolescent Well Visit?**

**YES.** The Well Visit addresses important issues that are not covered in a Sports Physical.

A Sports Physical is a limited exam that only evaluates health issues that would prevent participation in sports.

Ask your provider if both can be done at the same time.

**Why is the Well Visit important – even when my adolescent is feeling well?**

**Maintains Good Health**

It's an important opportunity to discuss healthy development and other important information with adolescents and their parents/caregivers.

**Develops Skills**

Spending time alone with a health care provider helps young people learn to

- Take charge of their health
- Build trusting relationship with their providers
- Discuss health topics important to them.

**Helps Families Communicate**

Families help adolescents understand their health history, and learn how to schedule appointments.

**HEALTHY ADULTING**

- Advocating for and managing health
- Navigating the health care system
- Building a relationship with health provider

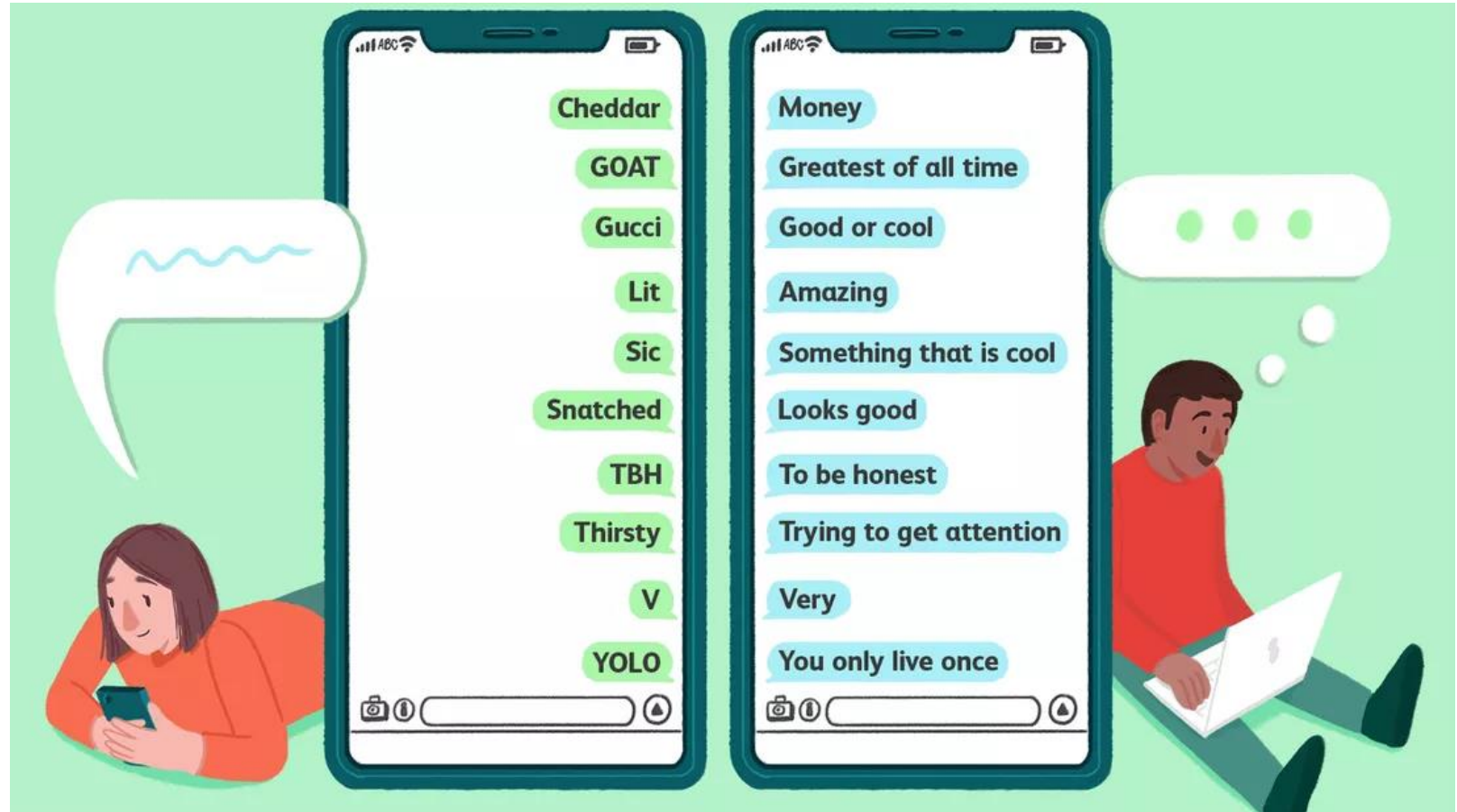
**Learn More**



# Terms Matter, Words Matter

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- What resonates with adolescents and young adults?
- What reassures parents, caregivers, and families?



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What's Next?



# Resources Galore!

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- Full [compilation document](#) of resources from the SAHRC/ NNSAHC
- [Searchable spreadsheet](#) of resources
- [Infographic](#) from AYAH-NRC on parent involvement for AWW:
- Customizable [Parent FAQ fact sheet](#) for AWW (where you can insert your agency info/logo)
- Archived webpage featuring [parent tools](#) from the AYAH-NRC (will soon be updated to reflect impact of COVID-19)
- [Toolkit](#) on youth-centered care from the AYAH-NRC
- Infographic on the 8 [standards of youth-centered care](#), as defined by WHO

# Thank you!

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