Adolescent-Friendly Health Services

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Outline

- Stages of adolescence
- Barriers to health care faced by adolescents
- Adolescent-friendly health services
- Confidentiality
- “HEEADSSS”
- Resources
Objectives

- Identify three key barriers to health care access faced by adolescents.
- Describe three elements of adolescent-friendly health services.
- Utilize the HEEADSSS model of patient interviewing.
Adolescents

For the most part, adolescents are:
- Healthy
- Resilient
- Independent yet vulnerable

Adolescents are not:
- Big children
- Little adults
The Culture of Adolescence

- Peer dependent
- Egocentric
- Distinct language and dress
- Popular culture influence
- Ongoing search for identity
Why Focus on Adolescent Health?

- Reduce death and disease, now and for the rest of their lives
- Fulfill the rights of adolescents to health care, especially reproductive health care
- Increase the chances for healthy adulthood
Adolescence in Context

- Changes during adolescence are shaped by:
  - Race/Ethnicity
  - Religion
  - Socioeconomic Status
  - Family
  - Peers
Early Stages of Adolescence: 11-14

- Growth spurt
- Begin sexual maturation
- Increased interest in sexual anatomy
- Anxieties and questions about body and puberty
- Self-exploration and evaluation
- Abstract thinking begins
Middle Stages of Adolescence: 15-17

- Stronger sense of identity
- Greater awareness of sexuality
- Relates more strongly to peer group
- More reflective thought
- Transitioning between dependence and independence
Late Stages of Adolescence: 18+

- The body fills takes its adult form
- Distinct identity; ideas and opinions become more settled
- Focus on intimacy and formation of stable relationships
- Plans for future and commitments
Previously may have only seen health care provider with parent or guardian at all times

Some adolescents may have mostly had well visits

Some adolescents may have interacted with health services much more frequently

With maturation may come independent visits to health care services

Clarification of well visits, sick visits, confidential visits important
External Barriers to Care

- Lack of money, insurance, and transportation
- Inaccessible locations and/or limited services
- Limited office hours
- Perceived lack of confidentiality and restrictions (parental consent/notification)
- Lack of provider knowledge and skills
- Insensitive attitudes of care providers
- Poor communication by providers
Adolescent-Friendly Services

- Accessible
  - Flexible scheduling
- Adolescent-specific
  - Financially affordable
  - Adolescent-focused materials on display
- Confidential
  - Multi- and interdisciplinary
  - Comprehensive services
- Adequate space
- Peer educator component
- Continuity of care
- Help transitioning into the adult medical care system
Adolescent-Friendly Health Services Include

- Establishing a comfortable, confidential, safe space maintained by office staff and providers.
- Communicating respectfully and appropriately.
- Screening for concerning behavior. (high risk)
- Awareness of how:
  - ability, age, culture, gender identity, sexual orientation, religion, or socioeconomic status can affect an adolescent’s health.
Preparing for Clinical Visits
Michelle is a 15-year-old woman who has come to your clinic with her mother complaining of an ear infection. Her mother requests to remain in the room for the exam.

Do you allow Michelle’s mother to stay?
Rationale for Confidentiality

Confidentiality in Adolescent Health Care

- Clinically Essential
- Developmentally Expected
- Supported by Expert Consensus
In a clinical setting, confidentiality affects an adolescent’s
- Decision to seek care
- Disclosure of behaviors
- Follow-up for care
Confidentiality Assurances Enable Better Clinical Care

High school students randomized to receive assurance of confidentiality or not.

Students receiving assurance of confidentiality:
- 47% willing to disclose information
- 67% willing to follow-up for care

Students did not receive assurance of confidentiality:
- 39% willing to disclose information
- 53% willing to follow-up for care

Confidentiality Assurances Enable Better Clinical Care

2000 study of 32 MA high schools

76% of students wanted the ability to obtain confidential health care

Only 45% perceived that confidential care was available to them

Confidentiality is developmentally expected:

- Emotional need for increasing autonomy
- Increasing intellectual capacity to give informed consent
- Opportunity to take responsibility for health
Professional Consensus

Professional organizations support confidential adolescent health care.

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<thead>
<tr>
<th>ACOG ’88</th>
<th>SAHM ’92</th>
<th>AMA ’92</th>
<th>AAFP ’89</th>
<th>AAP ’89</th>
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PHYSICIZNS FOR REPRODUCTIVE HEALTH
Confidentiality: Parental Perspective

- Parents are not the enemy.

- Parents are experiencing their own adjustment to their child’s adolescence.

- Providers have an opportunity to educate parents about the need for confidentiality in the provider-patient encounter.
Discuss Confidentiality in Advance

- Inform parents about the confidentiality policy up front before a visit.
  - Send a letter home:
    - Detail when parent will or will not be included in the clinical visit.
    - Discuss billing issues (e.g., routine STI testing, etc.).
  - Display materials discussing importance of doctor/patient confidentiality.
- Make sure support staff are trained
OUR POLICY ON CONFIDENTIALITY

Our discussions with you are private. We hope that you feel free to talk openly with us about yourself and your health. Information is not shared with other people unless we are concerned that someone is in danger.

Sample statement developed by URMC Department of Pediatrics
Develop Referral Network

To Help Support the Need for Confidential Services:

- Social worker
- Psychologist or counselor
- Abortion, adoption, and prenatal care services
- STD clinics
- Department of Health clinics
The Clinical Interview
Comprehensive HEEADSSS

- H: Home
- E: Education/Employment
- E: Eating
- A: Activities
- D: Drugs
- S: Sexuality
- S: Suicide/depression
- S: Safety
- *Additional questions:
  - Strengths, Spirituality

S: Strengths/Spirituality
H: Home
E: Education/Employment
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Relationships!
Gender Identity!
Bright Futures: Health Promotion Themes

- Promoting Family Support
- Promoting Child Development
- Promoting Mental Health
- Promoting Healthy Weight
- Promoting Healthy Nutrition
- Promoting Physical Activity
- Promoting Oral Health
- Promoting Healthy Sexual Development and Sexuality
- Promoting Safety and Injury Prevention
- Promoting Community Relationships and Resources
**Bright Futures Previsit Questionnaire**

**15 to 17 Year Visits**

For us to provide you with the best possible health care, we would like to get to know you better and know how things are going for you. Our discussions with you are private. We hope you will feel free to talk openly with us about yourself and your health. Information is not shared with other people without your permission unless we are concerned that someone is in danger. Thank you for your time.

**What would you like to talk about today?**

Do you have any concerns, questions, or problems that you would like to discuss today?

What changes or challenges have there been at home since last year?

Do you have any special health care needs? □ No □ Yes □ Unsure, describe:

Do you live with anyone who uses tobacco or spend time in any place where people smoke? □ No □ Yes, describe:

How many hours per day do you watch TV, play video games, and use the computer (not for schoolwork)?

We are interested in answering your questions. Please check off the boxes for the topics you would like to discuss the most today.

**Your Growing and Changing Body**

- □ How your body is changing
- □ Appearance or body image
- □ How you feel about yourself
- □ Healthy eating
- □ Good ways to keep active
- □ Protecting your ears from loud noise

**School and Friends**

- □ Your relationship with your family
- □ Your friends
- □ Girlfriend or boyfriend
- □ How you are doing in school
- □ Organizing your time to get things done
- □ Plans after high school

**How You Are Feeling**

- □ Dealing with stress
- □ Keeping under control
- □ Sexuality
- □ Feeling sad
- □ Feeling anxious
- □ Feeling irritable
- □ Keeping a positive attitude

**Healthy Behavior Choices**

- □ Pregnancy
- □ Sexually transmitted infections (STIs)
- □ Smoking cigarettes
- □ Drinking alcohol
- □ Using drugs
- □ How to avoid risky situations
- □ Decisions about sex, alcohol, and drugs
- □ How to support friends who don’t use alcohol and drugs
- □ How to follow through with decisions you have made about sex, alcohol, and drugs

**University of Vermont Children’s Hospital**
Strengths-Based Approach

- Identify strengths early
- Look for examples of past difficulties that your patient has successfully overcome
- Praise
- Use reflective listening and pause
- Create a comfortable, trusting, nonjudgmental setting
Strengths*

- Assess healthy behaviors and resiliency throughout the interview
- Identify past difficulties that have been overcome
- Provide positive feedback and balance to the interview
Spirituality*

- How important are your spiritual beliefs in your day-to-day life?
- How often do you participate in spiritual activities?
- Do you identify with a specific religion?
- How do your beliefs influence your health and attitudes about behaviors?
Teens and children under 18:
- 22% live in poverty
- 35% live in single-parent households
- 31% live with families where no parent has full-time, year-round employment

18-24 year olds:
- 25% live in poverty
Home

- Where do you live and who lives there with you?
- What are relationships like at home?
- Can you talk to anyone at home about stress? Who?
- What are the rules like at home?
- Is there a gun in your home?
- Ever been homeless or in shelter care?
- Ever been in foster care or group home?
Education and Employment

- Young adults (18-24):
  - 48% enrolled or completed college
  - 16% not attending school, not working, and no degree beyond high school

- Teens (16-19):
  - 4% not enrolled in school and not high school graduates
  - 8% not attending school and not working
  - 72% unemployed

(2013) datacenter.kidscount.org
Education

Tell me about school.

Do you feel connected to your school? Do you feel as if you belong?

How many days have you missed in the past year and what was the reason?

Have you ever had any educational setbacks? Why?

Have there been any recent school changes?

What are your educational and life goals?
Employment

- Are you working? Where? How much?
- What type of work do you do?
- How many hours a week?
- Do you help to pay for things at home?
- What are your future career interests?
- Do you have any home chores?
  - Allowance?
A 15-year-old female patient comes to your office. You notice that she has gained a bit of weight. When you ask her to stand on the scale, she begins to cry.

- What questions do you ask her regarding her health and body weight?
- How do you approach the subject sensitively?
Eating
Eating

- Do you eat a variety of food?
- Any foods that you love and eat all the time?
- Any foods you avoid or never eat?
- What do you eat in a typical day?
  - Bfast, snacks, lunch, dinner, desserts, beverages
Eating

- How do you feel about your body?
  - Just right? Too big? Too small?
- Does your weight or body shape cause you any stress? If so, tell me about it.
- Have there been any recent changes in your weight?
- Have you dieted in the past year? How? How often?
- What do you like and not like about your body?
US High School Students: Weight, 2013 YRBS

CDC. YRBS. *MMWR*. June 13, 2014. 63(4)
Controlling Weight, 2013 YRBS

- Were Trying to Lose Weight
  - Male: 33.0%
  - Female: 62.6%

- Went 24 hours w/out Eating
  - Male: 7.4%
  - Female: 18.7%

- Took Diet Pills
  - Male: 3.4%
  - Female: 6.6%

- Vomited or Took Laxatives
  - Male: 2.2%
  - Female: 6.6%

CDC. YRBS. MMWR. June 13, 2014. 63(4)
Be Alert for Eating Disorders

Seeing more in:

- Formerly obese
- Minority patients
- Males
- Younger patients

- Clarify that you are talking about weight for health reasons not because anybody has to look a certain way
Exercise?
Exercise?

- Do you get any exercise?
  - Walking places?
  - Casual exercise/activities?
  - Individual sports/activities?
  - Team sports/activities?
- Do people in your family or community exercise?
- Do you think exercise is important?
- What do you think exercise could be helpful for?
Exercise Behaviors, 2013 YRBS

- 47.3% of students were physically active at least 60 minutes per day on 5 or more days
- 48% of students went to physical education (PE) classes on 1 or more days during the week
- 54% of students played on at least one sports team in past year
Activities
32.5% reported watching 3 or more hours of television per day

41.3% reported using a computer for something not school related for 3 or more hours per day

CDC. YRBS. MMWR. June 13, 2014. 63(4)
Activities

- How do you like to spend your free time?
- Hobbies, clubs, spiritual activities?
- How many hours of television/computer per day? Per week?
- Can be a great way to connect with patients
Most Males and Females Begin Sex at Age 17
Do you have a group of friends you hang out with? 
Boys, girls, mixed group? 
Anyone “going out”, have boyfriends or girlfriends? 
Have you gone out with anyone? Ever had a relationship? 
Ever been “attracted to anyone”, “had a crush on anyone”? 
Attracted to boys or girls? 
Do you identify as a boy or a girl? Are you comfortable in your identity as a boy/girl?
Sexuality

- Have you ever been in a romantic relationship? Tell me about the people that you’ve dated.
- Have any of your relationships ever been sexual relationships (such as involving kissing or touching)?
- Have you had vaginal sex? oral sex? anal sex?
- Have you felt safe in your sexual relationships?
- Have you ever been touched inappropriately or forced into any sexual activity?
- Have you ever been checked of any sexually transmitted infections?
Sexual Behavior Questions

**Don’t**

- Ask “Are you sexually active?”
- Use gender-biased pronouns when referring to sexual partners
- Use judgmental language
- Use slang unless patient offers it first

**Do**

- Assure confidentiality
- Explain why you are asking sensitive questions
- Ask patient to describe specific sexual behaviors
- Add “second tier” questions to assess comfort with behaviors
Ever Used:

- 66.2% drank alcohol
- 20.8% reported episodic heavy drinking
- 40.7% used marijuana
- 8.9% inhalants
- 6.6% ecstasy ("MDMA")
- 5.5% cocaine
- 3.2% methamphetamines
- 7.1% hallucinogenic drugs

CDC. YRBS. MMWR. June 13, 2014. 63(4)
Drugs and Alcohol

- Does anyone you hang out with smoke, drink, or use drugs? How frequently and how much?

- Do you use tobacco?
- Do you use electronic cigarettes?
- Do you drink alcohol?
  - What kind: beer, wine, hard liquor?
  - Any blackouts? Ever pass out? Vomit?
CRAFFT Questions: Identify Problem Use

- Have you ever ridden in a Car driven by someone who was high or had been using alcohol or drugs?
- Do you ever use alcohol or drugs to Relax, feel better about yourself, or fit in?
- Do you ever use drugs or alcohol when you are Alone?
- Do you Forget things while using drugs or alcohol?
- Do your family or Friends ever tell you that you should cut down on your drinking or drug use?
- Have you ever gotten into Trouble while using drugs or alcohol?
Suicide and Depression
Suicide and Depression, 2013 YRBS

Felt Sad or Hopeless
- Male: 19.7%
- Female: 34.5%

Seriously Considered Suicide
- Male: 11.6%
- Female: 22.4%

Made Suicide Plan
- Male: 10.3%
- Female: 16.9%

Attempted Suicide 1 or more Times
- Male: 5.4%
- Female: 10.6%

CDC. YRBS. MMWR. June 13, 2014. 63(4)
Depression and Suicide

- Do you feel “stressed” or anxious more than usual?
- Do you feel sad or down more than usual?
- Have you ever received counseling and/or therapy?
- Are you having trouble getting to sleep?
- Have you ever thought of hurting yourself or someone else?
- Have you ever thought of killing yourself?
  - Specific plan?
- Have you ever been upset by something on the internet?
- Do you feel like you have ever been bullied?
Safety

PHONES OFF
SEATBELTS ON
Sexual/Dating Violence 2013 YRBS

- Physical Dating Violence: 7.4% (Male) vs. 13.0% (Female)
- Sexual Dating Violence: 6.20% (Male) vs. 14.40% (Female)
- Forced to Have Sexual Intercourse: 4.2% (Male) vs. 10.5% (Female)

CDC. YRBS. MMWR. June 13, 2014. 63(4)
Sexual and Physical Abuse

- Have you ever been forced to have sex or been touched in a way against your will?
  - By whom and is this still going on?
  - Who did you tell?
  - In what ways does that experience affect your life and relationships now?

- Has anyone ever hurt you on a repeated basis? At home, in school, or in your neighborhood?
Interpersonal Violence includes:

- Child abuse
- Battering
- Domestic violence
- Partner violence
- School, peer, community violence
- Sexual harassment
- Sexual abuse
- Sexual assault
- Hate crime
Safety

- Have you ever been seriously injured? (How?) How about anyone else you know?
- Do you use helmets for sports?
- Is there a gun in your house?
- Do you always wear a seatbelt in the car?
- When was the last time you sent a text message while driving?
- Tell me about a time when you have ridden with a driver who was drunk or high. When? How often?
Drunk Driving, 2013 YRBS

- **Rode w/ Driver Who Had Been Drinking**
  - Male: 21.4%
  - Female: 22.4%

- **Drove When Drinking Alcohol**
  - Male: 12.0%
  - Female: 7.8%

**Sources:**
- CDC. YRBS. MMWR. June 13, 2014. 63(4)
- University of Vermont Children’s Hospital
Wrap Up

- Emphasize that your approach is nonjudgmental and that you welcome future visits

- “I’m here for you, and I want you to feel comfortable confiding in me. If you have something personal to talk about, I’ll try to give you my best advice and answer your questions”
Provider Resources and Organizational Partners

- www.advocatesforyouth.org  Advocates for Youth
- www.aap.org  American Academy of Pediatricians
- www.aclu.org/reproductive-freedom  American Civil Liberties Union Reproductive Freedom Project
- www.acog.org  American College of Obstetricians and Gynecologists
- www.arhp.org  Association of Reproductive Health Professionals
- www.cahl.org  Center for Adolescent Health and the Law
- www.glma.org  Gay and Lesbian Medical Association
Provider Resources and Organizational Partners

▶ www.guttmacher.org Guttmacher Institute

▶ janefondacenter.emory.edu Jane Fonda Center at Emory University

▶ www.msm.edu Morehouse School of Medicine


▶ www.naspag.org North American Society of Pediatric and Adolescent Gynecology

▶ www.prh.org Physicians for Reproductive Health
Provider Resources and Organizational Partners

- www.siecus.org  Sexuality Information and Education Council of the United States
- www.adolescenthealth.org  Society for Adolescent Health and Medicine
- www.plannedparenthood.org  Planned Parenthood Federation of America
- www.reproductiveaccess.org  Reproductive Health Access Project
- www.spence-chapin.org  Spence-Chapin Adoption Services