

# WE'RE HERE FOR YOU

As in, you can  
ask us anything.

Really.

Don't worry if  
this takes a minute  
to sink in.

We're not  
going anywhere.

Take your time.

And if we don't  
hit the mark, let  
us know.

**ADOLESCENT HEALTH INITIATIVE**

Transforming adolescent and young adult health





# Setting Up An Adolescent Friendly Environment

## **ENVIRONMENT**

An adolescent-friendly atmosphere is important to setting the stage for an office visit. Magazines geared toward adolescents, as well as posters and brochures with targeted health messages in patient areas are important in making adolescents feel welcome. A separate waiting area and confidential space to complete paperwork (away from parents and others waiting to be seen) is essential.

## **CONFIDENTIALITY**

Without confidentiality protections, some adolescents forgo care for pregnancy, sexually transmitted infections or substance abuse. Assurances of confidentiality can increase an adolescents' willingness to disclose information, report truthfully and consider a return visit.

## **PARENT PRESENCE**

Adolescents are less likely to share information about risk behaviors when parents are present. Every treatment setting should establish routine procedures that separate parents from their adolescent children during part of each office visit.

## **RESOURCES**

Adolescents may not have the ability to follow through with external resources or referrals provided to them. Transportation and costs are significant barriers to obtaining needed resources.



# Teen Pregnancy Prevention Initiative

## Adolescent Friendly Office Space Checklist

	Separate waiting space
	Setting up special times for adolescent visits
	Allowing more time for the first visit
	Adolescent friendly décor
	Reading materials/magazines for teens
	Targeted health messages through posters, brochures, hotline numbers and websites
	Examination table should not face the door
	Chairs in exam rooms should be utilized for the adolescent interview <i>(do not put an adolescent on the exam table while health professional is in a chair or in a chair with professional behind a desk)</i>
	Adolescents should not be asked to undress until after the interview

## Visit Guidelines for Health Professionals

- 1) Enjoy adolescents *(display a positive attitude, be empathetic and attentive)*
- 2) Establish rapport *(ask about activities or hobbies they enjoy)*
- 3) Ensure confidentiality *(discuss confidentiality prior to beginning an assessment or interview)*
- 4) Discuss billing arrangements *(an insurance payment may result in parents finding out about visits and diagnosis, however a neutral diagnosis can be used in many situations)*
- 5) Involve the family *(discuss concerns of parents at beginning or end of the visit)*
- 6) Act as an advocate *(share adolescent's positive attributes, abilities and characteristics with parents/guardians)*
- 7) Discover hidden agendas *(a review of adolescent risk behaviors during the visit may uncover many other concerns)*
- 8) Information gathering using developmental approach *(refer to "Adolescent Sexual Developmental" document)*
- 9) Limit note taking *(take as few notes as possible during the visit)*

# 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.



Hours of Operation:  
Monday-Friday: 9pm-8pm  
Saturday: 9am-12pm

Health facility has a signboard that mentions operating hours  
Provide youth 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 preventative 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 on providing sensitive health services to adolescents  
Current support tools (e.g. protocols, guidelines) are in place for providers  
Providers' obligations and adolescents' rights are clearly communicated to adolescent patients

## Facility Characteristics

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



Extend operating hours, allow walk-in appointments  
Youth-friendly amenities in waiting room (e.g. magazines, internet access, brochures)

## 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 on 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



## WHAT are Youth-Friendly Services?

Young people may avoid accessing the services they need for various reasons including concerns about confidentiality, fear of judgment, and inconvenient hours and location. It is important that youth-serving organizations take seriously the unique needs and concerns of young people and implement changes to make their organization more youth-friendly. The World Health Organization describes youth-friendly services as those that are **equitable, accessible, acceptable, appropriate, and effective**. Take a look at the following strategies and resources to learn ways your organization's policies, practices, and environment can become more youth-friendly.

## STRATEGIES for providing youth-friendly services

### Make your services accessible to youth.

- Offer your services at times when youth are available. This may include after-school, evening, and/or weekend hours. Survey your youth patients or consult with a youth advisory council on their preferences.
- Provide youth access to services on short notice by offering drop-in, same-day, or next-day visits.
- Establish policies and procedures to ensure young people can access services for free or at low cost (e.g., a sliding fee scale), especially for services that teens may want to keep confidential.
- Provide services in a location that young people can easily get to. If your location is not ideal, try offering transportation assistance (e.g., bus tokens, cab fare, shuttle service). You can also install bike racks near your facility.
- Bring your services to young people. This can include partnering with youth-serving organizations (e.g., schools, community centers) to offer your services onsite.
- Provide services and materials in the languages spoken most in your community.

### Create an environment that is welcoming to young people.

- Maintain a clean and welcoming environment. Some ways to [make your space more youth-friendly](#)<sup>1</sup> include having magazines for teens, cell phone charging stations, and artwork by local teens.
- Provide visual and auditory privacy if you offer services that might be sensitive (e.g., counseling). Room dividers and white noise machines are quick fixes for an environment with limited privacy.
- Develop and post a non-discrimination policy so youth of all identities know they are welcome.
- Review intake forms, handouts, [posters](#),<sup>2</sup> and other materials to ensure they are inclusive (e.g., images reflect the diversity of your community, language is [LGBTQ+ inclusive](#)<sup>3</sup>) and [easy to understand](#).<sup>4</sup>
- [Train](#)<sup>5</sup> staff to provide friendly, respectful, and non-judgmental services to youth.

### Identify young people's needs and connect them to additional resources.

- Schedule longer visits with young people to ensure adequate time to address all of their needs.
- Establish an effective [referral system](#)<sup>6</sup> to connect young people to other youth-friendly services in the community.

### Provide confidential services (where applicable).

If you offer services that are legally protected for adolescents (e.g., pregnancy testing):

- Develop and post a [confidentiality policy](#)<sup>7</sup> that is aligned with state laws.
- Provide clear information to adolescents, parents, and staff about which services young people can access confidentially. Strategies to share information about your confidential services may include:
  - Provide [handouts](#)<sup>8</sup> to adolescent clients and their parents describing the protections and limitations of confidentiality and minor consent.
  - [Train](#)<sup>9</sup> all staff on the protections, rights, and limitations of confidential services.
  - Train all service providers to discuss these protections, rights, and limitations in all of their interactions with adolescent clients.
  - Develop procedures to preserve the confidentiality of youth (e.g., billing, documentation).
  - If parents or guardians are present, meet with young people one-on-one for a portion of every visit.

### Implement a youth-friendly marketing and communications plan.

- Increase awareness of your services and how to access them by marketing your services to young people, parents, and other adults who work with youth. Engaging youth in the development of a marketing plan can help to ensure its relevancy. Marketing strategies may include the following:
  - Utilize outreach workers and teens to promote your services at youth-serving organizations and events.
  - Communicate regularly with referring organizations (e.g., schools, health centers, youth-serving organizations) and/or trusted adults who work with youth (e.g., school counselors and coaches) to ensure they are aware of your services and know how to refer youth to them.
  - Develop print materials to distribute throughout your community, especially to referring organizations.
  - Maintain an up-to-date website and social media presence.

### Solicit youth feedback on your services.

- Engage young people in providing feedback on your services. Youth engagement strategies may include:
  - Collect and review adolescent client/patient satisfaction surveys at least annually.
  - Invite a group of adolescent clients to participate in a focus group to learn about their experiences accessing your services and their ideas about how services can be improved.
  - Invite a local youth council to tour your organization and provide feedback.

## Additional RECOMMENDATIONS

- [Spark trainings](#),<sup>10</sup> pre-packaged mini-trainings for staff meetings, on topics including adolescent brain development, being youth-friendly, cultural responsiveness.
- Tools to assess youth-friendliness: [Youth-Friendly Services Assessment Tool](#);<sup>11</sup> [Quality Assessment Guidebook](#).<sup>12</sup>
- Factsheet on youth-friendly health care: [Characteristics of Youth-Friendly Health Care Services](#).<sup>13</sup>
- Youth-friendly services staff training manual: [Youth-Friendly Services: a Manual for Service Providers](#).<sup>14</sup>
- Youth engagement resources: [Creating and Sustaining a Thriving Youth Advisory Council](#),<sup>15</sup> [Youth-Adult Partnerships](#);<sup>16</sup> [Strategies for Youth to Change the World](#).<sup>17</sup>



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- <sup>1</sup> <https://www.youtube.com/watch?v=vAu5ad82718>
  - <sup>2</sup> [http://www.umhs-adolescenthealth.org/wp-content/uploads/2017/01/tactac\\_poster-final-nologo\\_2.pdf](http://www.umhs-adolescenthealth.org/wp-content/uploads/2017/01/tactac_poster-final-nologo_2.pdf)
  - <sup>3</sup> <https://www.lgbthealtheducation.org/wp-content/uploads/Collecting-Sexual-Orientation-and-Gender-Identity-Data-in-EHRs-2016.pdf>
  - <sup>4</sup> [https://www.cdc.gov/healthliteracy/pdf/simply\\_put.pdf](https://www.cdc.gov/healthliteracy/pdf/simply_put.pdf)
  - <sup>5</sup> <http://www.umhs-adolescenthealth.org/improving-care/spark-trainings/>
  - <sup>6</sup> [http://www.ncsddc.org/sites/default/files/docs/referral\\_system\\_implementation\\_kit\\_020615\\_.pdf](http://www.ncsddc.org/sites/default/files/docs/referral_system_implementation_kit_020615_.pdf)
  - <sup>7</sup> <http://www.umhs-adolescenthealth.org/improving-care/confidentiality/>
  - <sup>8</sup> <http://www.umhs-adolescenthealth.org/improving-care/confidentiality/>
  - <sup>9</sup> <http://www.umhs-adolescenthealth.org/improving-care/spark-trainings/>
  - <sup>10</sup> <http://www.umhs-adolescenthealth.org/improving-care/spark-trainings/>
  - <sup>11</sup> <http://www.healthyteennetwork.org/resources/youth-friendly-services-assessment>
  - <sup>12</sup> [http://apps.who.int/iris/bitstream/10665/44240/1/9789241598859\\_eng.pdf](http://apps.who.int/iris/bitstream/10665/44240/1/9789241598859_eng.pdf)
  - <sup>13</sup> [http://www.healthyteennetwork.org/wp-content/uploads/2015/04/TipSheet\\_CharacteristicsYouth-FriendlyClinicalServices.pdf](http://www.healthyteennetwork.org/wp-content/uploads/2015/04/TipSheet_CharacteristicsYouth-FriendlyClinicalServices.pdf)
  - <sup>14</sup> <https://www.engenderhealth.org/files/pubs/gender/yfs/yfs.pdf>
  - <sup>15</sup> <http://www.umhs-adolescenthealth.org/wp-content/uploads/2017/02/manual-for-website.pdf>
  - <sup>16</sup> <http://www.advocatesforyouth.org/youth-adult-partnerships>
  - <sup>17</sup> <https://freechild.org/strategies/>



**Adolescent and Youth Friendly Service Tour  
Clinic Environmental Assessment Tool**

**Instructions:** Walk through the clinic, paying attention to how welcoming the clinic is to adolescents and young adults (AYA). After walking through the clinic site, read each statement and place an “X” in the appropriate “Yes or No” column. Please use the “Comments and Recommendations” column for any additional information that celebrates the clinic or guides improvements.

**Name of Clinic:**

**Date of Visit:**

Clinic Characteristic	Yes	No	Comments & Recommendations
<b>Accessibility</b>			
The clinic hours are clearly posted			
The clinic is open hours that are convenient to AYA (after school, nights, weekends)			
Walk in or same day appointments are available			
The clinic is accessible by public transportation			
The clinic is accessible to people with mobility impairments			
The clinic has a working, up to date, website that is easy to find and use			
<b>Environment</b>			
Signage makes clear that AYA are served at this clinic			
Confidentiality policies are clearly posted			
The clinic clearly welcomes diverse groups (such as LGBT youth, racial minorities)			
Waiting environment appeals to AYA (i.e. appealing decoration, displays, music, magazines, etc.)			
Waiting room has Wi-Fi or computers to use			
Waiting room has evidence of community engagement (flyers advertising local activities, concerts, schools events, etc.)			
The clinic has posters, brochures, health educational materials that interest AYA			
Exam room environment appeals to AYA (i.e. appealing decoration, displays, music, activities, etc.)			
<b>Routine Screening</b>			
Clinicians use a standardized assessment tool with AYA that includes a sexual history and screening for alcohol, tobacco, and drug use, and other psychological issues			
Standardized assessment tools are easy to complete (Look at tools)			

<b>**Interview Questions**</b> <i>Please speak with an identified clinic staff member to complete this section</i>	Yes	No	Comments & Recommendations
Do you communicate with AYA by their preferred method (phone, email, text, portal, etc.)?			
Does your clinic utilize social media (Facebook, Twitter, etc.) to get information to patients?			
Are AYA specific patient satisfaction surveys regularly distributed and are improvements addressed?			
Do you have a way to inform AYA, including parents and guardians, about your clinic's confidentiality policy?			
Is staff trained on policy and protocol on minor's rights and confidentiality that includes patient visits, billing, patient contact, records, and lab results?			
Are free or low cost services available if a patient does not want to use insurance for confidentiality reasons?			
Do you offer adequate appointment length to address needs of youth (enough time to discuss all an AYA's problems and concerns)?			
Are clinicians available to answer follow up questions after the visit? Can I get in touch if I have a question?			
What on-site services are available, such as mental health services, nutrition services, drug and alcohol counseling, or access to variety of birth control services?			
Are linkages in place for referrals to care for alcohol, tobacco, and drug abuse; mental health concerns; and other social service needs not offered on site?			
Are linkages are in place for referrals for clinical care and behavioral and social services specific to LGBTQ youth that are not offered onsite?			
Are linkages are in place for referrals for services related to intimate partner violence?			
Does staff <b>assist</b> AYA patients in making connections or making appointments to off-site services?			
<b>Overall Assessment</b>	<b>Yes</b>	<b>No</b>	<b>Comments &amp; Recommendations</b>
Would you recommend this clinic to other AYA patients? Why or why not?			

\*This tool adapted from the *State of Texas Youth-Friendly Services Tour: Assessment Tool &* <http://www.hse.ie/eng/services/yourhealthservice/SUI/Library/Guides/AFQuATs.pdf>

# 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.



ANITA



JASON

Front desk staff tells Jason that contraceptive and reproductive health care services are provided for free or at low cost.

A counselor meets with Jason in a private room. He states that he has a girlfriend but they do not feel ready to have sex.

The counselor encourages Jason not to have sex if either he or his girlfriend does not feel ready, and explains Jason and his girlfriend can come to the clinic any time with questions, for birth control, or for STD tests.

Get Tested for STDs TODAY!  
No Exam Needed

Anita is relieved she was able to come in the same day she made the appointment.

Ask about Emergency Contraception, IUDs & Hormonal Birth Control

**Confidential Policy**  
Your state's laws on teens' rights to confidentiality and to consent to care

You Can Get Birth Control Without a Pap Smear or Pelvic Exam

Anita is in a private room with a provider. She states that she has been having sex but only at times of the month when she "knows she can't get pregnant."

The provider explains that pregnancy can occur at any time of the month and that it's important to use both a condom and another form of birth control every time she has sex to reduce the risk of pregnancy and STDs. After describing all available methods of birth control from most to least effective, the provider and Anita agree on the method that will suit her best, and the provider gives her condoms, as well.

Anita calls a friend as she is leaving. She is happy to report she could get her new contraceptive implant that day and that it will last up to three years... "now I don't have to remember to take a pill every day!"

Jason texts his girlfriend encouraging her to come for a visit as well.

Learn more at [www.cdc.gov/TeenPregnancy/TeenFriendlyHealthVisit.html](http://www.cdc.gov/TeenPregnancy/TeenFriendlyHealthVisit.html)

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





Sponsored By:  
NM Adolescent & Young Adult Health  
CoIIN



## Know Your Health Toolkit

*Draft as of March 2017*





# Thank You to ALL of Our Partners



## NM Youth Partners

- Alfred Delgado
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The **Know Your Health Toolkit** is a resource for healthcare providers & staff to utilize in promoting & empowering

## **ADOLESCENT & YOUNG ADULT HEALTH**

(Age 10-25)



### **GOALS: TO INCREASE**

- ✓ Youth friendly environment/services
- ✓ Preventative health services
- ✓ Youth health literacy

# Overview



Developing the ***Know Your Health Toolkit*** was a youth-adult partnership to compile pertinent information to accomplish the goals set forth. We've done all the work so you don't have to...**THAT'S AWESOME, RIGHT...**

The toolkit includes 3 sections as a comprehensive approach to promoting & empowering adolescent & young adult health. The great thing about this toolkit is your healthcare clinic can work on implementing all 3 sections, 1 section or just use some resources within it. You all determine your readiness level to promoting & empowering adolescent & young adult health.

**Section I: Training & Educational Material for Healthcare Providers & Staff-** Get everyone within your health office or clinic to be on the same page when working with young people. Foster respect & youth-adult partnership so young people feel comfortable & want to come back to the clinic.

**Section II: Assessments, Surveys & Questionnaires-** Assess where your clinic is on youth-friendly services/environment. Use a holistic approach to assessing young people's health & promoting preventative services. Make sure youth have a voice!!

**Section III: Know Your Health Campaign Materials-** Here are several resource (posters, memes, piktocharts, handouts) to promote youth health literacy, a safe & youth-friendly environment.



**Sessions are open to all professionals.  
A certificate in Adolescent Health from the Division  
of Adolescent Medicine at the University of New  
Mexico is available for either content area.**

### **How to Get Started**

- ✓ Download the [AHI Flyer](#)
- ✓ Download the [Case Consultation Form](#)
- ✓ Download the [Certificate Program Agreement Form](#)
- ✓ Download the [AHI FAQs](#).
- ✓ Download the [Moodle Instructions](#)

### **For more information about the**

Certificate Program

Please contact: Kirsten Bennett

[kdbennett@salud.unm.edu](mailto:kdbennett@salud.unm.edu) 505.925.7604

AHI sessions and case consultation

Please contact: Michelle Widener

[miwidener@salud.unm.edu](mailto:miwidener@salud.unm.edu) 505.925.7840

Go to <http://envisionnm.org/index.php/telehealth/videos/#vid02>  
to view access the AHI archived videoed sessions.

### **PRIMARY CARE FOCUS:**

- Cultural Perspectives in Adolescent Reproductive Health
- Adolescent Friendly Care
- Consent and Confidentiality for Minors in Health Care
- Secondary Amenorrhea and Heavy Menstrual Bleeding in Adolescents
- Sports Preparticipation Exam: Two-Minute Orthopedic Evaluation & Concussion Assessment
- Motivational Interviewing as an Approach to Addressing the Needs of Adolescents
- The Obese Adolescent: Evaluating Comorbid Conditions in Primary Care
- Gender Nonconforming/Transgender Youth: Current Concepts, Management, & Barriers to Care
- Adolescence and Population Health in the 21st Century

### **BEHAVIORAL HEALTH FOCUS:**

- Principles of Trauma-Informed Systems of Care
- Restorative Practices in NM Medical Communities: Promising Pathways
- MORE TO COME...

# H.E.A.D.S.S. Model



The H.E.A.D.S.S. Model is an easy way to assess what's happening in different areas of a young person's life. It is a holistic way of understanding different factors that could be contributing to their symptoms and/or behaviors.

- [H.E.A.D.S.S.-A Psychosocial Interview for Adolescents](#)
- [Getting Into Adolescent Heads: An Essential Update](#) By John M. Goldenring, MD, MPH, JD, David S. Rosen Contemporary Pediatrics
- [Adolescent History- H.E.A.D.S.S. Assessment](#) from Centre for Faculty Development

## H.E.A.D.S.S Model

**H**= home environment

**E**= education, employment & eating

**A**= activities (interests & peer relations)

**D**= drug usage (cigarettes, alcohol, marijuana, other drugs; using and driving)

**S**= sexuality (sexual orientation, activity safety & issues of gender identity)

**S**= suicide/depression & safety (home, school, neighborhood, weapons at school, guns at home, use of seat belts)

# Essential Elements When Interacting With Adolescence & Young Adults:

All providers should incorporate the essential elements when interacting with adolescents, especially around confidentiality which is one of teens' biggest concerns. These elements will promote an environment where youth feel safe and comfortable communicating their needs.

- **Review Chart, Health Questionnaire & Permission Slips**
- **Statement of Confidentiality**
- **Create Rapport**
- **Bridge Statements**
- **Use Patient's Name**
- **Recognized Verbal & Body Language**
- **Use Open-Ended Questions**
- **Active Listening**
- **Use Non-Judgmental Questions/Statements (Know Your Biases)**
- **Remember: No Assumptions**
- **Provide Health Material**
- **Understandable Terminology**
- **Follow-Up (As Needed)**
- **Exercise Warm Handoff (As Needed)**



# Motivational Interviewing (MI)



Source: <https://www.pinterest.com/pin/91549804897695753/>

**Motivational interviewing is a style of patient-centered counseling developed to facilitate change in health-related behaviors. The core principle of the approach is negotiation rather than conflict.**

- [A Brief Introduction to Motivational Interviewing \(YouTube Video\)](#) by Bill Matulich, Ph.D., MI Network of Trainers
- [Motivational Interviewing Strategies to Facilitate Adolescent Behavior Change](#) by Melanie A. God, DO, FAAP & Patricia K. Kokotailo, MD, MPH, FAAP



KEEP CALM  
AND SCHEDULE

ANNUAL  
WELLNESS VISITS

# Annual Comprehensive Well-Visit

*Adolescence is a time when many chronic physical, mental health, and substance use conditions first emerge*

*\$700 billion is spent annually on costs directly and indirectly associated with preventable adolescent health problems*

*Behavioral patterns established during adolescence influence lifelong health habits*

Source: [Strategies for Increasing Adolescent Well-Care Visits](#)

An annual comprehensive & confidential well- visit is one vital key to preventive services & improving young people's health. In fact, every visit should be viewed as an opportunity to ask about risky behaviors and provide brief counseling.

*It's about building healthy relationships between youth and health care providers,  
as well as, taking advantage of teachable moments...*

- [Early and Periodic Screening, Diagnostic, & Treatment \(EPSDT\)](#): EPSDT benefit provides comprehensive and preventive health care services for children under age 21 who are enrolled in Medicaid. EPSDT is key to ensuring that children and adolescents receive appropriate preventive, dental, mental health, and developmental, and specialty services
- [Paving the Road to Good Health-Strategies for Increasing Medicaid Adolescent Well-Care Visits](#): This guide offers an array of approaches in which states can choose to best fit local needs and resources and increase awareness of the importance of the well-care visit for this age group.
- [Adolescent Well Care Visit Guidance Document](#): This document is a resource to help Coordinated Care Organizations (CCOs), health systems, quality improvement professionals, and providers improve their approach to comprehensive adolescent well care. This document will be updated as appropriate to reflect any changes in policy, regulation, and measurement. (Oregon Stats but good general information)

[I am looking for information for 14-17 year olds . . .](#)

[I am looking for information for someone 13 or under . . .](#)

### [Places to Go For Health Care](#)

### [Other Resources](#)

**Feeling alone or scared? Thinking of hurting yourself? Need help?**

**Agora Crisis Center: 1-866-435-7166 or chat**

**online: [www.AgoraCares.org](http://www.AgoraCares.org)**

**New Mexico Crisis Line: 1-855-662-7474**

**National Crisis Line: 1-800-237-8255**



Source: <http://pegasuslaw.org/knowurrights/>

#### **NM Know Ur Rights Video Links:**

[Carrie the Cool Consent Chick – Awkward Doctor](#)

[Carrie the Cool Consent Chick- Birth Control](#)

[Carrie the Cool Consent Chick- I Fell & Broke Everything](#)

[Carrie the Cool Consent Chick- STDs & Confidentiality](#)

This page is to provide youth in New Mexico information about their rights to access health care. We use the term “consent” to talk about consenting (agreeing) to health care services. If you are looking for information on the law about consent to sex, [click here](#).



## QUESTIONS TO CONSIDER WHEN CREATING A YOUTH FRIENDLY ENVIRONMENT

### ? DOES YOUR OFFICE/HEALTH CENTER HAVE...

- An atmosphere that is appealing to adolescents (pictures, posters, wallpaper)?
- Magazines that would interest adolescents and reflect their cultures and literacy levels?
- Appropriate sized tables and chairs in your waiting and exam rooms (i.e. not for small children)?
- Private areas to complete forms and discuss reasons for visits?
- Facilities that comply with the Americans with Disabilities Act?
- Decorations that reflect the genders, sexual orientations, cultures, and ethnicities of your clients?

### ? DO YOU PROVIDE...

- Health education materials written for or by teens at the appropriate literacy level and in their first languages?
- Translation services appropriate for your patient population?
- A clearly posted office policy about confidentiality?
- After-school hours?
- Opportunities for parents and adolescents to speak separately with a health care provider?
- Alternatives to written communications (i.e. phone calls, meetings, videos, audiotapes)?
- Health education materials in various locations, such as the waiting room, exam room, and bathroom, where teens would feel comfortable reading and taking them?
- Condoms?

### ? DOES YOUR STAFF...

- Greet adolescents in a courteous and friendly manner?
- Explain procedures and directions in an easy and understandable manner?
- Enjoy working with adolescents and their families?
- Have up-to-date knowledge about consent and confidentiality laws?
- Incorporate principles and practices that promote cultural and linguistic competence?

- Consider privacy concerns when adolescents check-in?
- Provide resource and referral information when there is a delay in scheduling a teen's appointment?

### ? WHEN YOU SPEAK TO ADOLESCENTS DO YOU...

- Use nonjudgmental, jargon free, and gender-neutral language?
- Allow time to address their concerns and questions?
- Restate your name and explain your role and what you are doing?
- Ask gentle but direct questions?
- Offer options for another setting or provider?
- Explain the purpose and costs for tests, procedures, and referrals?
- Keep in mind that their communication skills may not reflect their cognitive or problem-solving abilities?
- Ask for clarification and explanations?
- Listen?
- Congratulate them when they are making healthy choices and decisions?

### ? ARE YOU AWARE...

- That your values may conflict with or be inconsistent with those of other cultural or religious groups?
- That age and gender roles may vary among different cultures?
- Of health care beliefs and acceptable behaviors, customs, and expectations of different geographic, religious and ethnic groups?
- Of the socio-economic and environmental risk factors that contribute to the major health problems among the diverse groups you serve?
- Of community resources for youth and families?

# Questions to Consider When Creating A Youth Friendly Environment (For Healthcare Providers & Staff)

- Does your office/health center have...
  - A private area to complete forms & discuss reasons for the visit?
- Do you provide...
  - After-school hours?
- Does your staff...
  - Greet adolescents in a courteous & friendly manner?
- When you speak to adolescents, do you...
  - Use nonjudgmental, jargon free & gender-neutral language?
- Are you aware...
  - That your values may conflict with or be inconsistent with those of other cultures/religious groups?

### What is Just Health?

Universal screen geared toward adolescent populations in primary care settings

Customized, instant individual reporting with clinical guidance and counseling messages/motivational interviewing prompts

Aggregate reporting for population management and to inform professional development planning, and evaluation

### What's Inside Just Health?

- Bright Futures Guideline
- HEADSS
  - Home/School
  - Health Behaviors
  - Safety/Injuries
  - Feelings/Well-Being
  - Sexual Health
  - Substance Use
- PHQ-9
- GAD 7
- CRAFFT
- CDC Clinical STD Guidelines
- Motivational Interviewing Prompts
- Development/Future Plans



# Just Health Questionnaire (For Young Adults 18-25 years)

**For More Information**  
**[CLICK HERE](#) to View PowerPoint or**  
**Contact Carlos Romero, Apex**  
**[c.romero@apexeval.org](mailto:c.romero@apexeval.org)**  
**Office: 505.828.0082**

### The Case for Just Health

Challenge of taking accurate, consistent, comprehensive de-stigmatized sexual history and translating data to a positive patient-provider conversation.

Patient-provider-organization-healthcare system levels

Adolescents and the primary care providers that serve them

The whole patient and relationships between sexual behavior and risk and other factors such as substance use and mental health – and a strengths-based approach.

Address continuum of education – prevention – screening - treatment

# Youth Satisfaction Survey



## Youth Voice is Vital!!

This patient satisfaction survey is vital for receiving feedback from young people to ensure quality improvement at your clinic continues to be elevated over time.

Place this poster throughout your clinic and ask young people ages 10-25 to fill out this quick and easy survey at the end of the appointment.

Make a space for the young person to fill out the survey before they leave. Be creative & provide the young person with an incentive.

(See example to the left)

Tell youth their input is very important to making sure your environment & services are youth friendly. Thank them for coming in 😊



Building Healthy Relationships  
Between Youth & Health Providers

**YOU COULD WIN \$25**

### YOUTH SATISFACTION SURVEY (AGE 10-25)

How was your visit today? Your experience is important to us! Follow the link to help us improve our services for youth!

**IT'S CONFIDENTIAL...**  
[bit.ly/1Xnjs8g](http://bit.ly/1Xnjs8g)

When you're done, fill out your name/# and give it to the receptionist to qualify.

NAME \_\_\_\_\_

PHONE # \_\_\_\_\_

Drawings done the last Friday of each month. GOOD LUCK☺

# III. Know Your Health Campaign Materials

## OUTLINE OF KYH CAMPAIGN MATERIALS

- Know Your Health Branding Logos
- Highlighted Health Featured Posters for Each Calendar Month
- Year-Round Health Posters
- Health Educational Handouts
  - For Adolescents & Young Adults
  - For Parents/Guardians
- Comprehensive Well-Exam Reminder Card & Resources

## Branding Logos



Know Your Health Logo Created By:  
Malcohm King (Young Adult)

Positive Youth Development (PYD) Youth-  
Adult Partnership Logo Created By:  
Tessa Medina-Lucero, NMDOH Adolescent  
Health Coordinator



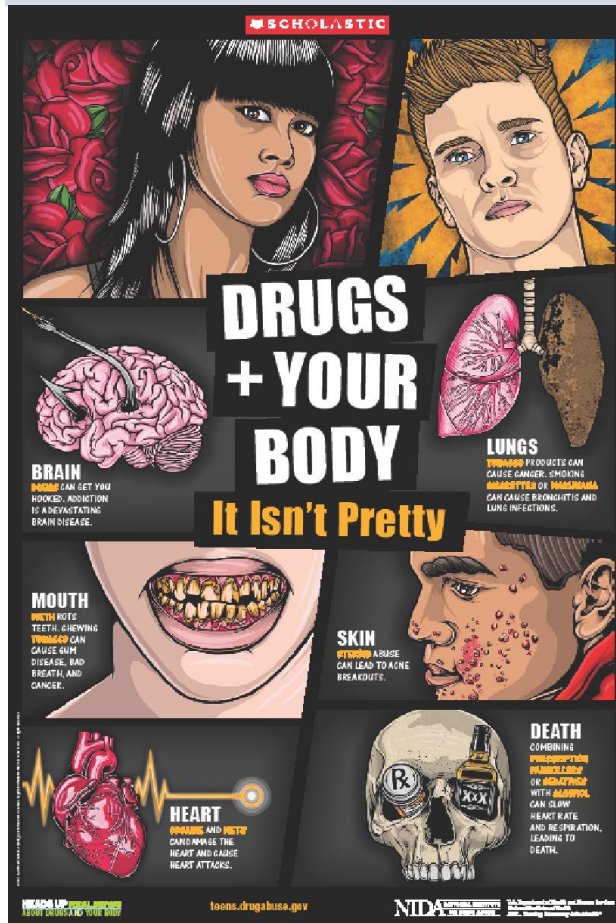


Featured Poster  
for the month  
goes here 😊

**Campaign Poster Format:** These will be approximately 24 x 38 posters.

# Highlighted Health Featured Posters for Each Calendar Month

January - National Drug & Alcohol Facts



Source: <https://www.drugabuse.gov/publications/drugs-your-body-it-isnt-pretty-teaching-guide-poster>

February – Dating Violence Prevention



Source: <http://www.loveisrespect.org/resources/download-materials/>

March – National Nutrition Month



Source: <http://www.schoolnursesupplyinc.com/assets/images/56152.jpg>

# Year-Round Health Posters

(These posters should stay up throughout the year)

**The Framework of 40 Developmental Assets for Adolescents**

Search Institute has identified the following building blocks of healthy development that help young people grow up healthy, caring, and successful.

**EXTERNAL ASSETS**

**Support**

1. Family Support—Family provides high levels of love and support.
2. Positive Family Communication—Young person and family or his parents communicate openly, and young person is willing to seek advice and counsel from parents.
3. Other Adult Relationships—Young person actively seeks support from three or more relevant adults.
4. Caring Neighborhood—Young person experiences caring neighbors.
5. Caring School Climate—School provides a caring, encouraging environment.
6. Parent Involvement in Schooling—Parents are actively involved in helping young person succeed in school.

**Empowerment**

7. Community Values Youth—Young person perceives that adults in the community value youth.
8. Youth as Resources—Young people are given useful roles in the community.
9. Service to Others—Young person serves in the community one hour or more per week.
10. Safety—Young person feels safe at home, at school, and in the neighborhood.

**Boundaries and Expectations**

11. Family Boundaries—Family has clear rules and consequences and monitors the young person's whereabouts.
12. School Boundaries—School provides clear rules and consequences.
13. Neighborhood Boundaries—Neighbors take responsibility for monitoring young people's behavior.
14. Adult Role Models—Parents and other adults model positive, responsible behavior.
15. Positive Peer Influence—Young person's best friends model responsible behavior.
16. High Expectations—Both parents and teachers encourage the young person to do well.

**Constructive Use of Time**

17. Creative Activities—Young person spends three or more hours per week in music or practice in music, drama or other arts.
18. Youth Programs—Young person spends three or more hours per week in sports, clubs, or organizations at school and/or in the community.
19. Religious Community—Young person spends one or more hours per week in activities in a religious institution.
20. Time at Home—Young person is not with friends "with nothing specific to do" two or three nights per week.

**INTERNAL ASSETS**

**Commitment to Learning**

21. Achievement Motivation—Young person is motivated to do well in school.
22. School Engagement—Young person is actively engaged in learning.
23. Homework—Young person reports doing at least one hour of homework every school day.
24. Reading for Pleasure—Young person reads at least one or more books per week.
25. Reading for Pleasure—Young person reads for pleasure three or more hours per week.

**Positive Values**

26. Caring—Young person places high value on helping other people.
27. Equality and Social Justice—Young person places high value on promoting equality and reducing hunger and poverty.
28. Integrity—Young person acts on convictions and stands up for her or his beliefs.
29. Honesty—Young person "tells the truth even when it is not easy."
30. Responsibility—Young person accepts and takes personal responsibility.
31. Respect—Young person believes it is important not to be sexually active or use alcohol or other drugs.

**Social Competencies**

32. Planning and Decision Making—Young person knows how to plan ahead and make choices.
33. Interpersonal Competence—Young person has empathy, sensitivity, and flexibility skills.
34. Cultural Competence—Young person has knowledge of and comfort with people of different cultural, linguistic, and ethnic backgrounds.
35. Resilience Skills—Young person can resist negative peer pressure and dangerous situations.
36. Peaceful Conflict Resolution—Young person seeks to resolve conflict nonviolently.

**Positive Identity**

37. Personal Power—Young person feels he or she has control over "things that happen to me."
38. Self-Esteem—Young person reports having a high self-esteem.
39. Sense of Purpose—Young person reports that "my life has a purpose."
40. Positive View of Personal Future—Young person is optimistic about her or his personal future.

# HEALTH STARTS HERE. FOR EVERYONE.

We are proud to be LGBT-welcoming.

LGBT health resources: [lgbthealthlink.org](http://lgbthealthlink.org)

Know your rights: [healthcarebillofrights.org](http://healthcarebillofrights.org)

Find your local LGBT Center: [lgbtcenters.org/mycenter](http://lgbtcenters.org/mycenter)

SPONSORED BY **LGBT HEALTHLINK**  
THE NETWORK FOR HEALTH EQUITY  
A PROGRAM OF CENTERLINK

Supported by Grant Number 5 NU58DP004996-03-00 funded by the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention or the Department of Health and Human Services.

Source: <http://www.ipgbook.com/40-developmental-assets-poster---adolescent-products-9781574822809.php>

## Adolescents vs. Young Adults

**Development**

**Stages of Development**

- Early Adolescence: 10-14 years
- Mid/late Adolescence: 15-18 years
- Young Adulthood: 19-25 years

**At Risk for Worst Health Outcomes**

- 49% more likely to abuse alcohol
- 17% less likely to receive annual preventative care visit
- 10.4 adolescents vs 36.4 young adults (HIV diagnosis rate per 100,000)
- 13.6 adolescents vs 19.7 young adults (MV crash mortality rate per 100,000)

Compared to adolescents, young adults are...

As adolescents transition into young adulthood they should be assisted in learning how to navigate the health care system and assume responsibility for their care.

Few guidelines focus on the young adult population. Professional medical guidelines and clinical training standards similar to those found for adolescents need to be created for young adults.

**Health Care Access**

Adolescents	Young Adults
Parents play a major role in helping manage health care system	Rights and responsibilities change after age 18
Identified health care provider- pediatricians	No identified health care provider, especially for males
Financial system well-established	Financial system emerging
Organizational structure for care exists	No identified organizational structure for care

**Adolescent & Young Adult Health**  
National Resource Center

powered by **Piktochart**  
make information beautiful

Source: <http://nahic.ucsf.edu/toolkit-youth-centered-care/>



Check Out What Youth & Adult Say About  
2016 Head to Toe Conference

[Positive Youth Development-Youth Leadership Track](#)

Youth Created &

Meme & Infographic Posters

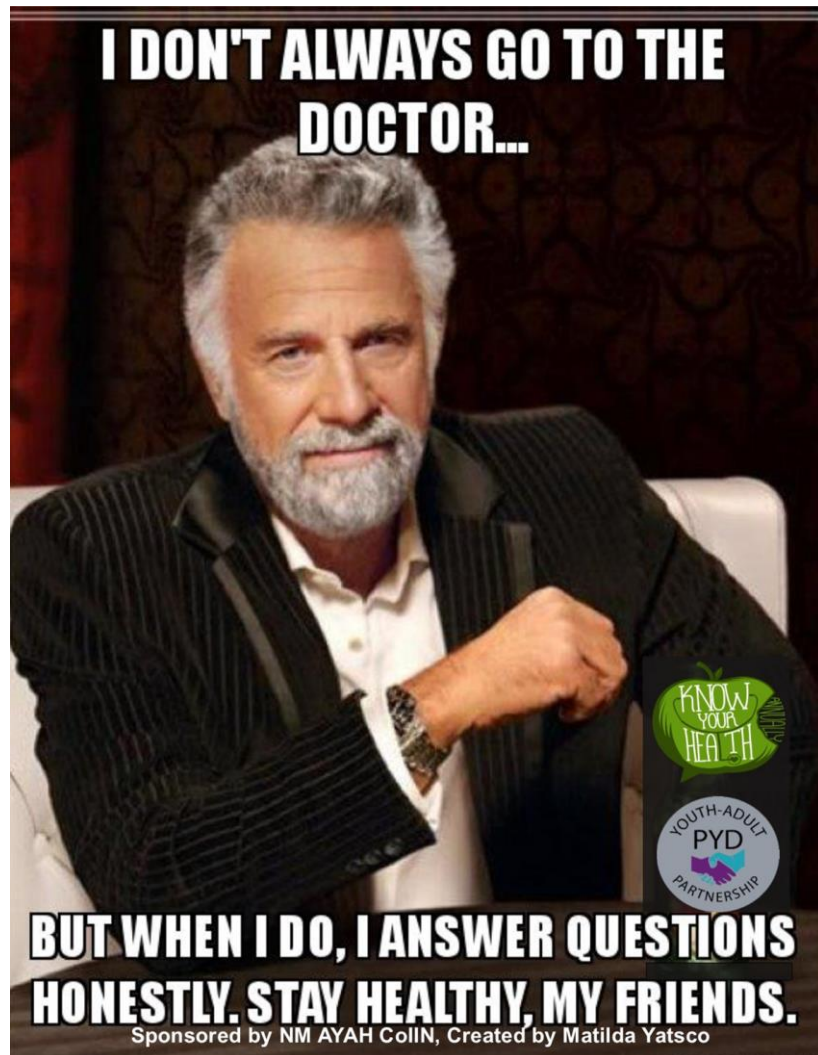


These smaller posters can be put up in your clinic &/or posted on your social media sites...

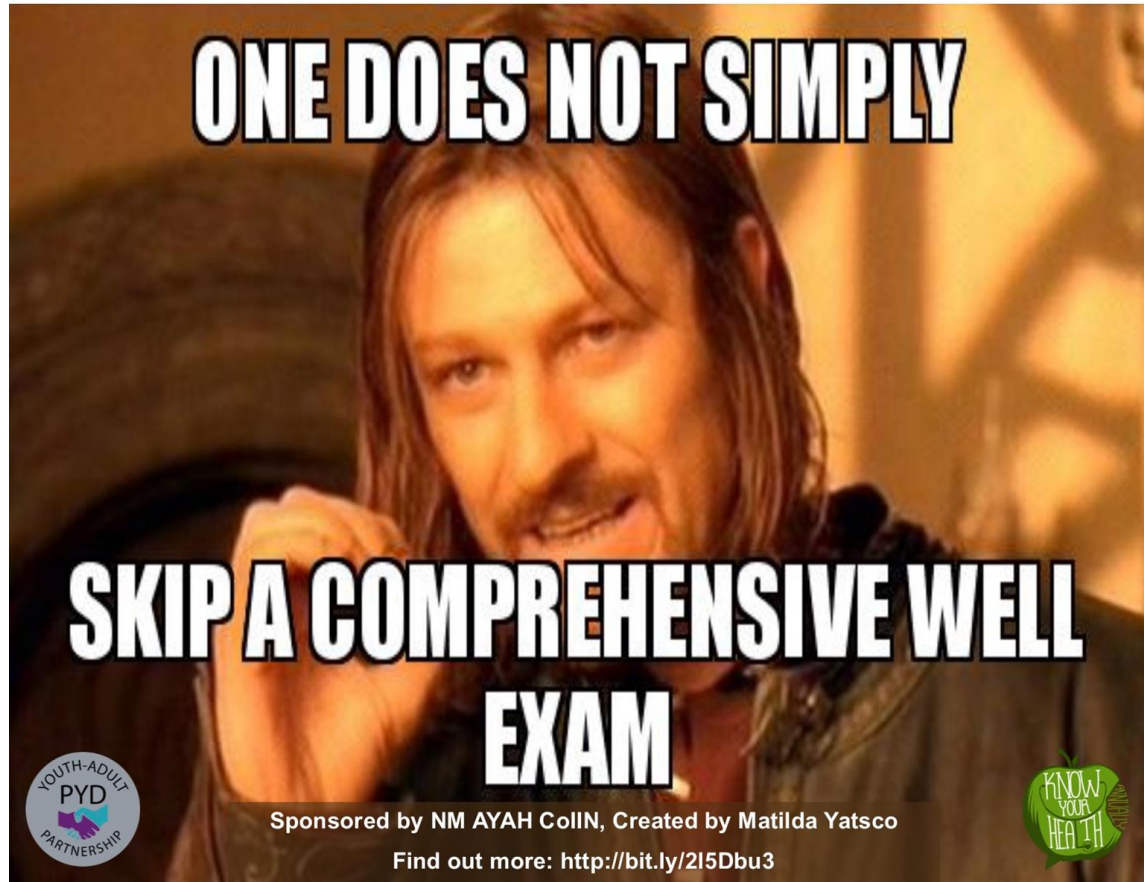
**Campaign Poster Format:** These will be approximately 8.5 x 11 posters.



# Youth Created & Approved Messages



# Youth Created & Approved Messages

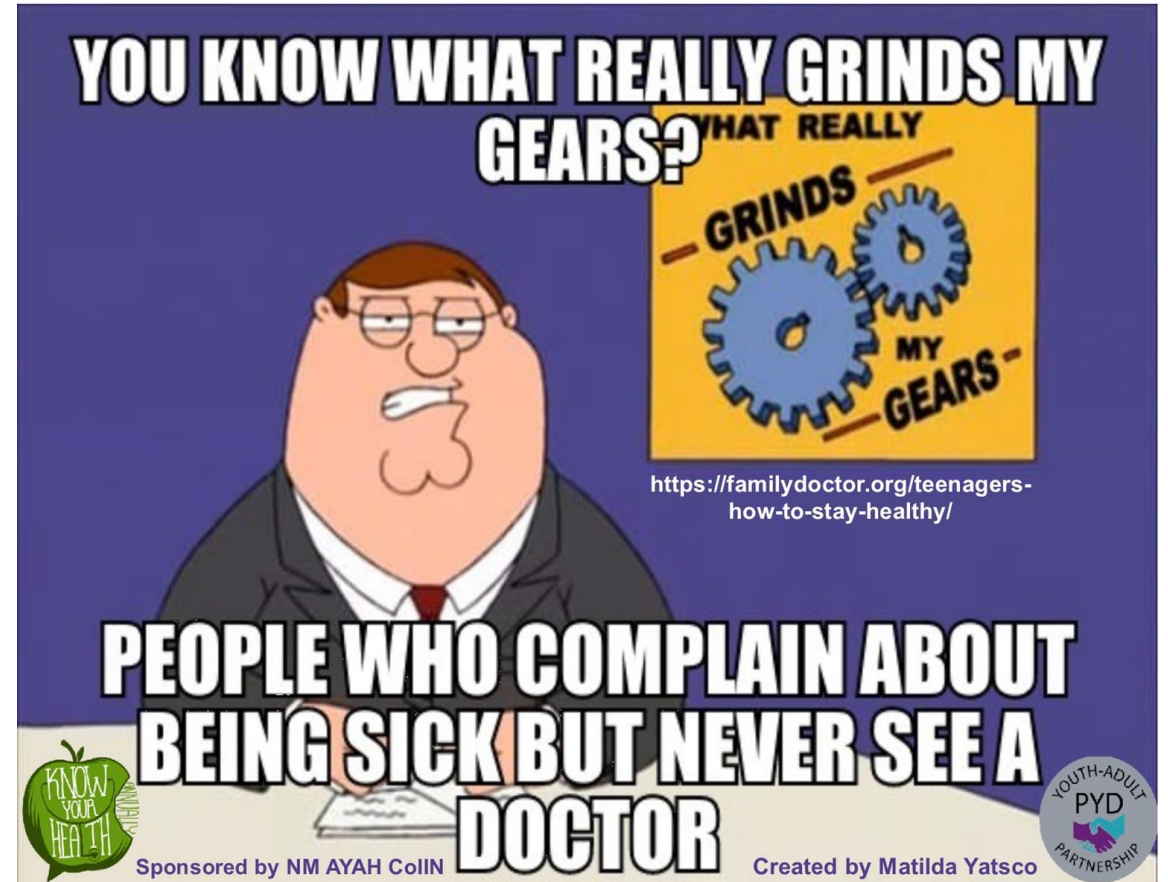




**ONE DOES NOT SIMPLY**

**SKIP A COMPREHENSIVE WELL EXAM**

Sponsored by NM AYAH CollN, Created by Matilda Yatsco

Find out more: <http://bit.ly/2l5Dbu3>




**YOU KNOW WHAT REALLY GRINDS MY GEARS?**



<https://familydoctor.org/teenagers-how-to-stay-healthy/>

**PEOPLE WHO COMPLAIN ABOUT BEING SICK BUT NEVER SEE A DOCTOR**

Sponsored by NM AYAH CollN Created by Matilda Yatsco



# Youth Created & Approved Messages

**YOU GET CONFIDENTIALITY**

**EVERYONE GETS CONFIDENTIALITY**

<http://pegasuslaw.org/KnowURights14-17/> Sponsored by NM AYAH Collin

YOUTH-ADULT PARTNERSHIP PYD KNOW YOUR HEALTH

imgflip.com

**WORKING OUT FACTS**

Sponsored by letsmove.gov

**A POUND OF MUSCLE BURNS 3 TIMES MORE CALORIES THAN POUND OF FAT**

**MORE MUSCLE MASS = BURNING MORE FAT WHILE RESTING**

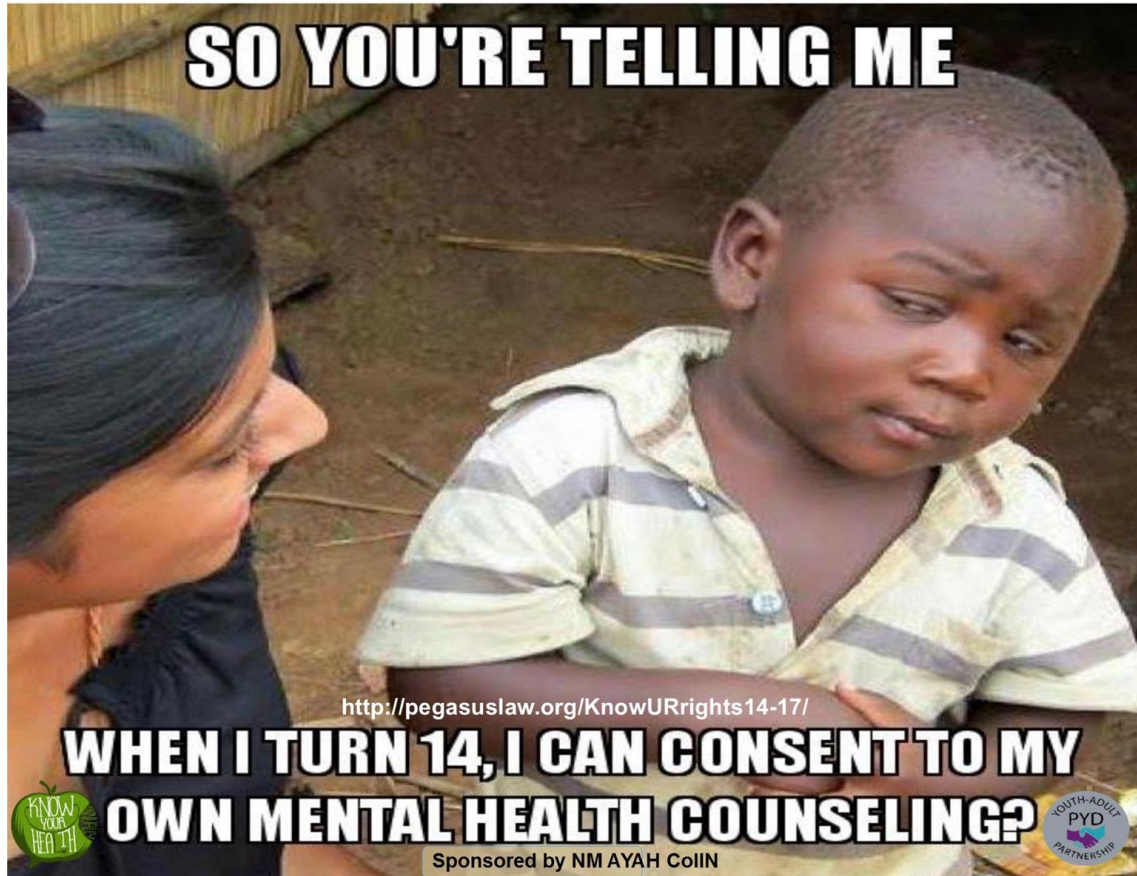
**EXERCISING BOOSTS SELF-CONFIDENCE**

- MORE ENERGY
- IMPROVED SELF-IMAGE
- WEIGHT CONTROL WITHOUT DIETING
- CONTROL OVER APPETITE
- HIGHER ENDURANCE OR STAMINA - NOT BEING Winded EASILY
- BETTER CONDITIONED HEART AND LUNGS
- LESS TENSION
- GREATER MANAGEMENT OF STRESS
- BETTER ABILITY TO FALL ASLEEP AND STAY ASLEEP
- LESS CHANCE OF INJURY
- TONED MUSCLES
- HEALTHIER CHOLESTEROL LEVEL
- QUICKER HEALING

Created by Alfred Delgado

YOUTH-ADULT PARTNERSHIP PYD KNOW YOUR HEALTH

# Youth Created & Approved Messages



# Health Educational Handouts

(For Adolescents & Young Adults)



Take a picture  
it will last  
longer!!!

## NM Adolescent and Young Adult Comprehensive Resource Guide



### Your Health Care Rights



**Know UR Rights 14-17** Information for youth ages 13 and under OR 14-17 about their rights to consent and confidentiality in health and mental health care.  
Website for 14-17: <http://pegasuslaw.org/knowurrights14-17/>  
Website for 13 or under: <http://pegasuslaw.org/know-ur-rights-ages-13-and-under/>

**LGBTQ Health Care Bill of Rights** What rights do LGBT people have right now when you go see a healthcare provider? LGBT people suffer from stigma related health issues like smoking or mental health problems.  
Website: <http://healthcarebillofrights.org/>

### Teen Dating Violence

**Love is Respect** Offers support, information and advocacy to young people who have questions or concerns about their dating relationships. They also provide information and support to concerned friends.  
Website: [www.loveisrespect.org](http://www.loveisrespect.org)



Text "loveis" to 22522 (Available 24/7/365)  
Call 1-866-331-9474 (Available 24/7/365)  
Take relationship quizzes such as "is my relationship healthy," "can abusers change," "am I a good partner," or "how would you help." <http://www.loveisrespect.org/#quizhome>  
Instagram: loveisrespectofficial  
Instagram: thatsnotcool  
Instagram: just1love

### Sex Education

**In Case You're Curious** Have your questions about sex, your body, relationships, birth control, STIs, etc. answered by health educators at Planned Parenthood within 24 hours.  
Text: "PPNM" to 57890 (Wait for confirmation text, then send your question)  
Instagram: [incaseyouarecurious](https://www.instagram.com/incaseyouarecurious)



**Scarleteen** A teen and young adult friendly service that provides information, education and support within the scope of sex and sexuality, sexual health and relationships.  
Website: <http://www.scarleteen.com/> (Website homepage)  
Chat: [http://www.scarleteen.com/our\\_live\\_chat\\_service](http://www.scarleteen.com/our_live_chat_service) (Chat services available Monday, Tuesday, Friday 3-6pm MT)  
Text: 1-206-866-2279 (available 24/7. Ask questions about sex and sexuality, sexual health and relationships)

**Consent Tea** This flash animation video explains sexual consent, making it easier for people to know when they are giving or receiving it.  
<https://www.youtube.com/watch?v=fGoWLS4-kU>

## NM Adolescent and Young Adult Comprehensive Resource Guide



### Substance Abuse (Drug and alcohol)

**National Institute for Drug Abuse** Learn about over 15 types of drugs, including how they are used, how they affect the brain and body, and how many people die as a result of use.  
Website: <https://teens.drugabuse.gov/drug-facts>

Call: 1-800-784-6776 (Talk to people who have successfully recovered addiction)

**SAMHSA** A helpline for individuals facing substance abuse and mental health issues.

Call: 1-800-662-4357 (Helpline available 24/7 in English)

**SAMHSA Behavioral Health Treatment Services Locator** For persons seeking treatment facilities for substance abuse/addiction and/or mental health problems.  
<https://findtreatment.samhsa.gov/>



### Suicide Prevention and Crisis Intervention

**New Mexico Crisis and Access Line** Their services include: crisis intervention for suicidal and homicidal thoughts, assistance with non-life-threatening mental health emergencies, trauma response, assistance with finding treatment resources, and assistance for those who have family members or loved ones who are experiencing a mental health crisis.

Crisis and Access Line: 1-855-662-7474 (Available 24/7/365) OR 1-888-628-9454 (Spanish)

Peer to Peer Warmline: 1-855-466-7100 (Available 24/7/365)

**Native Youth Crisis Hotline** Find a therapist or counselor, talk with a trusted elder, or spiritual leader  
Call: 1-877-209-1266

**Trevor Project** The leading national organization providing crisis intervention and suicide prevention services to LGBTQ young people ages 13-24.  
Call: 1-866-488-7386 (Available 24/7)

Text "Trevor" to 1-202-304-1200. (Available on Thursdays and Fridays between 1:00pm - 7:00pm MT)

**Trans Lifeline** is staffed by transgender people for transgender people. Trans Lifeline volunteers are ready to respond to whatever support needs members of our community might have.  
Call: 1-877-565-8860 (This is a warmline i.e. people call for a variety of reasons with a variety of needs.)



### Healthy Eating



**MyPlate** is a reminder to find your healthy eating style and build it throughout your lifetime. Everything you eat and drink matters. The right mix can help you be and feel healthier now and in the future.

Website: <https://www.choosemyplate.gov/MyPlate-Daily-Checklist-input>

# Health Educational Handouts

## (For Parents & Guardians)

### NM Comprehensive Resource Guide for Parents of Adolescents and Young Adults

#### Suicide Prevention

**Society for the prevention of Teen Suicide** When do the normal ups and downs of adolescence become something to worry about? How can you know if suicide is a risk for your family? And if you are worried about it, what can you do? The first step is to learn about the factors that can put a teen at risk for suicide. The more you know, the better you'll be prepared for understanding what can put your child at risk.  
Website: <http://www.sptsusa.org/parents/>

**New Mexico Crisis and Access Line** We're here to help with any situation involving a behavioral health crisis. Our services include: crisis intervention for suicidal and homicidal thoughts, assistance with non-life-threatening mental health emergencies, trauma response, assistance with finding treatment resources, and assistance for those who have family members or loved ones who are experiencing a mental health crisis.  
Crisis and Access Line: 1-855-662-7474 (Available 24/7/365) OR 1-888-628-9454 (Spanish)  
Peer to Peer Warmline: 1-855-466-7100 (Available 24/7/365)

#### Teen Drug Abuse Prevention for Parents

**National Institute for Drug Abuse** Prevention, treatment, and education resources for parents of teens  
<https://teens.drugabuse.gov/parents>

**SAMHSA's National Helpline** Free and confidential information in English and Spanish for individuals and family members facing substance abuse and mental health issues.  
Call: 1-800-662-4357 (Helpline available 24/7)

#### Teen Dating violence

**Love is Respect** Knowing or even suspecting that your child is in an unhealthy relationship can be both frustrating and frightening. But as a parent, you're critical in helping your child develop healthy relationships and can provide life-saving support if they are in an abusive relationship. Remember, dating violence occurs in both same-sex and opposite-sex couples and any gender can be abusive. They provide information and support to concerned friends and family members, teachers, counselors, service providers and members of law enforcement.

Website: <http://www.loveisrespect.org/for-someone-else/help-my-child/>  
Call 1-866-331-9474 (Available 24/7/365)  
Llama: 1-866-331-9474  
Text loveis to "22522" (Available 24/7/365)  
Chat at [www.loveisrespect.org](http://www.loveisrespect.org)

### NM Comprehensive Resource Guide for Parents of Adolescents and Young Adults

#### Health Care Transition

**Got Transition** Transitioning from childhood to adulthood is exciting and challenging—both as a young person and as a parent of a young person. Preparing for health care transition often receives less attention than preparing for other transitions in school, work, relationships, and independent living. Learn everything you need to about health care transition.  
Website: <http://www.gottransition.org/youthfamilies/index.cfm>

#### Internet Safety

**Net Smartz** Online-safety education for kids, parents, educators, and law enforcement  
Parents and Guardian's main page: <http://www.netsmartz.org/Parents>  
Cyberbullying: <http://www.netsmartz.org/Cyberbullying>  
Cell Phones: <http://www.netsmartz.org/CellPhones>  
Social Media: <http://www.netsmartz.org/SocialMedia>

#### LGBTQ youth

**PFLAG** Support and resources for parents, families, friends and allies of LGBTQ teens; also information on local chapters.  
Information resources: <https://www.pflag.org/family>  
NM PFLAG Chapters: [http://www.pflag.org/links/nm\\_chapters.pdf](http://www.pflag.org/links/nm_chapters.pdf)

**Straight for Equality** Support and resources specifically for parents of transgender youth, a resource and community for people who are not lesbian, gay, bisexual, or transgender (LGBT) to understand why their voices are critical to achieving equality for all, and provide them with the information and tools to effectively raise their voices.  
Website: <http://www.straightforequality.org/transmaterials>

#### Healthy Eating

**MyPlate** is a reminder to find your healthy eating style and build it throughout your lifetime. Everything you eat and drink matters. The right mix can help you be healthier now and in the future.  
Website: <https://www.choosemyplate.gov/MyPlate-Daily-Checklist-input>

# Comprehensive Well-Exam Reminder Card & Resources



**FRONT**



**BACK**

- Add your clinic name & contact number to the template & print out copies (front & back) on business card stock. Have them available at the front desk.
- Schedule the young person's next comprehensive well-visit before they leave, give them a reminder card and let them know there are youth-friendly resources on the back of the card, as well as, your clinics contact information in case they have any questions.
- Ask for a phone number so you can give them a courtesy call or text to remind them of the appointment a couple of days prior to the actual appointment. Follow through with what you say.

# Contact Information

**For more information or technical assistance, please contact:**

**Tessa Medina-Lucero MPH, Adolescent Health Coordinator  
NM Department of Health, Office of School & Adolescent Health**

**[Tessa.Medina-Lucero@state.nm.us](mailto:Tessa.Medina-Lucero@state.nm.us)**

**Health Providers Can Get A Package of Posters for Free!!**

**(LIMITED AMOUNT AVAILABLE)**