

## School Based Health Centers (SBHCs)

### Monthly Operating Report

July 2015

**Brief Program Description:** The School Based Health Centers (SBHCs) are freestanding medical centers, located on the grounds of Broadview and Rogers Park Middle Schools and Danbury High School.

The SBHCs promote the physical and mental health of children and youth and ensure their access to comprehensive primary and preventive health care. SBHCs emphasize early identification of physical and mental health concerns and the prevention of more serious problems through early intervention.

**Mission:** Through improved access to care, children and adolescents will know and adopt behaviors that promote their health and well-being and experience reduced morbidity and mortality through early identification intervention.

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Please note that the July monthly operating report is an abbreviated version of SBHC activities as most SBHC sites are closed for summer break (DHS SBHC site has limited summer hours to conducted district required school entry and sports physicals). Data includes patient utilization data and activities rendered through June 30<sup>th</sup> as well as analysis of Results Based Accountability (RBA) outcome measures and patient satisfaction survey results.

Full reporting of program activities and patient utilization figures will resume in September when staff return for the 2015-2016 school year.

#### Patient Utilization Data for Period June 1, 2014 – June 30, 2015:

(Note: Data is for all sites combined and cumulative through noted period)

	DHS, BMS, RPMS (DPH Funded)
Total # of Students Enrolled in all Schools	4,966
Total # of Patients Enrolled in the SBHCs	4,605
% of Total School Population Enrolled	93%
Total # of Patient Visits	5,646 (1,394 patient visits in June)
Total # of Medical Visits	3,015 (217 medical visits in June)
Total # of Behavioral Health Visits	2,471 (188 BH visits in June)

Total # Dental Visits	623
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**Program Snapshot: Activities/Meetings held July 1, 2015 – July 31, 2015:**

M. Bonjour - SBHC Manager

07/08/15 – Participated in a planning conference call with CHCACT staff including Rashad Collin, Claudine Constant and Deb Polun to discuss details of a Danbury based event to celebrate 20 years of creating healthy futures with Community HealthCorps. CHCACT is one of two program sites selected by the National Association for Community Health Centers to host the ceremony in CT. A tentative date of August 13<sup>th</sup> was identified.

07/15/15 – Conducted Alison Carini's (2015 HealthCorps member) exit review in partnership with Claudine Constant, HealthCorps Member Program Supervisor, CHCACT.

07/28/15 – Participated in a CIFC Senior Management meeting held at OST.

07/29/15 – Attended the ground-breaking ceremony for CIFC's Greater Danbury Community Health Center held at the construction site, 120 Main Street, Danbury.

07/30/15 – Participated in a conference call with DPH staff and CASBHC representatives to discuss potential modifications to the SBHC RBA Report Card process to facilitate completion and better representation of SBHC patient utilization data and program outcomes.

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Alison Carini, 2014-15 AmeriCorps Member participated in the following activities during the reporting period:

Meetings Attended:

07/14/15 – Attended *Coalition for Health Kids* meeting held at United Way as a representative of the SBHCs.

07/15/15 – Participated in the 2015 HealthCorps member exit review conducted by M. Bonjour and Claudine Constant, Program Supervisor, CHCACT

Activities:

- Organized/inventoried HATS SBHC supplies
- Drafted HATS SBHC memo
- Updated SBHC binders
- Facilitated DHS SBHC chart Maintenance
- Completed all data entry for SBHC billing conducted in June/July.
- Collated results of 2014 - 2015 SBHC parent satisfaction survey results and compiled findings into a summary report “Satisfaction of Care Received at a Nurse-Managed School-Based Health Center by Middle and High School Students and their Parents”

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Attached:

**SBHC Results Based Accountability (RBA) Report Cards**

(Danbury SBHC sites 2013-2014 school year data as required by DPH as a contract deliverable for the 2014-15 program year. All reports were approved and accepted by the DPH.)

**Compiled results of 2014-2015 Student Satisfaction Surveys**

(The surveys were distributed and completed by students at the respective sites during the time period March 31, 2015 through June 1<sup>st</sup>, 2015.)

All information contained in both documents was reviewed by staff and will be utilized as baseline data for planning program services and activities for the 2015-2016 school year.

## 2014 Program Report Card: Danbury High School Based Health Center (9-12)

*Quality of Life Result:* All Connecticut children will grow up in a stable environment, safe, healthy and ready to succeed.

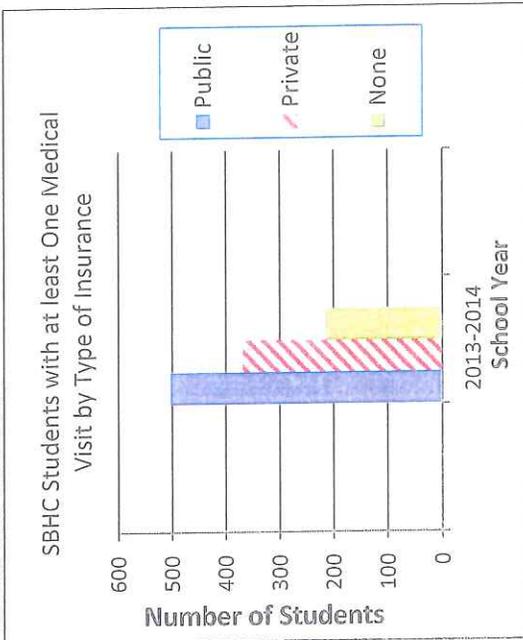
*Contribution to the Result:* School Based Health Centers provide healthcare access for school aged students, so that they are healthy and ready to learn.

Program Expenditures	DPH SBHC Funding	Other State Funding- (Preventative Health Block Grant)	Federal Funding (MCHBG, ACA)	Total Other Funding (Other federal, Local, Private)-United Church of Christ donation	Reimbursement Generated	Total Site Funding
Actual SFY 14	\$165,944	\$5,318*	\$0	\$2,387**	\$9,592.29	\$173,649
Estimated SFY 15	\$165,656	\$5,490*	\$0	\$0	\$9,592.29	\$171,146

*Partners:* City of Danbury, Western CT Health Network, Samaritan Center, Parents, Students, CASBHC, DPH, Connecticut Institute for Communities, Greater Danbury Community Health Center, Center for Pediatric Medicine, School Administrators and Faculty.

### How Much Did We Do?

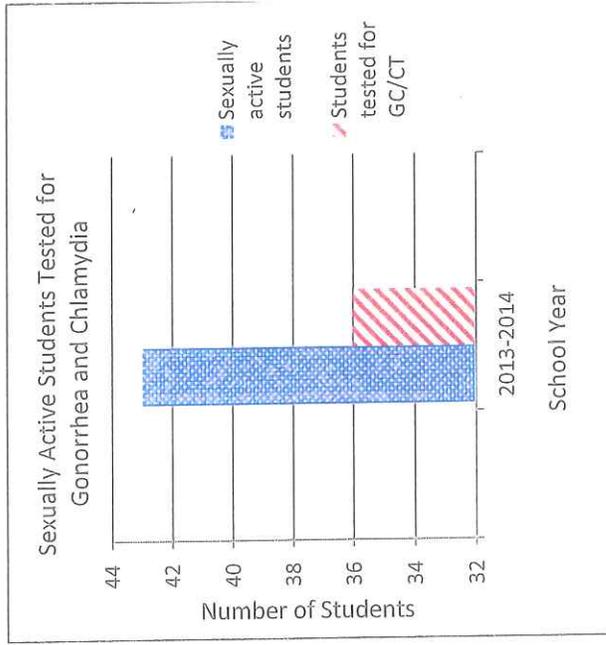
Access and Utilization



**Story behind the baseline:** The total school population in 2013-2014 was 2,796. Total number of students enrolled in School Based Health Center (SBHC) was 2,742 (98%). Some of the SBHC students were previously enrolled at either the Broadview Middle School or Rogers Park Middle School SBHCs, and their SBHC enrollment status transferred with them to the Danbury High School (DHS) SBHC. Each year permission forms are dispersed to all students in English and Spanish as an effort to increase enrollment. The SBHC enrollment form was also distributed to 600 English Language Learner (ELL) students. SBHC staff presented information about the SBHC to parents of

### How Well Did We Do?

Reduce STDs among SBHC Students



**Story behind the baseline:** The Advanced Practice Registered Nurse (APRN) took a comprehensive sexual history of students during preventative health visits, or students presenting with a genitourinary related complaint. Forty three (43) students reported that they were sexually active. Of those 43 students, 36 (83%) were tested for Chlamydia and Gonorrhea. The 7 students that reported

Trend: [ <> ]

## 2014 Program Report Card: Danbury High School Based Health Center (9-12)

**Quality of Life Result:** All Connecticut children will grow up in a stable environment, safe, healthy and ready to succeed.

being sexually active, but were not screened for Chlamydia and Gonorrhea reported that they received a Sexually Transmitted Diseases (STD) screening recently by an outside provider, or refused to be screened.

The SBHC provides reproductive health education regarding abstinence and healthy choices. Sexually active students are counseled on one about the risks of unprotected sex. Students are encouraged to use barrier methods such as condoms during sexual activity to prevent the transmission of STDs. Students are made aware of the resources in the community where condoms can be accessed. Students are advised to request their partners to be tested for STDs. The SBHC works closely with the State of Connecticut STD Division as a resource and to facilitate testing for Gonorrhea and Chlamydia. The SBHC also collaborates with Planned Parenthood, the local Department of Public Health STD clinic and AIDS Project of Greater Danbury for education and risk reduction, testing and treatment of STDs.

**Trend:** [◀▶]

### Is Anyone Better Off?

#### Student SBHC Satisfaction Survey

Measure	Response
I have changed some of my behaviors as a result of coming to the health center	<b>Yes-71% (55)</b>
I have learned some new health habits through my visits here	<b>Yes-77% (59)</b>
Have you been satisfied with the services you have received?	<b>Yes-99% (76)</b>
Did you get help for the problems/health issues that you came in for?	<b>Yes-100% (77)</b>

### Story behind the baseline:

The goal of the SBHC is to provide access to high quality comprehensive physical and behavioral health services while being accessible, confidential, culturally sensitive, and developmentally appropriate. Keeping students physically and emotionally healthy plays a significant role in their school performance. Empowering high school students to learn to understand and to change their behaviors with regards to physical and emotional health can impact them now and over the course of their lives.

A student satisfaction survey was administered to assess success of health outcomes. A sample of questions asked on the 2013-2014 survey is presented in the chart. A total of 77 surveys were completed by 56 females and 21 males. Fifty three (69%) students reported that they had been seen for medical services; 25 (32%) for behavioral health; 18 (23%) for dental services; and 5 (6%) reported receiving multiple services. Students were also asked to rate the services at the SBHC overall. 63 (82%) rated their care as excellent; 13 (17%) rated their care as good; and only 1 student (1%) described their care as poor. The satisfaction rate was 99%.

One hundred percent (77) of students reported receiving help for the problems/health issues they went in for. 77% (59) of students reported learning new health habits and 71% (55) reported changing some behaviors as a result of visiting the SBHC. These results demonstrate that the SBHC had a beneficial impact on a large majority of student's lives.

**Trend:** [◀▶]

### Notes:

\* Reflects funding provided by a DPH Preventative Health Block Grant for skin cancer prevention activities.

\*\* Reflects a one-time donation from United Church of Christ-Southbury- for youth violence prevention activities.

### Proposed Actions to Turn the Curve:

#### Access and Utilization:

- 1) SBHC staff will encourage enrollment and utilization to all students. Registration forms and information about services offered will be placed in the school mailing to all students in the summer. Staff will conduct "Intro to SBHC Services" presentations in the beginning of the school year to students and parents. Information and registration forms will be accessible on the school website for downloading. Students will be encouraged and made aware of services available.

#### Reduce STDs among SBHC students:

- 2) The APRN will increase the number of sexual health histories taken. Discussion of STDs including ways to prevent transmission and need for routine testing will not be limited to those students who present with a reproductive or genitourinary health concern. The APRN will develop a brief reproductive intake form to quickly assess student's need for reproductive education and STD testing at routine visits.

#### Data Development Agenda:

1. To transition from Clinical Fusion to eClinical Works by 2015-2016 school year.
2. Identify how to align eClinical Works generated reports to meet DPH requirements.
3. Identify how to streamline the process of exporting our data from eClinical works to DPH when we implement EHR.

\*\*\* Data presented represents 2013-2014 school year and is only to be used as a baseline.

## 2014 Program Report Card: Broadview Middle School, School Based Health Center (6-8<sup>th</sup> Grades)

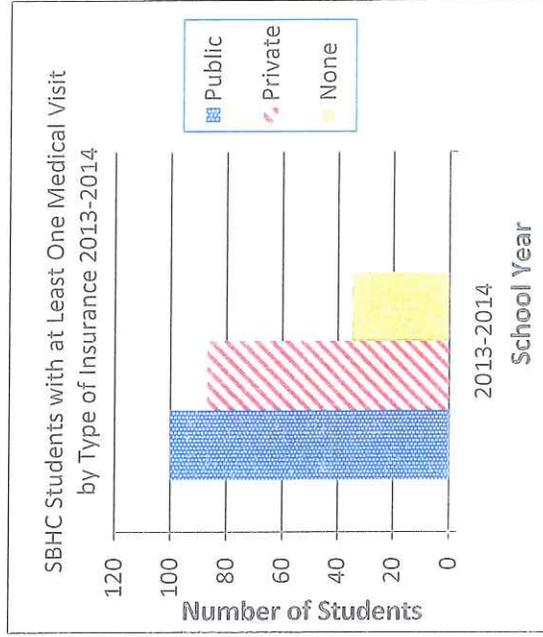
*Quality of Life Result:* All Connecticut children will grow up in a stable environment, safe, healthy and ready to succeed.

*Contribution to the Result:* School Based Health Centers provide healthcare access for school aged students, so that they are healthy and ready to learn.

Program Expenditures	DPH SBHC Funding	Other State Funding	Federal Funding (MCHBG, ACA)	Total Other Funding (Other federal, Local, Private)	Reimbursement Generated	Total Site Funding
Actual SFY 14	\$165,944 (SBHC)	\$0	\$5318 (PHBG)*	\$1,387 **	\$14,632	\$187,281
Estimated SFY 15	\$165,656 (SBHC)	\$0	\$5490 (PHBG)	\$0	\$75,000***	\$246,146

*Partners:* City of Danbury, Western CT Health Network (Danbury Hospital, Samaritan Health Center), Danbury Board of Education (Oral Health Collaborative), Parents, Students, CASBHC, DPH, DSS, School Administrators and Faculty.

### How Much Did We Do? Access and Utilization



### Story behind the baseline:

For 2013-2014, the total school population was 1092. Of that number, 952 (87%) were enrolled in the SBHC. There was a total of 413 medical visits, with 222 students being served with at least one medical visit.

Of the 222 students with at least one medical visit, 100 students (45%) had state insurance; 87 students (39%) had private insurance; and 35 students (16%) were uninsured.

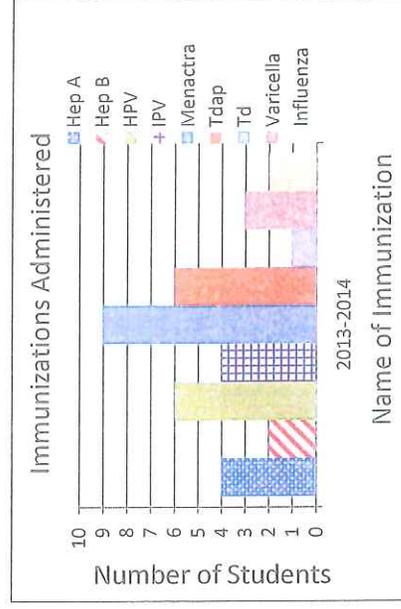
The SBHC was not staffed with an APRN or LCSW from 7/1/13 to 12/3/13. Upon arrival, the new SBHC providers were introduced to school faculty and staff and answered questions regarding the role of the SBHC. All 6<sup>th</sup>, 7<sup>th</sup>, and 8<sup>th</sup> graders were introduced to the SBHC staff during school assemblies.

In an effort to boost enrollment, the office manager on an ongoing basis identified students not yet enrolled and sent SBHC registration forms in both English and Spanish home. In addition, information for assistance with Husky applications through Access Health was included in all mailings.

**Trend:** ◀▶ Flat/ No Trend – Baseline Data

### How Well Did We Do?

Reduce the occurrence of preventable disease.



### Story behind the baseline:

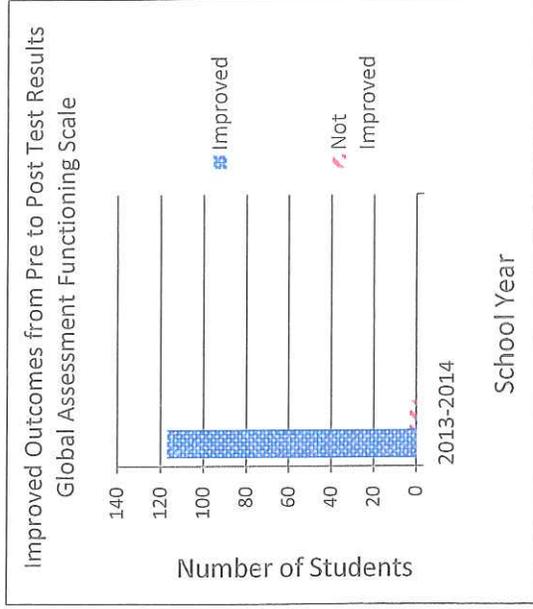
The school RN identified a total of 10 students who were not up to date on their vaccines as of 1/2/14. A total of 37 immunizations were given from 1/2/14-6/30/14. The mandatory vaccines Menactra and Tdap for 7<sup>th</sup> grade entry were given the most frequently. Menactra was given to 9 students (24%). Tdap was given to 6 students (16%). The recommended vaccine HPV (Gardasil) was given to 6 students (16%). Hepatitis A was given to 4 students (11%); similarly, 4 students (11%) received IPV (Polio). Three students (9%) received the Varicella (Chickenpox) vaccine. Two students (5%) each received the Hepatitis B and Influenza vaccine. Lastly, one student received Td (3%). 100% of all students identified by the school RN were up to date with vaccines by 6/30/14.

**Trend:** ◀▶ Flat/ No Trend – Baseline Data

## 2014 Program Report Card: Broadview Middle School, School Based Health Center (6-8<sup>th</sup> Grades)

*Quality of Life Result:* All Connecticut children will grow up in a stable environment, safe, healthy and ready to succeed.

### Is Anyone Better Off? Mental Health Improvement



#### Story behind the baseline:

One hundred and twenty (120) students in 2013-2014 who were enrolled in the SBHC had at least one mental health visit during the school year. Of those students, 120 (100%) received a comprehensive mental health assessment using the School Based Health Center Mental Health Intake form. The Global Assessment of Functioning (GAF) score was utilized to establish a baseline level of functioning.

Of the 117 students (97.5%) who remained in therapy for 3 months or longer, 114 (95%) improved their psychological functioning and 3 (2.5%) did not show improved GAF level of functioning scores. Those 3 students were referred to outside psychiatry because they required more services than the SBHC could provide.

**Trend:** ◀▶ Flat/ No Trend – Baseline Data

#### Notes:

\* PHBG is Preventive Health Block Grant.

\*\* Donation: The United Church of Christ, Southbury, CT for violence prevention program.

\*\*\*Before the end of 2014, the SBHC will be under the auspices of the Connecticut Institute for Communities (CIFIC) Community Health Center, a federally qualified health center, which will increase our reimbursement rate.

#### Proposed Actions to Turn the Curve:

##### 1. Access and Utilization:

The SBHC Staff will attend and speak to parents during the 6<sup>th</sup> grade orientation and parent-teacher conference nights. All students will be introduced to SBHC staff during The Alternative to Violence Week assemblies. SBHC consents will be included in the school's annual mailing over the summer. School staff will be encouraged to give SBHC consents to those not enrolled and to refer students in need. Information about SBHC services and a link to a consent form will be added to the school's website for the 2015-2016 school year.

##### 2. Immunization Administration:

The APRN will request a list of students who are missing mandatory, as well as, recommended vaccines from the school nurse's database. Permission forms will then be sent home in order for vaccines to administered at the SBHC. In addition, the APRN will develop a cost-efficient way to advertise influenza vaccines to children who are uninsured or with state insurance.

##### 3. Mental Health Services:

The LCSW will provide SBHC orientation to all new and existing school personnel. Orientation will include information on mental health services offered through the Center, the referral process and the importance of linkages with community service providers and other resources. The LCSW will work collaboratively with school staff to

identify students at risk and ensure a coordinated approach to addressing student and family need. The LCSW will also establish and maintain collaborative relationships with new and existing community based providers to ensure continuity and access to needed community resources.

#### Data Development Agenda:

Transition from Clinical fusion to e-Clinical Works by 2015-2016 school year.

- Identify how to align e-Clinical Works EHR generated reports to meet DPH requirements.
- Identify how to streamline the process of exporting our data from e-Clinical Works to DPH when we implement the EHR.

\*\*\*\* Data presented represents 2013-2014 school year and is only to be used as a baseline.

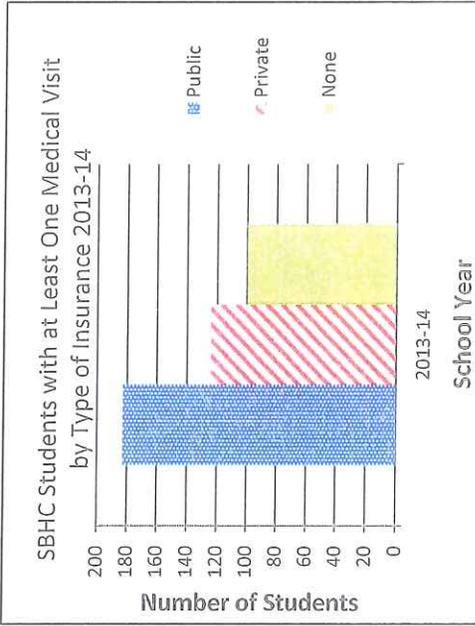
## 2013-14 Program Report Card: Rogers Park Middle School, School Based Health Center (6-8<sup>th</sup> Grade)

*Quality of Life Result:* All Connecticut children will grow up in a stable environment, safe, healthy and ready to succeed  
*Contribution to the Result:* School Based Health Centers (SBHC) provide healthcare access for school aged students, so that they are healthy and ready to learn.

Program Expenditures	DPH SBHC Funding	Other State Funding	Federal Funding (MCHBG, ACA)	Total Other Funding (Other Federal, Local, Private)	Reimbursement Generated	Total Site Funding
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Estimated SFY 15	\$165,656 (SBHC)	\$0	\$5490 (PHBG*)	\$0	\$75,000.00**	\$246,146.

*Partners:* City of Danbury, Western CT Health Network (Danbury Hospital, Samaritan Center), Danbury Board of Education (Oral Health Collaborative), Parents, Students, CASBHC, DPH, DSS, School Administrators and Faculty.

### How Much Did We Do? Access and Utilization



**Story behind the baseline:** For 2013-14, 1208 students were enrolled at Rogers Park, which included the Science, Technology, Engineering, and Mathematics (STEM) magnet school that will be moving 2014-15. Of those, 964 (80%) students were enrolled at the SBHC. There were a total of 1382 medical visits to 407 students.

Of the 407 students with at least one medical visit, 183 (45%) students had state insurance; 124 (30%)

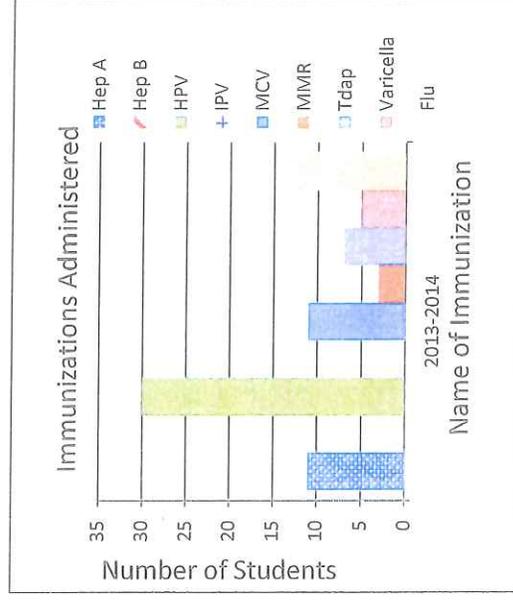
students had private insurance; and 100 (25%) students had no insurance.

Marketing efforts included SBHC consents in English and Spanish distributed to every student on the first day of school. SBHC staff presented SBHC information to parents of all incoming students, at open houses and to every science classroom. The SBHC staff has a great reputation for quality care, which helped to make the program very well respected.

**Trend:** (◀▶) Flat as this is the baseline data.

### How Well Did We Do?

Reduce the occurrence of preventable disease among SBHC enrollees.



**Story behind the baseline:** The school RN identified 57 students who were not in compliance for required vaccines during 2013-14. 36 (63%) received required vaccines at their medical provider's office. 21 (37%) received the state required vaccines, MCV, Tdap, Varicella, and MMR at the SBHC. Those students were also offered and received if needed, the recommended vaccines: Hep A, HPV, and Influenza if they were Vaccines for

## 2013-14 Program Report Card: Rogers Park Middle School, School Based Health Center (6-8<sup>th</sup> Grade)

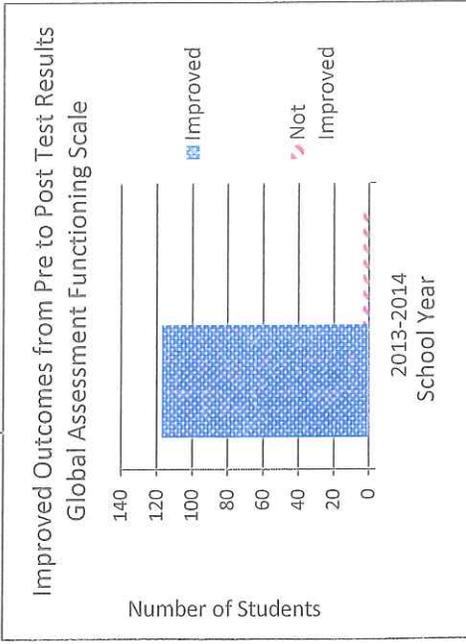
Children (VFC) qualified. 100% of all students were up to date on vaccines by the end of the 2013-14 school year.

There were 81 total vaccines given to students during 2013-14. The following vaccines were given: Hep A 11 (13.5%), HPV 30 (37%), MCV 11 (13.5%), MMR 3 (4%), Tdap 7 (9%), Varicella 5 (6%), Influenza 14 (17%).

**Trend:** (◀▶) Flat as this is the baseline data.

### Is Anyone Better Off?

Mental Health Improvement



### Story behind the baseline:

127 SBHC students in 2013-14 had at least one mental health visit during the school year. 127 (100%) received a comprehensive mental health assessment using the SBHC's Mental Health Intake form. The Global Assessment of Functioning (GAF) was utilized to establish a baseline level.

Of the 127 students who saw the counselor, 97 (76%) students remained in therapy for 3 months or longer. Of those, 95 (98%) students showed improved GAF scores. 2 students (2%) necessitated referral to

outside psychiatry because they required more services than SBHC could provide. The remaining 30 (24%) students didn't require 3 months of mental health services because their situations resolved or didn't require on-going counseling.

**Trend:** [◀▶] Flat, as it is baseline data.

### Notes:

- \* PHBG refers to Preventive Health Block Grant.
- \*\*Before the end of 2014, the SBHC will be under the auspices of Connecticut Institute for Communities (CIFIC), a Federally Qualified Health Center, which will increase our reimbursement rate.
- \*\*\* Reflects funding provided by a church's outreach mission project for violence prevention program.

### Proposed Actions to Turn the Curve:

#### 1. Access and Utilization:

1. SBHC staff will attend open houses to share information about the SBHC with parents, guardians and students. SBHC will go to each grade to introduce SBHC services to all students. SBHC consents will be included in the school's yearly packet to all students. SBHC information will be updated on the school website and school bulletin boards. School staff will be encouraged to give SBHC consents to those not enrolled and refer students in need to clinic.

#### 2. Vaccine Administration.

1. Develop new ways to advertise flu vaccine availability at the SBHC for state eligible students.
2. Work closely with school nurses to identify students who need required and recommended adolescent vaccines.

### 3. Mental Health Services:

1. SBHC staff will provide SBHC orientation sessions to all new and existing school personnel. Orientation will include information on the mental health services offered through the Center, the referral process and the importance of linkages with community service providers and other resources.
2. SBHC will work collaboratively with school staff to identify students at risk and ensure a coordinated approach to addressing student/family needs. SBHC staff will also establish and maintain collaborative relationships with new and existing community based providers to ensure continuity of care and access to needed resources.

### Data Development Agenda:

1. Transition from Clinical Fusion to e-Clinical Works by 2015-16 school year.
  - Identify how to align e-Clinical Works generated reports to meet DPH requirements.
  - Identify how to streamline the process of exporting our data from e-Clinical Works to DPH when we implement EHR.
  - Data presented represents 2013-14 school year and is only to be used as a baseline.
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## Danbury High School Based Health Center Student Satisfaction Survey 2015

### Purpose

The Connecticut Institute for Communities conducted the Student Satisfaction Survey to evaluate student opinions about the quality of the service they received at the Danbury High School Based Health Center (SBHC) and how it has impacted their overall health.

### Sample and Method

The surveys were completed by students who utilized the SBHC from March 30, 2015 to May 29, 2015. The sample was made up of students from grades 9 to 12 and was composed of 67% females and 32% males. (The gender of one student was not noted). There were a total of 93 surveys completed.

Danbury High School used the same survey tool as last year. Surveys in both English and Spanish were placed on clipboards in the waiting room and students were asked to anonymously complete upon completion of their appointment. The surveys were then collected and entered into an online survey tool. Data was then analyzed for this report.

### Impact of SBHCs on Student Health and Behaviors

The mission of the School Based Health Center is, "To provide access to high quality, comprehensive physical and behavioral health services while being accessible, confidential, culturally sensitive and developmentally appropriate." The SBHC strives to keep kids in the classroom and learning by keeping them healthy. The data shows the positive impact of the SBHC on the students. Ninety eight percent (98%) of students who took part in the survey stated the SBHC was able to help them with health issues/problems that they came in for. In addition, eighty two percent (82%) of students learned new health habits because of their visit(s). This is an increase from last year's score of 77%. Seventy four percent (74%) of students reported having changed some of their behaviors in some way as a result of going to the health center.

Cultural Competency Questions	Yes
I could clearly understand the information given to me.	98%
Information was given in a language I/my parents understand.	97%
The health center staff respected my culture, values, beliefs, and sexual orientation.	100%
The health center staff made me feel welcome.	98%

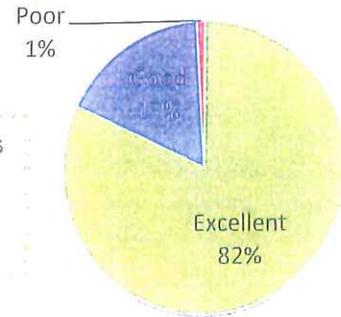
*"The School Based Health Center helped me with my problem and become a better person."*

*-Freshman from Danbury High School*

## 100% OF STUDENTS SURVEYED WERE SATISFIED WITH THE SERVICES THEY RECEIVED

### How the students rate care at the School Based Health Centers

- ❖ 76% rated their care as **Excellent**
- ❖ 17% rated their care as **Good**
- ❖ 0% rated their care as **Poor**



What Type of Health Services did they Receive?	
Medical	53
Behavioral Health	25
Dental	18
More than one	5

The Top 5 Reasons for Students to Visit the School Based Health Centers	
1	Illness
2	Sadness/Depression
3	Anxiety
4	Injury
5	Reproductive Concerns

### Why I Like The SBHC\*

"I have someone to talk to and vent t. It helps me a lot."

"They give me the help I need and when I need it."

"I like the atmosphere and the welcoming attitude."

"Everyone is nice and welcoming. It is a judgment free space where I don't need to worry."

"All information is clear and concise. The SBHC does their best to make sure I am helped"

"They are great people who are open and easy going. They help me cope with stress and give me advice and reassurance for activities I take part in."

"I feel really comfortable as soon as I walk in and everyone is so nice, I always learn something new every time I come here."

\*Student quotations from 2015 Student Satisfaction surveys

### Conclusion

The results of this survey not only inform the SBHC staff about user demographics, reasons for student visits and opinions about the quality of care, but also show that the SBHC is an asset for the students and have a positive impact on their overall quality of life.

Through the examination of the data, it is evident that students are making the most of the information received at the SBHC to learn new health habits and change behaviors. Students are also very satisfied with the quality of care received at the School Based Health Center. The students are utilizing the SBHC, not just for medical reasons, but also for behavioral health and dental services. These visits improve their health and if the SBHC was not available, treatment would either be delayed or would not happen at all. Since the treatment is available for these students, it is going to keep them healthier, which leads to less time out of the classroom and promotes higher academic performance.



## Broadview School Based Health Center Student Satisfaction Survey 2015

### Purpose

The Connecticut Institute For Communities conducted the Student Satisfaction Survey to evaluate student opinions about the quality of the service they received at the Broadview School Based Health Center (SBHC) and how it has impacted their overall health.

### Sample and Method

The surveys were completed by students who utilized the SBHC from March 31, 2015 to June 1, 2015. The sample was made up of students from grades 6 to 8 and was composed of 67% females and 33% males. There were a total of 99 surveys completed by students from Broadview Middle School.

Broadview Middle School, Rogers Park Middle School, Danbury High School, Newtown Middle School and Henry Abbott Technical School (non-DPH funded) received the same survey tool and distributed them to every student who had an appointment. The surveys were then completed anonymously and inputted into a single database. The data was then analyzed for this report.

### Impact of SBHCs on Student Health and Behaviors

The mission of the School Based Health Center is, "To provide access to high quality, comprehensive physical and behavioral health services while being accessible, confidential, culturally sensitive and developmentally appropriate." The SBHC strives to keep kids in the classroom and learning by keeping them healthy. Survey results revealed that ninety-eight percent (98%) of students who took part in the survey stated the SBHC was able to help them with health issues/problems that they came in for. In addition, ninety-seven percent (97%) of students learned new health habits because of their visit(s). Ninety-one (91%) of students reported having changed their behavior in some way as a result of their experience in the health center.

Cultural Competency Questions	Yes
I could clearly understand the information given to me.	100%
Information was given in a language I/my parents understand.	99%
The health center staff respected my culture, values, beliefs, and sexual orientation.	100%
The health center staff made me feel welcome.	100%

*"They give you help and it's in a nice way that makes you feel warm and welcome."*

*-7<sup>th</sup> Grader from Broadview Middle School*

**➡ 100% OF STUDENTS SURVEYED WERE SATISFIED WITH THE SERVICES THEY RECEIVED**

**How the students rate care at the School Based Health Centers**

- ❖ 92% rated their care as *Excellent*
- ❖ 8% rated their care as *Good*
- ❖ 0% rated their care as *Poor*

What Type of Health Services did they Receive?	
Medical	53
Behavioral Health	22
Both	24

The Top 5 Reasons for Students to Visit the School Based Health Centers	
1	Illness
2	Injury
3	Family Problems
4	Problems with Friends
5	Allergies

**Conclusion**

It is clear by the survey results and comments that the students at Broadview Middle School are satisfied with the care they receive at the SBHC. The SBHC team has succeeded in the mission to provide access to high quality, comprehensive physical and behavioral health services while being accessible, confidential, culturally sensitive and developmentally appropriate.

While these results are overwhelmingly positive, there is room for improvement. We can strive for improvement with the goal of survey results for 2016 to reveal 100% of students reporting that they received help for the health issues/problems they presented with. Similarly, we can place more emphasis on promoting positive behavior change as the result of a visit to the SBHC. Finally, we can strive to be more culturally competent by providing health information and notes home in the family's primary language.

**Why I Like The SBHC\***

*\*Student quotations from 2015 Student Satisfaction Surveys*

"It makes me feel safe."

"I like that everyone is friendly and we can understand what they are talking about."

"How they treat us kids like adults and they are very friendly with us."

"I truly appreciate their time and cooperation. We have solved many issues together."

"They know what they are doing and are respectful ladies."

"I like how they help and care about my health. I also like how anyone can talk about anything here without it spreading around."

"They explain in ways that I can understand and don't make things awkward."

"I got help from my problem with my recent passing of my grandfather."

"You can tell them your problems/issues and they will not judge."



## Rogers Park Middle School Based Health Center Student Satisfaction Survey 2015

### Purpose

The Connecticut Institute For Communities conducted the Student Satisfaction Survey to evaluate student opinions about the quality of the service they received at the Rogers Park Middle School Based Health Center (SBHC) and how it has impacted their overall health.

### Sample and Method

The surveys were completed by students who utilized the SBHC from March 31, 2015 to June 1, 2015. The sample was made up of 110 respondents from grades 6 to 8 and was composed of 66% females and 34% males. There were a total of 110 surveys completed by students from Rogers Park Middle School.

Rogers Park Middle School, Broadview Middle School, Danbury High School, Newtown Middle School and Henry Abbott Technical School (non-DPH funded) received the same survey tool and distributed them to every student who had an appointment. The surveys were then completed anonymously and inputted into a single database. The data was then analyzed for this report.

### Impact of SBHCs on Student Health and Behaviors

The mission of the School Based Health Center is, "To provide access to high quality, comprehensive physical and behavioral health services while being accessible, confidential, culturally sensitive and developmentally appropriate." The SBHC strives to keep kids in the classroom and learning by keeping them healthy. Survey results revealed that ninety-eight percent (99%) of students who took part in the survey stated the SBHC was able to help them with health issues/problems that they came in for, seventy-seven percent (77%) of students learned new health habits because of their visit(s) and 98% reported feeling welcome in the SBHC.

Cultural Competency Questions	Yes
I could clearly understand the information given to me.	77%
Information was given in a language I/my parents understand.	88%
The health center staff respected my culture, values, beliefs, and sexual orientation.	95%
The health center staff made me feel welcome.	98%

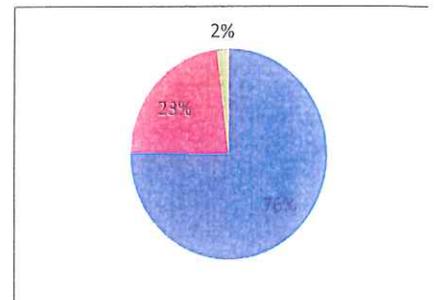
*"What I like about the SBHC is that I can come here and feel safe and talk about my problems."*

- 8th Grader from Rogers Park Middle School

## ➔ 98% OF STUDENTS SURVEYED WERE SATISFIED WITH THE SERVICES THEY RECEIVED

### How the students rate care at the School Based Health Centers

- ❖ 76% rated their care as **Excellent**
- ❖ 23% rated their care as **Good**
- ❖ 2% rated their care as **Poor**



What Type of Health Services did they Receive?	
Medical visits	90
Behavioral Health visits	11
Dental visits	9

The Top 5 Reasons for Students to Visit the School Based Health Centers	
1	Illness/Feeling Sick
2	Family Problems
3	Sadness/Depression
4	Injury
5	Dental Care

### Conclusion

The 2014-15 survey results illustrate that 99% of the students who use the SBHC services received help for the problem or health issue they came in for. Without the SBHC, these children would have either been sent home by the school nurse as their needs were beyond that of the school nurse's qualifications or treatment would have been delayed or not received at all for their problem or health issue. The survey also showed the students felt welcome and were able to understand the information they were being given. Additionally, they felt comfortable asking questions and felt they were able to come to the SBHC with any problem and they would receive help.

While these results are overwhelmingly positive, there is room for improvement. We can strive for improvement with the goal of survey results for 2016 to reveal 100% of students reporting that they received help for the health issues/problems they presented with. Similarly, we can place more emphasis on promoting positive behavior change as the result of a visit to the SBHC. Finally, we can strive to be more culturally competent by providing health information and notes home in the family's primary language.

### Why I Like The SBHC\*

*\*Student quotations from 2015 Student Satisfaction Surveys*

"It gives me good care."

"They are always there to help."

"It helps me if my health is bad."

"It's comforting and people are always nice."

"They are respectful of my needs."

"It's quicker than the average doctor's office."

"I know I can talk to them with my problems."

"All of the staff are kind and supportive."

"What I like about SBHC is that I can come here and feel safe and talk about everything."

"I always feel better afterward."