

# Foster Fit Clinics

## YAB-supported Research Project

May 2023

# Vision Statement

All health clinics are responsive to the feedback and needs of youth in foster care, so that all youth in foster care benefit from timely, relevant, trauma-informed, and healing-centered sexual and reproductive health care.

# Timeline: March - June

## Introductory Meeting

- March 16:**  
Project overview, goals, outcomes, time commitment

## Data Analysis Workshops

- May - Data Analysis Workshop :**  
Review and analyze data from Planned Parenthood and Alexis Project

## Present findings and recommendations

- May 18 -** RHEP Foster Fit Clinics Workgroup meeting
- June 15 -** RHEP Quarterly Meeting

We are here!

Clinics Collect  
Data

Identify Themes

YAB Analyze &  
Recommend

Cluster  
Recommendations

Discuss

Clinics collect  
data from their  
teams

Six themes  
identified

YAB reviewed  
three themes:  
Trauma and  
Safety

Meet needs

Listening &  
Communication

Youth-Provider  
partnerships

Help Youth  
Advocate for  
themselves

Clarify next  
steps

Today!

# Please rank by importance



GO TO  
**menti.com**

ENTER THE CODE  
**6615 1564**

# Instructions

- See full [data report and recommendations](#)
  - See also slides at end of this presentation
- Review curated recommendations to allow for shared reflection
- Clinic representatives will analyze 8 recommendations for feasibility
- YAB representatives will analyze 8 recommendations for importance
- Discuss and reflect on shared results

...and  
draft  
tools!

**seedling** **RHEP**  
For Foster Youth

## Talking to Youth in Foster Care

Tips from youth in care about providing sexual and reproductive health services to youth in care

<b>Slow down</b> We know you're busy! Tell us how much time you have so we can prioritize. Give us a contact for questions after the appointment.	<b>Use our names</b> Ask and use our preferred names. Make a note so we don't have to keep correcting.
<b>Give us options</b> We'd like to hear options for care. Tell us about sources of information, other providers, or approaches.	<b>Involve us</b> Ask us about our past experience and understanding. Give us different ways to learn about our own bodies. Ask us for inputs on tools.
<b>Avoid assumptions</b> Ask about our experience and understanding. Clarify as needed. Have different staff check-in with us.	<b>Keep us safe</b> Get consent. Read non-verbal cues. Avoid unnecessary escalation. A lot happens to us we can't control. Help us own our own bodies and health.

From us, for us  
<https://fosterreprohealth.org>

**seedling** **RHEP**  
For Foster Youth

## Talking to Your Doctor

Tips from other foster youth on talking to doctors about sex, health, relationships, and bodies

<b>Take a deep breath</b> It's normal to have questions about your body, sex, or gender. Don't be afraid to talk to your doctor.	<b>Write your Questions</b> List your questions on paper or your phone so you won't forget. It's ok to use the words you know to describe your body.
<b>Stand up for yourself</b> Most doctors want to help but may feel busy or stressed. Be calm and assertive and ask for what you need.	<b>Ask for clarification</b> Say "Can you or someone else explain that?" or "Can I get another appointment?"
<b>Request support</b> If you need transportation, privacy, quiet, safety, or anything else, ask for it. Ask to be called by the names you prefer.	<b>Protect your Privacy</b> Doctors should respect privacy unless they worry about harm. Be careful when with papers that you don't want others to find.

From us, for us  
<https://fosterreprohealth.org>

# Recommendations we won't cover today

- Use proper names and pronouns
- Minimize distractions, especially those linked to safety
- Clarify and educate on terms throughout interactions
- Explain follow-up steps and provide contact information



01

## Make youth partners in health planning

- Ask youth questions
- Provide and explain options for treatment
- Vette screening/ tools with YIC
- Discuss transportation or other needs

02

## Help youth advocate for themselves

- Explain time availability, help youth prioritize needs
- Provide paper and pencil for questions and notes

03

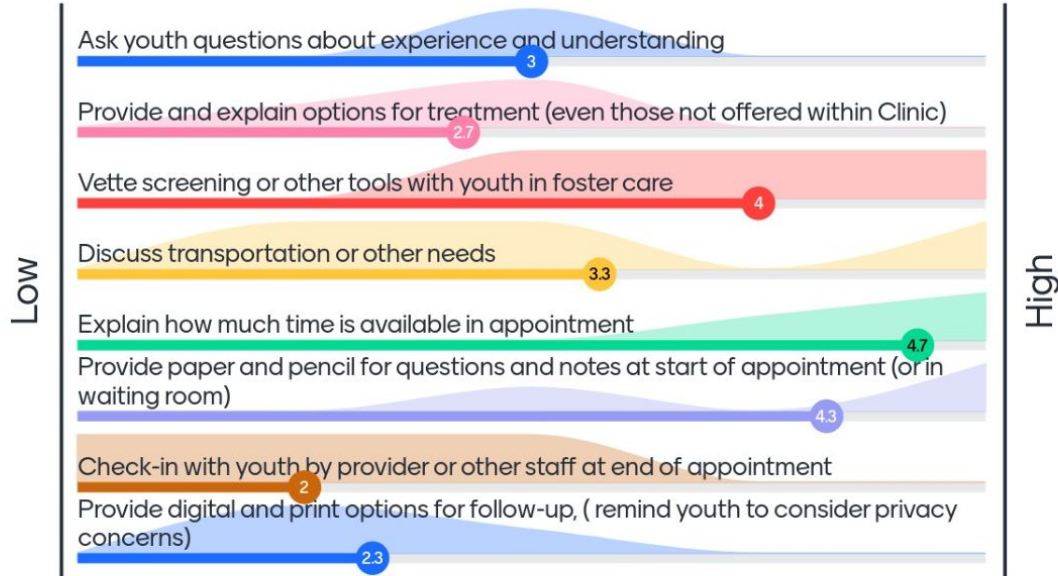
## Clarify next steps in a health plan

- Check-in with youth
- Provide digital and print follow-up (with privacy reminders)

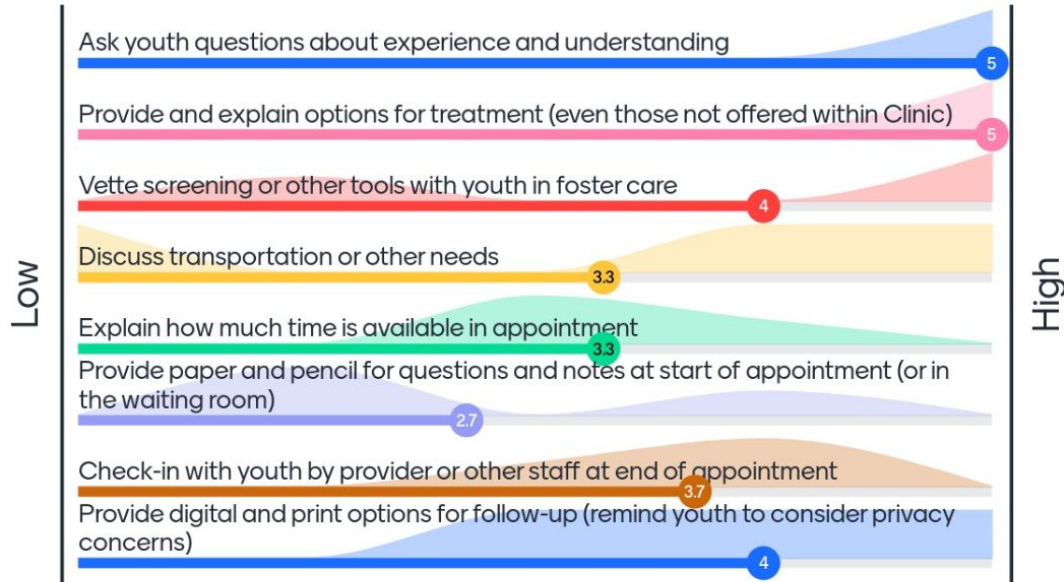
# Mentimeter

- Feasibility reflects ranking by Clinic-affiliated participants
- Importance reflects ranking by YAB

# Please rate by feasibility



# Please rate by importance



# Points raised during session

- Reminder of how structural racism and medical bias affects health care
  - “Care for everyone! Not just what is trending this week”
- Differences in understanding medical system when switching insurance
  - E.g. when switching from Foster Youth MediCal to regular MediCal suddenly there is a discussion about goals and planning
- Be present and support but some risks to “overserving” youth
  - E.g. being called a million times for a physical when help is needed for a specific health issue
- Avoid jargon! But be aware of not talking down. Clear but engaging.

# Points raised during session

- “Trust us with information and decisions.”
  - E.g. Experience of PCOS. Rush to birth control. What other options? What beyond medication?
- “Nothing for us, without us” and “A lot happens whether we want it to or not” --> so little space to make decisions, how can we make that space larger?
- “Being a foster youth means dealing with instability. The health system, and I mean mental health including therapy, provides stability. With therapy, its an appointment every week or two weeks. It’s regular and lifelong. So important to develop trust to establish good relationships for this lifelong, stable system...”
  -

# Points raised during session

- From Clinic Folks
- This affirms points raised and heard from others
- "I'm interested in the hard stuff, not just the easy to change. "
  -

# Themes and YAB Recommendations from May 12

\*Recommendations were captured as best as possible, YAB should feel free to add any not included here or add new ones



# Theme 1: Trauma & safety

- “We try to ensure youth safety in a few different ways. We train all of our staff about using correct name and pronouns. For youth that aren't out to family or caretakers, we make sure to make a plan with the youth around this. We consistently screen for mental health concerns, we screen for abuse and trafficking. ”
- “If a youth isn't in a space to share, that's ok and to pick up on those signs and signals....be open to what they need at the time. Youth may not know what will trigger them and that's ok - I really try to be flexible and work with that. If a youth isn't feeling safe and is triggered, honoring that and respecting that...where they are at the exact moment. There are some youth that have SI and when we connect, I always check in, it can be scary for the youth and scary for us working...”
- “The patient described instances of intimate partner violence as well as violence at home from his mom’s ex-boyfriend. The Provider had...a calming voice, asked follow up questions gently, let the patient know it was okay to not know or not answer, provided outside resources for him to look at, and ended with comforting words. ”

# Recommendations: Trauma and Safety

1. Consider how and when to escalate mental health concerns
2. Build screening tools based on experience of youth in care (test and set screening tools, flexible to different ways to come at screening)
3. When screening, educate youth on terms
  - a. Use red flags in screening as opportunity to increase self-awareness
  - b. Educate providers so they have the knowledge to navigate the situation (example of a provider mis-explaining a term)
4. Consider privacy concerns when sharing resources (e.g. pamphlets/brochures on violence) give variety of choices (e.g. website or digital resource) to avoid escalation at home if someone finds those documents
5. Check in on preferred and legal names
  - a. Update the system and figure out how to clarify naming–this does impact safety
6. For PP: Consider playing music or other ways to disguise the noise if there are protestors or speakers outside, it affects safety

## Theme 2:



# Meet youth needs during appointment

- “If the front desk staff notices something (like the youth is having difficulty with rides or maybe they know about what kind of art the youth does) that may be different from what I know and we can all get to know the youth in different ways.”
- “The patient came in for a pregnancy test/confirmation. Full STI test screening done... Patient's pregnancy test was negative, so offered contraception and emergency contraception, as well as resources for pre-conception and Medi-Cal. ”
- “The appointment seemed a little rushed and I know that can be stressful as an adult, so maybe even more so as a person under 18. ”

# Recommendations: Meet Youth Needs During Appt

1. If time is very short, announce available time at beginning of appointment and ask patient to prioritize. Be transparent about time.
  - a. Tip to youth : schedule back to back appointments
2. Standardize experience based on positive clinic visits
  - a. Different experiences across different clinics. Best experience when engaged/involved
3. Respond to youth requests, due diligence on name
4. Ask youth what they've tried, what they think would work for them.
5. Consider referrals and different avenues of care
  - a. Other options beyond medication or therapy if may not be possible, tailoring to each youth, explore other options, including clinics with easier access
6. Tailoring to needs and family planning, talking to youth in care about their definition of family, letting them know different avenues for information
7. "We'll only call back if its positive"-->prefer to know with a call regardless of outcome
8. Inform and ask about treatment options (e.g., STI testing), options and impact. Consent prior to all testing.
9. Choices are good!
  - a. Being given information allows us to know and request other doctor
10. Provide transportation, I could not get to Planned Parenthood,
  - a. Application to get insurance when in
  - b. Teach youth to advocate for themselves. If provider skips over I have to say something, they skipped an issue since they were going fast, This may be what it is like. Go in their with an open mind and be considerate of doctor
  - c. Let youth know that they have a right to miss school for health reasons

## Theme 3:

# Listen and communicate effectively

- “There are times when I things go well and other times when explanations don't go well and I don't realize until a follow up appointment that the youth and I were on different pages or had different understandings of what was going on.”
- “I saw patients [attempt] to say something and stop multiple times [while provider spoke.]”
- “The patient had a list of three questions...and the clinician only answered 2 of the 3 forgetting... When the clinician asked again if they had any other questions, the patient said no [did not raise the missed question]. This patient was very young (just turned 18), in for trans care intake, and super nervous (he mentioned this a few times)... The question was “is there anyway to slow or prevent male pattern baldness on testosterone?” and the answer is yes there’s a prescription, so the clinician is involved in the answer. ”

# Recommendations: Listening/Communication

1. Avoid very fast explanations of answer
  - a. The best care I receive is when people are looking at me and they are having a conversation (too hard, type remember, better to have a connection)
2. Clarify this is a space to listen to you, follow-up is important if time is short OR have follow-up care with nurses, check-in to make sure all questions are answered. Different faces asking different questions will get different answers.
  - a. Important for trans care and with youth w/disability to do this.
3. Provide youth with pen and paper to write questions and notes during appointment. [To youth: Go in with notebook and paper. ] Give youth proper spelling of important terms so they can do their own research afterwards
  - a. Check in to appointment, receptionist to offer pen and paper during waiting period (also to avoid blanking out) Here is a chance to think about questions. Have a wastebasket to shredder after so youth do not take hoe
  - b. Tool for accessibility during and after
4. Pay attention to the non-verbal clues that youth are giving to ensure explanation is going well
  - a. Look up from the computer.
5. Make sure patient knows who and where to contact (call or email) after appointment.
6. Clarify what is a possible diagnosis versus an actual diagnosis and clarify description of prognosis.
  - a. Simplify and clarify expectation
  - b. But...don't be patronizing or insulting.
  - c. Don't assume that a youth always needs an explanation. This may be something they have heard before.. It's tricky!
7. Don't assume anything—balance between assuming competence and explaining thing. Maybe explanation is not required
  - a. Reassure that these topics are complex and there is a lot of information and it is okay to not know everything
8. Read the vibe in the room! Reading the person you are giving services to and tailor as best as possible
9. Providers to clarify, if I say something that is unclear or miss a question, please let me know because it's not on purpose.

# Theme: Youth Providing Suggestions

- “We used to have a suggestion box (points to box on shelf) but someone picked it up and threw it.. and so we had to take it away. It used to go pretty well. I don't think we have another way now that youth can provide feedback directly other than we can give them the number to file a complaint.”
- “Our patients tell us what they think all the time but maybe there could be another way - like an email address where they can send in feedback. There isn't an obvious way that they could submit anonymous feedback or input if they have a complaint.”
- “If someone is unhappy - like they had to wait too long in the waiting room, they will tell me and I pass that on to the provider. I also tell them that they can always tell the provider.”
- One clinic delivers a healthcare experience survey; one has an excellent front desk staff

# Theme: Number of Youth Served

## Data points:

- Young people under the age of 18 account for 1% of Planned Parenthood's total patient count and 1% of visits
- "There are so many barriers to accessing care. Once someone is in the waiting room, there aren't a lot of administrative barriers but getting to the waiting room can be hard. [Front desk staff] works hard to make sure he knows our patients and where they are coming from and what they need."
- "I feel that it may be difficult to make it into the clinic as a teenager."



# Theme: Follow-up after appointment

- “Patients seem to have a good understanding when I come in to discharge them... When there are a lot of referrals or the patient has to go here or there, they do get confused...they don't realize they are confused until later and they call us. ”
- “Patients in our clinic are given our front desk number - this phone number is staffed during regular business hours but often youth don't know what to do outside of those hours.”

# Discussion Prep for meeting w Clinics

- Ideas:
  - Spend time going over themes and recommendations (first third)
  - Maybe do mentimeter on recommendations
  - Spend rest of time discussion recommendations, ideas
  - Clinic expectations - want to share ideas/discuss. Jess will check
  - The recommendations fell into categories for clinics and for young people
- Decisions
  - Seedling will edit a slide deck based on today, send it via email to all
  - Meet 15 minutes beforehand to decide who presents what