



STAFF REPORT

Report To: Board of Health

Meeting Date: August 15, 2019

Staff Contact: Sarah Johnson, Public Health Educator (SBjohnson@carson.org); Nicki Aaker (NAaker@carson.org)

Agenda Title: For Discussion Only: Presentation and discussion about the quality improvement project conducted within the Adolescent Health Education Program titled "Improving Teen Comfort at CCHHS". (Sarah Johnson, SBjohnson@carson.org and Nicki Aaker, NAaker@carson.org)

Staff Summary: Carson City Health and Human Services (CCHHS) has a plan to foster a culture of quality improvement. The mission of the plan is to continuously improve the quality of our programs, processes, and services so that the department may provide high quality services which best fulfills the needs of the community and improves the quality of life within the community. Quality improvement is the foundation of the Public Health Accreditation process and informing the governing entity is one of the measures. An accreditation annual report is completed every year with a requirement to report on one quality improvement project. This project was included in this year's report.

Agenda Action: Other / Presentation

Time Requested: 15 minutes

Proposed Motion

Presentation and discussion only.

Board's Strategic Goal

Organizational Culture

Previous Action

N/A

Background/Issues & Analysis

When abstinence sexual education presentations were being given to teens within the Carson City community, it was learned that many of them were not aware of where Carson City's local health department was located and what services were provided. Contact was made with the Health teachers at Carson High School and tours were scheduled. During the tours, a presentation was given outlining the different divisions and the services provided. Through surveys, it was learned that the teens did not feel that the clinic was "teen friendly or comfortable", which led to this quality improvement project.

Applicable Statute, Code, Policy, Rule or Regulation

N/A

Financial Information

Is there a fiscal impact? Yes

If yes, account name/number: 275-6852-441-0350 - Clinical Services Revenue Account - \$6,096.57

Is it currently budgeted? Yes

Explanation of Fiscal Impact: There was a fiscal impact to Clinical Services for the clinic remodel, which included another City department's labor, furniture, and supplies.

Alternatives

Recommendations may be presented during the presentation.

Attachments:

[Board of Health AHEP Presentation.pdf](#)

Board Action Taken:

Motion: _____	1) _____	Aye/Nay
	2) _____	_____

(Vote Recorded By)



IMPROVING TEEN COMFORT AT CCHHS

SARAH JOHNSON, PUBLIC HEALTH EDUCATOR
ADOLESCENT HEALTH EDUCATION PROGRAM
COORDINATOR

AUGUST 15, 2019



PLAN: AIM STATEMENT

What was I trying to accomplish with my QI project:

Improve Teen comfort and utilization of the clinic to ultimately decrease gonorrhea and co-infections in Carson City's Adolescent Population. The teens utilizing the clinic services will increase by 10% by June 30, 2020. Carson City will see a 5% decrease of Gonorrhea and Co-infections case counts by June 30, 2020.

Carson City Cases

2016 - Gonorrhea 24; Chlamydia 307; Syphilis 4

2017 - Gonorrhea 39; Chlamydia 322; Syphilis 14

2018 - Gonorrhea 81; Chlamydia 271; Syphilis 12



CARSON CITY TEEN COMFORT

PLAN

- A survey was given to AHEP students to see what can be done to make CCHHS more teen friendly.
- Tours of CCHHS were given to the Carson High School's Freshman health class students.
- Following the tours each student received a improved questionnaire to gauge their comfort and knowledge.



HIGHLIGHTS OF QI PROJECT SURVEYS

2018 - 289 Freshman were surveyed

- 10% in 2018 felt they would be uncomfortable in the lobby
- 21 out of 289 Students in 2018 stated the Building was not "teen friendly"
- 70% in 2018 answered yes "we had services they didn't know existed"

2019 - 252 Freshman were surveyed

- 8% said they felt uncomfortable in the lobby
- ONLY 2 Freshman Stated that CCHHS was NOT "teen friendly"
- 64% answered YES to "we had services they didn't know existed"
- OVERALL Negative responses to questions about **Comfort and Knowledge** were under 14%.



AFTER QUESTIONNAIRES GIVEN

- High School tours were given again in 2019
- Front lobby condom distribution to avoid teen discomfort when JUST obtaining safe sex kits
- AHEP Program was advocated by Health Teachers whom were impressed by the Tours in 2018. AHEP Abstinence-Only classes were given to Health classes at Carson High Health Classes and will continue again into the 2019-2020 school year.
- The Clinic lobby was remodeled to make it more family and teen friendly
- AHEP had Carson High HOSA volunteers facilitate an art contest and the winners are displayed in our remodeled clinic lobby.





ART CONTEST AT CARSON HIGH SCHOOL
HOSA Students Volunteered to Promote and Judge Contest



QUESTIONS??

