



Between Us:

Work Flow and EHR Innovations in Confidentiality and Adolescent Primary Care

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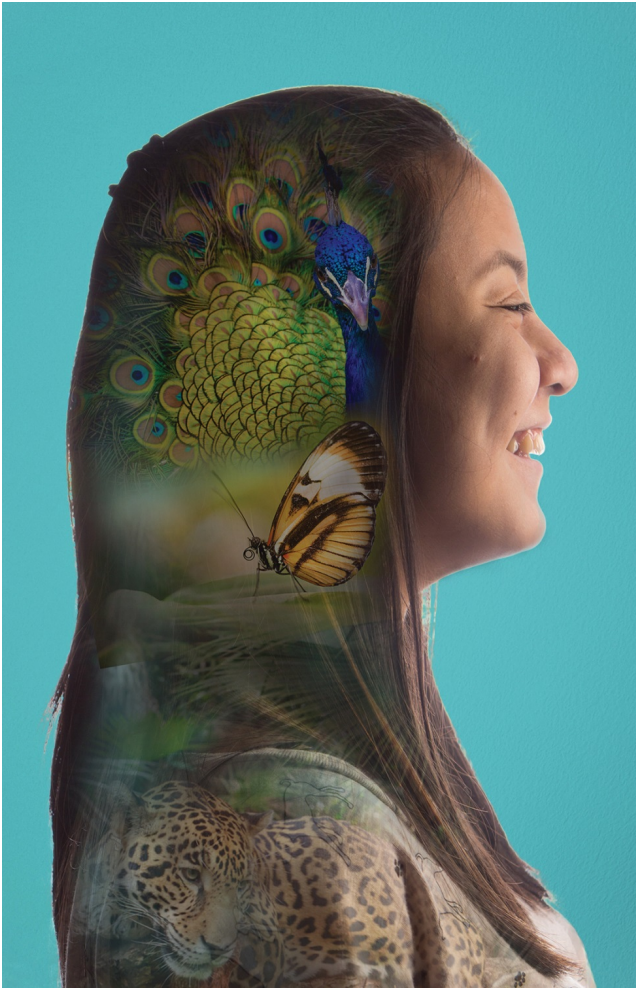
Minnesota Minor Consent Law

- Pregnancy related care*
 - Contraceptive care*
 - Sexually transmitted infection testing and treatment*
- Diagnosis and treatment of alcohol and other drug abuse
 - Inpatient mental health services
 - Emergency care



between us
Connecting Parents, Teens, & Healthcare

What is
Between
us?



The Problem - Reproductive Health Disparities in Minnesota

- Minnesota Adolescent Sexual Health Report 2018:
 - STI rates are disproportionately high for communities of color in Minnesota.
 - Birth rates for black and Latinx youth are **three times greater** than that of white youth
 - Rates for **Chlamydia and Gonorrhea were highest** among black youth, followed by Latinx and American Indian Youth
 - Rate of gonorrhea is **33 times higher** for black youth and the chlamydia rate is over 9 times higher for black youth compared to the rate for white youth

The Vision - A Universal Protocol for Teens Seeking Confidential Care

Organizational wide protocols that ensure that, in an Electronic Medical Record era...

- ☐ call center professionals
- ☐ clerical Staff
- ☐ health care providers
- ☐ nursing staff

... know how to provide confidential services ensuring that the:

- ☐ The documentation of the encounter is set up differently, so this information cannot be release without the teen consent
- ☐ The labs are identified as confidential
- ☐ The confidential meds given during the visit or sent as a prescription are identified as confidential
- ☐ The billing is protected so no Explanation of Benefits is sent out
- ☐ The AVS is confidential

The System's Change Process

between us 

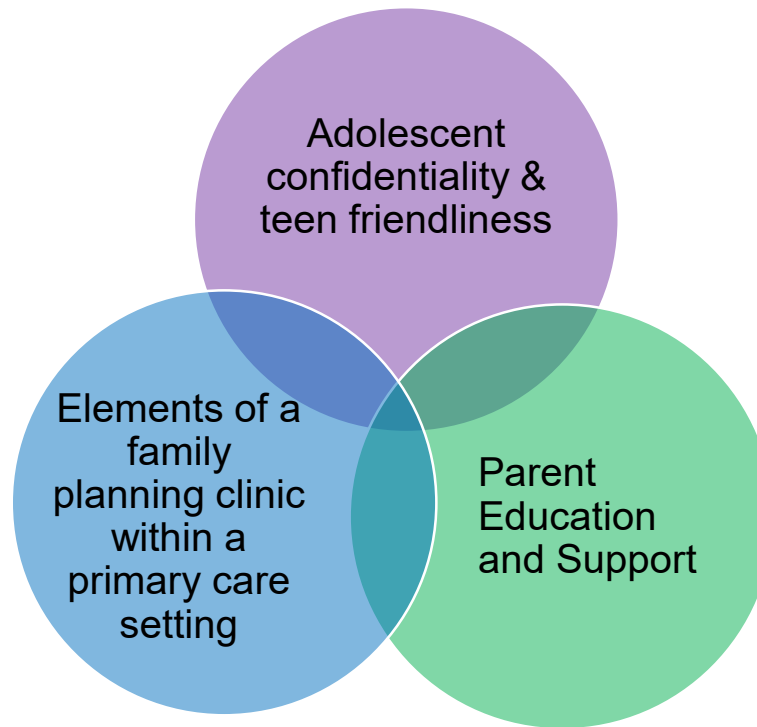
Current

- Standardization of EHR modifications across ambulatory
- Training and continuous quality improvement
- Parenting education and coaching

Future

- Emergency Department and Inpatient
- Mental Health – Screening for all
- Population Health


How did we address each level?



Systems Transformation

Adolescent confidentiality

- ✓ Electronic Health Record Transformation
 - Private Encounter Banner
 - Patient Chart Advisory
 - Best Practice Advisory
 - Confidential Minor SmartSet
 - Confidentiality Statement on Orders
 - AVS
 - MyChart



Adolescent
confidentiality
& teen
friendliness



Systems Transformation

Elements of a family planning clinic

- ✓ Medication dispensed in clinic
 - Change in Pharmacy work flow – “sample” medications
 - Medication dispensed in the clinic for use at home – similar to Family Planning clinic

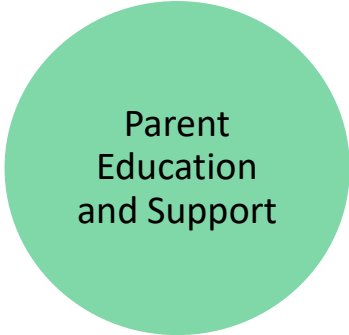
Elements of
a family
planning
clinic within
a primary
care setting



Systems Transformation


Parent Education and Support

- ✓ Dedicated Parent Educator
 - Website
 - Workshops
 - Provider support



Parent
Education
and Support



A full-page background image showing three silhouetted figures standing on a mountain peak, raising their arms in celebration. The scene is set against a bright, hazy sunrise or sunset sky with soft clouds. The figures are positioned on the right side of the frame, with the central figure slightly ahead of the other two.

Between Us Successes

Between Us- Successes

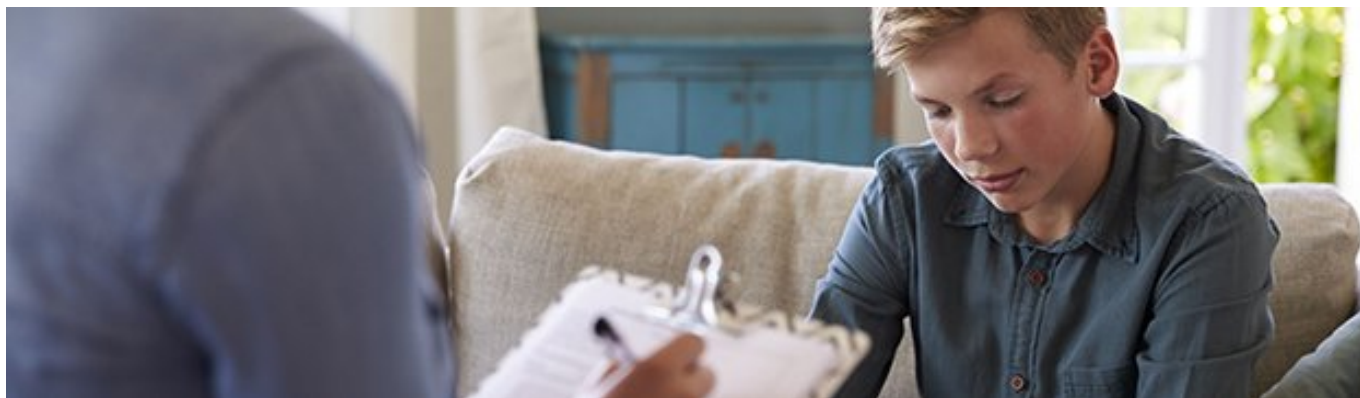
- Last year reached 700 youth
- 6 outreach events
- 68% of family planning methods services were tier 1 or 2 level methods
- 62% of encounters included STI screening
- Betweenushealth.com
 - Parenting support
 - Useful resources for teens
 - Soon in Spanish
- Planning expansion to ED/Urgent Care

New billing system!

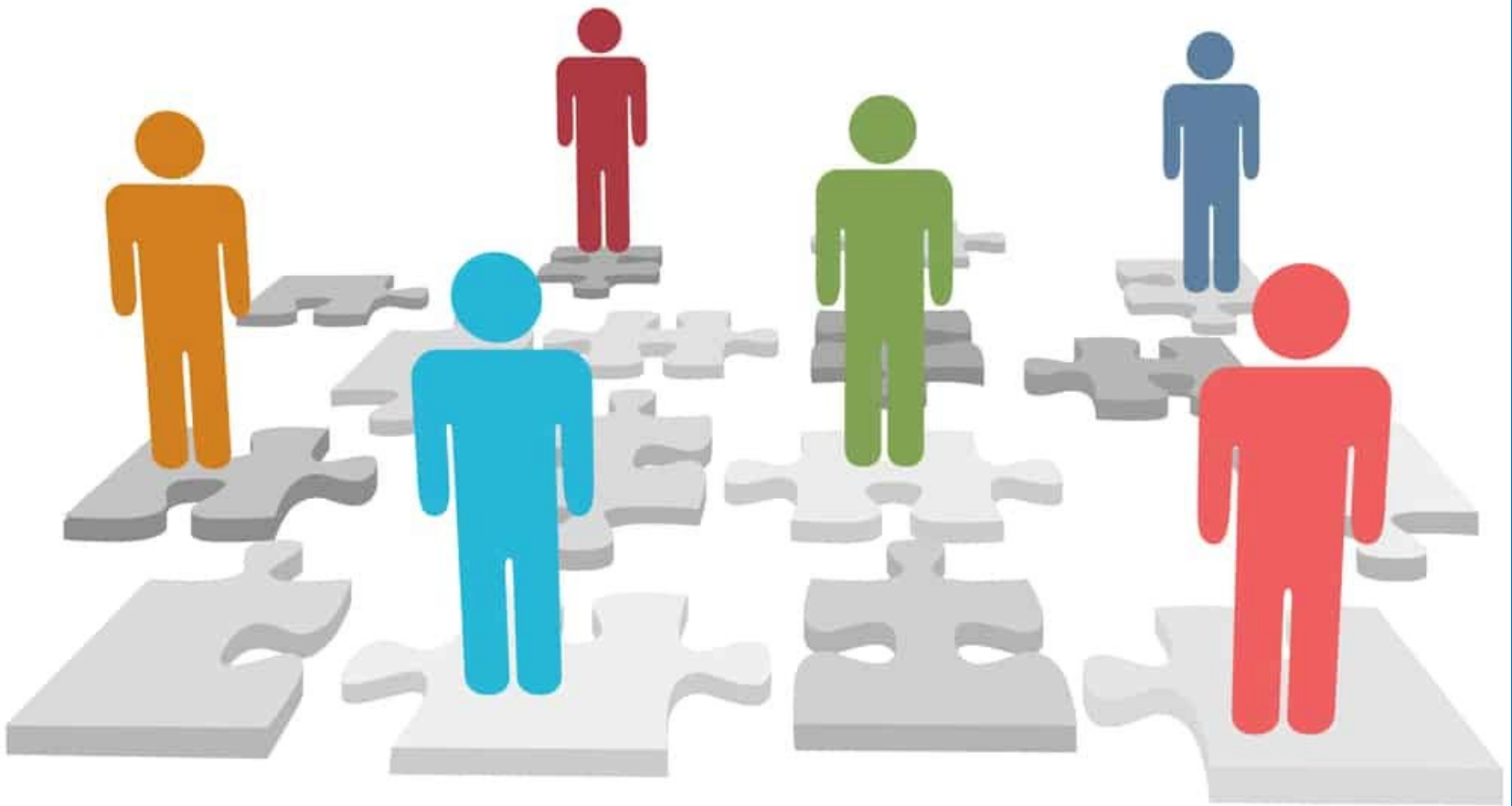
- Allows covered family planning services to be confidentially billed to:
 - Medical Insurance
 - Medical assistance (MA)
 - Prepaid Medical Assistance Program (PMAP)

Teen Screen

- Goal:
 - Supporting providers in identifying and helping teens with high risk behaviors.
- Process:
 - Pilot in pediatrics primary Care Clinic
- Barriers:
 - Provider's time constrains
 - Coordination
- Outcome: Still in progress.



Challenges



Thank you!

Feel free to contact us with questions or ideas.

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