

Compass Community Health's Implementation of PRAPARE with Pediatric and Adolescent Patients and Their Families



Compass Community Health (CCH) is a dual-site health center located in Portsmouth, Ohio that serves the Scioto County and surrounding counties located in the Southern Ohio region. CCH began implementing PRAPARE in July 2017 as organizational priorities shifted to addressing the socioeconomic needs of their behavioral health patients. They had tremendous success incorporating both SBIRT and PRAPARE in their clinic, which led to improvements in clinical quality outcomes, retention rates, and financial outcomes. For example, CCH's no show rates decreased by 13% over time.

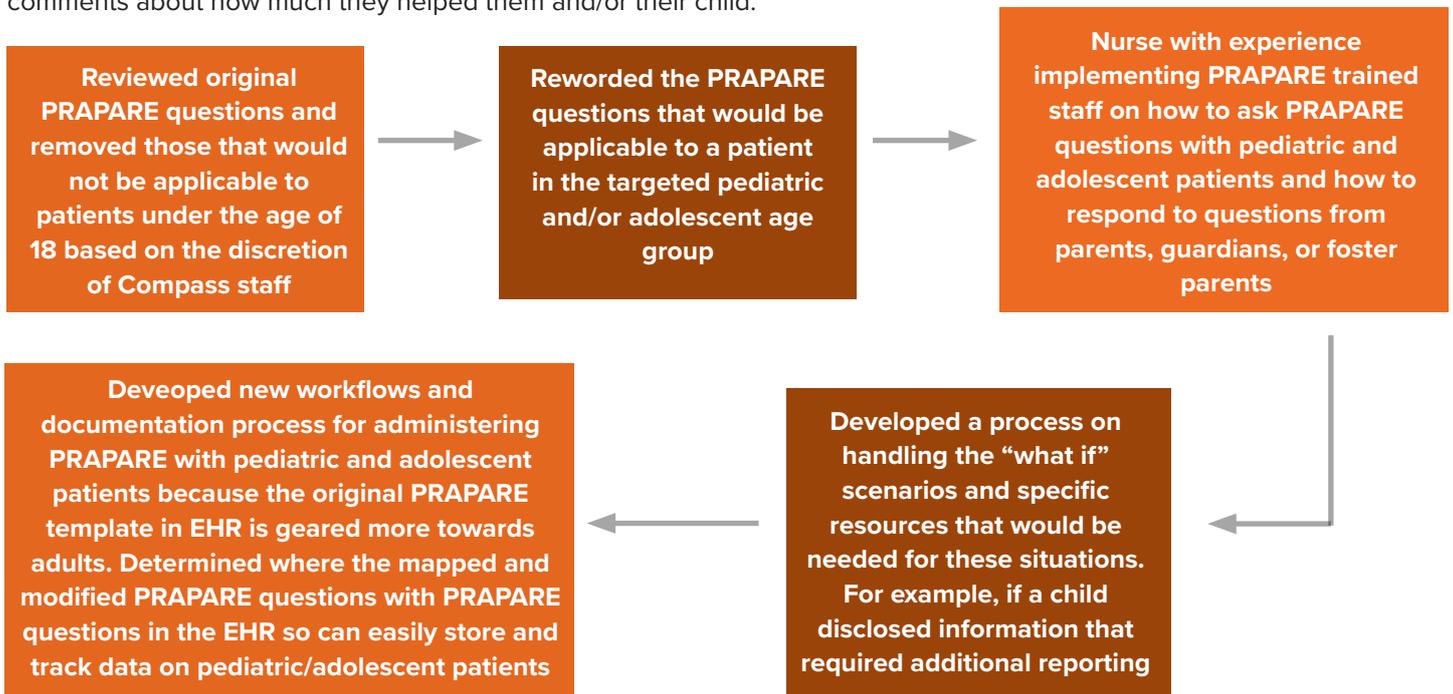
The implementation of PRAPARE allowed CCH to develop a fully engaged care and leadership team who understood the complexities of their patients' clinical and non-clinical needs. In the words of one of CCH's leaders, "The PRAPARE tool was that missing link that CCH needed. It allowed our providers to have a better understanding of not only the person in front of them but the environment in which they lived."

With the successful implementation of PRAPARE with CCH's behavioral health patients, the team wanted to affect more change and tailor specific resources and services for their pediatric and adolescent patients battling addiction. Through NextGen, CCH is able to create specific reports and utilize evidence-based screening tools that can be used in conjunction with PRAPARE, such as the Adverse Childhood Experience survey (ACE). The team at CCH decided to "become part of the solution and use this opportunity as a way to use PRAPARE to create the very tool we lacked" to address the concerns of their pediatric and adolescent patients.

CCH's Process for Modifying PRAPARE to Use with Pediatric and Adolescent Patients

Compass Community Health utilized the same team that implemented PRAPARE with their behavioral health patients, with the exception of adding a Psychiatric Nurse Practitioner. The Psych NP works directly with the SBIRT nurse to coordinate care and identify needs of the pediatric patients and their families identified by PRAPARE and other assessments.

The SBIRT nurse, Fonda Lewis, has continued to lead the successful implementation of PRAPARE at CCH. Patient satisfaction surveys often mention Fonda or one of the behavioral health providers administering PRAPARE with positive comments about how much they helped them and/or their child.



Compass Community Health's Modified Version of PRAPARE for Pediatric Patients

Measure	PRAPARE	CCH's Pediatric Version of PRAPARE
<p align="center">Family and Home</p>	<p>What is your housing situation today? a) I have housing b) I do not have housing (staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, or in a park) c) I choose not to answer this question</p> <p>Are you worried about losing your housing? a) Yes b) No c) I choose not to answer this question</p>	<p>Have you ever lived in a foster home, detention center, homeless shelter, other?</p>
	<p>How many family members, including yourself, do you currently live with? _____ a) I choose not to answer this question</p>	<p>How many people or family members, including yourself, do you currently live with? Who do you live with?</p>
<p align="center">Education and Resources</p>	<p>What is the highest level of school that you have completed? a) Less than high school degree b) High school diploma or GED c) More than high school d) I choose not to answer this question</p>	<p>What grade are you in?</p>
	<p>In the past year, have you or family members you live with been unable to get any of the following when it was really needed? Check all that apply. a) Food (Y/N) b) Clothing (Y/N) c) Utilities (Y/N) d) Child Care (Y/N) e) Medicine or any Health Care (Medical, Dental, Mental Health, Vision) (Y/N) f) Phone (Y/N) g) Other (please write): _____ h) I choose not to answer this question</p>	<p>In the past year, have you or any family member you live with have been unable to get: a. Food: Do you feel you get enough to eat? b. Clothing: Do you have enough clothes? Do you have to wear dirty clothes? c. Medicine: If you are sick, is there someone who takes care of you?</p>
	<p>Has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living? Check all that apply. a) Yes, it has kept me from medical appointments or from getting my medications b) Yes, it has kept me from non-medical meetings, appointments, work, or from getting things that I need c) No d) I choose not to answer this question</p>	<p>Does your family have a car or have someone that can take you to places you need to go? How do you get to school? Bus? Walk? Parents drive you?</p>
<p align="center">Safety and Emotional Health</p>	<p>Do you feel physically and emotionally safe where you currently live? a) Yes b) No c) Unsure d) I choose not to answer this question</p>	<p>Do you feel safe where you live? Has an adult hit you so hard that you had marks or were badly injured? Has anyone (that is at least 5 years older than you) touched you inappropriately?</p>
	<p>In the past year, have you been afraid of your partner or ex-partner? a) Yes b) No c) Unsure d) I have not had a partner in the past year e) I choose not to answer this question</p>	<p>Have you ever been afraid of someone at home or school? Have you ever been bullied at school?</p>
	<p>How often do you see or talk to people that care and feel close to you? a) Less than once a week b) 1 or 2 times a week c) 3 to 5 times a week d) 5 or more times a week e) I choose not to answer this question</p>	<p>Have you experienced losing someone close to you? Have you had someone die that has been close to you? Are you left alone in your home for long periods of time without adult supervision?</p>
	<p>Stress is when someone feels tense, nervous, anxious or can't sleep at night because their mind is troubled. How stressed are you? a) Not at all b) A little bit c) Somewhat d) Quite a bit e) Very much</p>	<p>How stressed are you? Do you cry alot because you are worried?</p>

Building Local Partnerships to Respond to and Address the Needs of CCH's Pediatric Population

Compass Community Health implemented a family-centered approach, where staff discuss PRAPARE questions with the pediatric or adolescent patient with their parents or guardians present. The family-centered approach allows staff to immediately respond to the needs identified by directly communicating with the parents/guardians about community resources or program eligibility. However, there are many instances when the SBIRT nurse asks PRAPARE questions (especially the safety questions) with the pediatric/adolescent patient by themselves. In these instances, staff ask parents'/ guardians' permission to have a private conversation with their child.

As CCH implemented the family approach with their pediatric population and their parents, staff continued working with community-based organizations to find resources and services best available to assist all age groups. CCH is also now a part of Ohio's Children Alliance, which is a statewide alliance of child and family service providers that meet and collaborate to develop interventions and services for Ohio's children and families. The Outreach and Enrollment Specialist attends various county coalition and town hall meetings to spread awareness about the implementation of PRAPARE and its impact at the health center and in the community.

Based on the identified needs of the pediatric and adolescent patients, CCH increased their community partnerships by expanding the resources and services outside of the Scioto County area in Ohio and into northeastern Kentucky as some patients reside in the tri-state region of Ohio, Kentucky, and West Virginia. CCH created new services in-house and expanded their community outreach to local restaurants and organizations (specifically Goodwill and Salvation Army) to provide gift cards for patients who are in need to access food, clothing, and other things needed for daily living. CCH staff also created personal hygiene kits, which included deodorant, toothbrushes, toothpaste, among other things for patients who either do not have housing or who discussed struggles obtaining basic necessities.

Challenges to Assessing Socioeconomic Needs of Pediatric and Adolescent Populations

CCH staff identified potential problems and barriers at the onset of implementing PRAPARE with pediatric and adolescent populations and worked to find evolving solutions to staff concerns during this initiative:

CHALLENGE	SOLUTION
Building relationships with the local Portsmouth City Schools. CCH initially considered implementing PRAPARE in local schools as a regular access point. However, schools have specific guidelines and protocols based on the information a student can disclose in the school setting that could result in repercussions for students. For example, a student can disclose that they use tobacco while being asked PRAPARE questions in the school, which could result in disciplinary action for the child because schools in Portsmouth have a zero tolerance policy for drugs and alcohol.	CCH decided to keep services in-house in the health center rather than implement in schools so that they could maintain a safe and non-judgmental environment for the children and adolescents. CCH staff will continue attending local school board meetings and engage with local partners to ensure school officials understand social determinants of health and the impact of PRAPARE implementation in clinic settings.
Navigating the parent/guardian dynamic. Ensuring parents and guardians are a part of the conversation at the beginning can be difficult based on their and the patient's responsiveness and consent.	Compass will continue to engage parents and guardians and manage workflows to allow additional time for the staff to talk with the patient and their parents/guardians to disclose information together.

Advice for Organizations Working with Pediatric and Adolescent Populations

Compass Community Health staff have learned how to approach certain situations that have come to the forefront when working with pediatric and adolescent populations. This is still a learning experience for the CCH staff, who have the following advice for organizations interested in implementing PRAPARE with this population.

"It's a conversation, not an interrogation."

Be sure to have an engaged team who can think outside of the box. The children that come into the clinic have experienced potentially traumatic situations and may be initially afraid to talk through their problems. When collecting sensitive information from children and adolescents, it is the staff's responsibility to make sure the patients feel safe at all times.

Provide staff with trainings.

Ensure staff receive the appropriate trainings, including trauma-informed care specifically for pediatric and adolescent populations.

Meet patients where they are and work at their pace.

It's not always about a dollar amount.

Leadership has to be involved throughout the implementation of PRAPARE, providing encouragement and support to staff with impact stories, data, and creating a mindset that "it's not always about a dollar amount, but increasing the care we deliver."

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