



# Adolescent-Friendly Services

## Key Criteria and Assessment Tool

*Adapted from 2009 WHO Quality Assessment Guidebook*

Jessica Serrano, MD

Taraneh Shafii, MD, MPH

Division of Adolescent Medicine

University of Washington School of Medicine

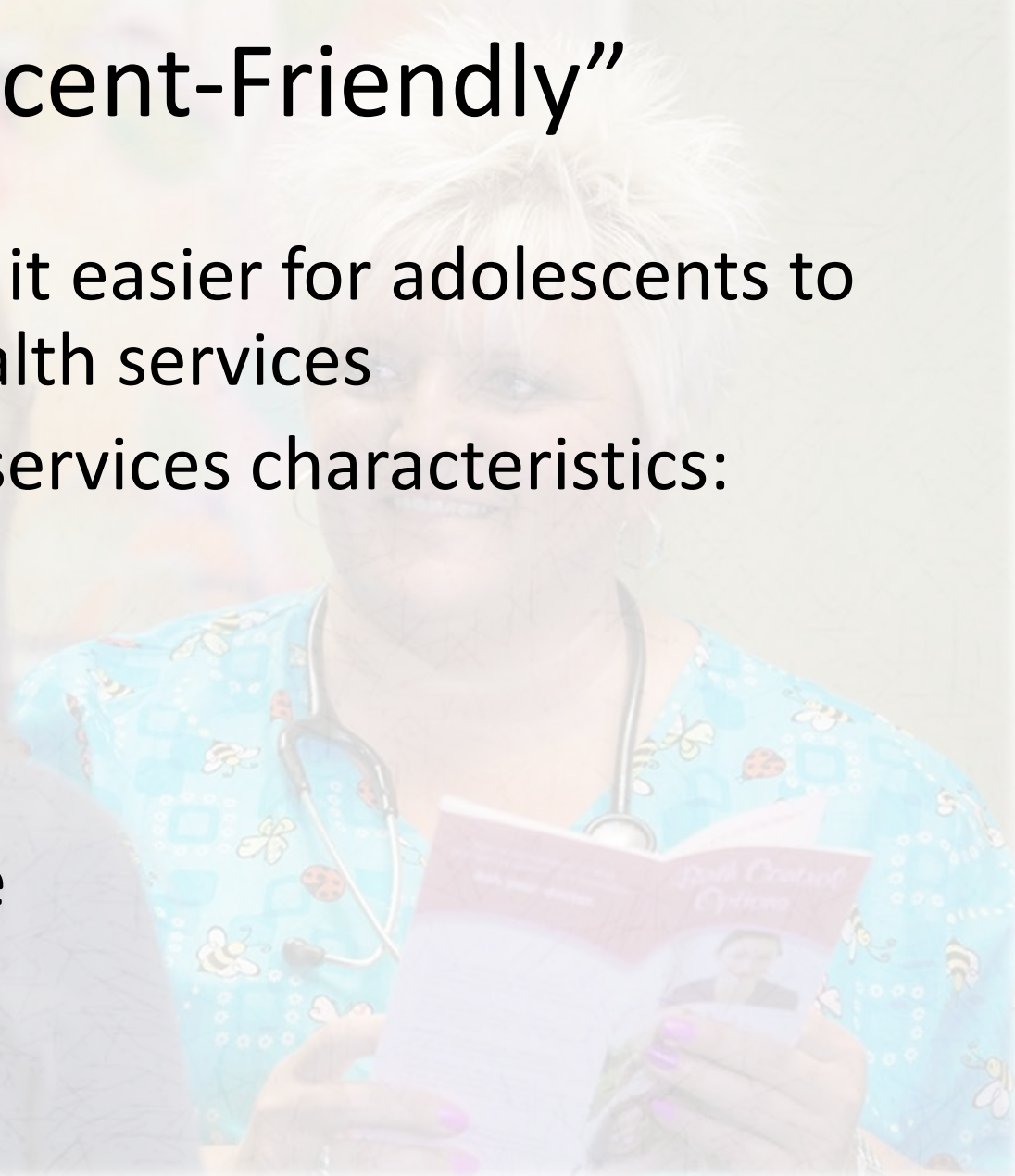
Seattle Children's Hospital

# Background

- Adolescence is a period growth, development and mastery
- Also a time of heightened risk and challenges
- Earlier puberty and later age of marriage = longer time of sexual maturity
- Risk for early pregnancy, unsafe abortion, HIV/STIs, sexual coercion and violence
- Sexual health services (HIV/STI care, contraception) may be unavailable or provided in an “Adolescent-**UN**friendly” way
- Adolescents feel unwelcome, embarrassed
- May resort to home-remedies, ineffective contraception
- To address this WHO developed and implemented initiatives to make it easier for adolescents to obtain good-quality health services that they need = “Adolescent-Friendly”

# “Adolescent-Friendly”

- Initiative to make it easier for adolescents to obtain quality health services
- The 5 key health services characteristics:
  1. Equitable
  2. Accessible
  3. Acceptable
  4. Appropriate
  5. Effective



# Definitions

- Equitable = All adolescents (not only certain groups) able to obtain needed health services
- Accessible = Adolescents able to obtain health services provided
- Acceptable = Health services are provided in ways that meet adolescent client expectations
- Appropriate = Health services adolescents need are provided
- Effective = The right health services are provided in the right way and make a positive contribution to the health of adolescents

# 1. Equitable= ALL adolescents (not only certain groups) able to obtain health services they need

Characteristic	Definition
a. Policies and procedures are in place that DO NOT restrict the provision of health services on any terms.	No policies or procedures restrict the provision of health services to adolescents on the basis of age, sex, social status, cultural background, ethnic origin, disability or any other area of difference.

## Real-World Application

The clinic provides confidential comprehensive sexual health care for adolescents: HIV/STI testing and treatment; pregnancy testing and Options Counseling; provides condoms and contraception



# 1. Equitable= ALL adolescents (not only certain groups) able to obtain health services they need

Characteristic	Definition
b. Health-care providers treat all adolescent clients with equal care and respect, regardless of status	Health-care providers administer the same level of care and consideration to all adolescents regardless of age, sex, social status, cultural background, ethnic origin, disability or any other area of difference.

## Real-World Application

Health-care providers are open-minded with special interest in adolescent health.

# 1. Equitable= ALL adolescents (not only certain groups) able to obtain health services they need

Characteristic	Definition
c. Support staff treat all adolescent clients with equal care and respect, regardless of status.	Support staff administer the same level of care and consideration to all adolescents regardless of age, sex, social status, cultural background, ethnic origin, disability or any other area of difference.

## Real-World Application

Support staff are open-minded with special interest in adolescent health.

## 2. Accessible = Adolescents are able to obtain the health services that are provided

Characteristic	Definition
a. Policies and procedures are in place that ensure that health services are either free or affordable to adolescents.	All adolescents are able to receive health services free of charge or able to afford any charges that might be in place.



### Real-World Application

Example: School-Based Healthcare Clinics offer free care; Community Clinics; Clinics with sliding fee scales; adolescents covered by care-giver insurance plan



## 2. Accessible = Adolescents are able to obtain the health services that are provided

Characteristic	Definition
b. The point of health service delivery has convenient hours of operation.	Health services area available to all adolescents during convenient times of the day.

### Real-World Application

School-based health clinics are easy for adolescents to access during school hours.  
For clinics in the community: after school times; evenings and weekend hours are better for adolescents.

## 2. Accessible = Adolescents are able to obtain the health services that are provided

Characteristic	Definition
c. Adolescents are well-informed about the range of available reproductive health services and how to obtain them.	Adolescents are aware of what health services are being provided, where they are provided and how to obtain them.

### Real-World Application

Examples:

Clinic web-site lists all sexual health services provided so adolescents do not have to ask anyone in person or over the phone.

Clinic waiting room lists all sexual health services provided so adolescents do not have to ask anyone in person.

## 2. Accessible = Adolescents are able to obtain the health services that are provided

Characteristic	Definition
d. Community members understand the benefits that adolescents will gain by obtaining the health services they need, and support their provision.	Community members (including parents) are well-informed about how the provision of health services could help adolescents. They support the provision of these services as well as their use by adolescents.

### Real-World Application

Community stakeholders recognize the importance of comprehensive sexual health education and sexual health care for adolescents and help to advocate for services in their community.



## 2. Accessible = Adolescents are able to obtain the health services that are provided

Characteristic	Definition
e. Some health services and health-related commodities are provided to adolescents in the community by selected community members, outreach workers, and adolescents themselves.	Efforts are under way to provide health services close to where adolescents are. Depending on the situation, outreach workers, selected community members (e.g. sports coaches) and adolescents themselves may be involved in this.

### Real-World Application

Examples: School-Based Health Clinics; Peer-led sexual health education;

### 3. Acceptable = Health services are provided in ways that meet adolescent client expectations

Characteristic	Definition
<p>a. Policies and procedures are in place that guarantee client confidentiality.</p> <p>Real-World Application listed 1-4:</p>	<p>Policies and procedures are in place that maintain adolescents' confidentiality at all times (except where staff are obliged by legal requirements to report incidents such as sexual assaults to the relevant authorities). Policies and procedure address:</p> <ol style="list-style-type: none"><li>1. Registration – information on the identity of the adolescent and the presenting issue are gathered in confidence;</li><li>2. Consultation – confidentiality is maintained throughout the visit of the adolescent to the point of health service delivery (i.e. before, during and after a consultation);</li><li>3. Record-keeping – case records are kept in a secure place, accessible only to authorized personnel;</li><li>4. Disclosure of information – staff do not disclose any information given to or received from an adolescent to third parties such as family members, school teachers, or employers, without the adolescent's consent.</li></ol>

### 3. Acceptable = Health services are provided in ways that meet adolescent client expectations

Characteristic	Definition
b. The point of health service delivery ensures privacy.	The point of health service delivery is located in a place that ensures the privacy of adolescent users. It has a lay out that is designed to ensure the privacy through out an adolescent's visit. This included the point of entry, the reception area, the waiting area, the examination areas and the patient-record storage area.



### 3. Acceptable = Health services are provided in ways that meet adolescent client expectations

Characteristic	Definition
c. Health-care providers are non-judgmental, considerate, and easy to relate to.	Health-care providers do not criticize their adolescent patients even if they do not approve of the patient's words and actions. They are considerate to their patients and reach out to them in a friendly manner.

#### Real-World Application

Health-care providers are open-minded with special interest in adolescent health and have been trained in methods of communicating and building rapport with adolescents.

### 3. Acceptable = Health services are provided in ways that meet adolescent client expectations

Characteristic	Definition
d. The point of health service delivery ensures consultations occur in a short waiting time, with or without an appointment, and (where necessary) swift referral.	Adolescents are able to consult with health-care providers at short notice, whether or not they have formal appointment. If their medical condition is such that they need to be referred elsewhere, the referral appointment also takes place within a short time frame.

#### Real-World Application

The clinic offers easy access for adolescents: 1) Via phone – easy access to familiar triaging provider to speak of health concerns; 2) Walk-in/same-day appointments; 3) Clinic providers are aware of and well-connected to referral care and clinic guides adolescent in making contact with additional care.



### 3. Acceptable = Health services are provided in ways that meet adolescent client expectations

Characteristic	Definition
e. The point of health service delivery has an appealing and clean environment.	A point of health service delivery that is welcoming, attractive and clean.

#### Real-World Application

Example: Adolescent appropriate section of clinic waiting room (separate from child-oriented area or adult area); exam rooms also with adolescent appropriate décor; reading materials or technology appropriate for adolescents in waiting room and exam rooms.



### 3. Acceptable = Health services are provided in ways that meet adolescent client expectations

Characteristic	Definition
f. Adolescents are actively involved in designing, assessing and providing health services.	Adolescents are given the opportunity to share their experiences in obtaining health services and to express their needs and preference. They are involved in certain appropriate aspects of health-service provision.

#### Real-World Application

Examples: Clinic website has area for adolescents to offer feedback, comments, ratings; Clinic invites adolescent patients as representatives for clinic committee for continuous process improvement

### 3. Acceptable = Health services are provided in ways that meet adolescent client expectations

Characteristic	Definition
g. The point of health service delivery provides information and education through a variety of channels.	Information that is relevant to the health of adolescent is available in different formats (e.g. posters, booklets and leaflets). Material are presented in a familiar language, easy to understand and eye-catching.

#### Real-World Application

In addition to examples under definition – clinic website offers electronic resources; or clinic provides list of electronic resources that are adolescent friendly, informative, accurate.

## 4. Appropriate = Health services adolescents need are provided

Characteristic	Definition
a. The required package of health care is provided to fulfill the needs of all adolescents either at the point of health service delivery or through referral linkages.	The health needs and problems of all adolescents are addressed by the health services provided at the point of health service delivery or through referral linkages. The services provided meet the special needs of marginalized groups of adolescents and those of the majority.

### Real-World Application

The clinic provided comprehensive health care (STI testing and treatment; contraception/LARC); if not provided by clinic then referral information specific for LGBTQ youth; Options counseling for pregnant adolescents and referral information for termination.



## 5. Effective = The right health services are provided in the right way and make a positive contribution to the health of adolescents

Characteristic	Definition
a. Health-care providers have the required competencies to work with adolescent and to provide them with the required health services.	Health-care providers have the required knowledge and skills to work with adolescents and to provide them with the required health services.

### Real-World Application

Health-care providers are open-minded with special interest in adolescent health and have been trained in methods of communicating and building rapport with adolescents. They are board-certified and up to date in clinical practice.



## 5. Effective = The right health services are provided in the right way and make a positive contribution to the health of adolescents

Characteristic	Definition
b. Health-care providers use evidence-based protocols and guidelines to provide health services.	Health service provision is based on protocols and guidelines that are technically sound and of proven usefulness. Ideally, they should be adapted to the requirement of the local situation and approved by the relevant authorities.

### Real-World Application

Providers are aware of Washington State Minors' Healthcare Rights and ability to access care without parental consent for HIV/STI testing and treatment, birth control services, abortion services.

## 5. Effective = The right health services are provided in the right way and make a positive contribution to the health of adolescents

Characteristic	Definition
c. Health-care providers are able to dedicate sufficient time to work effectively with their adolescent clients.	Health-care providers are able to dedicate sufficient time to work effectively with their adolescent clients.

### Real-World Application

Adolescent visits often require more time than a typical visit as time is needed to build rapport with the adolescent for them to feel comfortable sharing sensitive health information.

## 5. Effective = The right health services are provided in the right way and make a positive contribution to the health of adolescents

Characteristic	Definition
d. The point of health service delivery has the required equipment, supplies, and basic services necessary to deliver the required health services.	Each point of health service delivery has the necessary equipment, supplies, including medicines, and basic services (e.g. water and sanitation) needed to deliver health service.





# Ideal Clinic Meeting **ALL** Criteria VS **MOST** Important

## Clinic and Provider Characteristics

What is most important to the adolescents in your community?

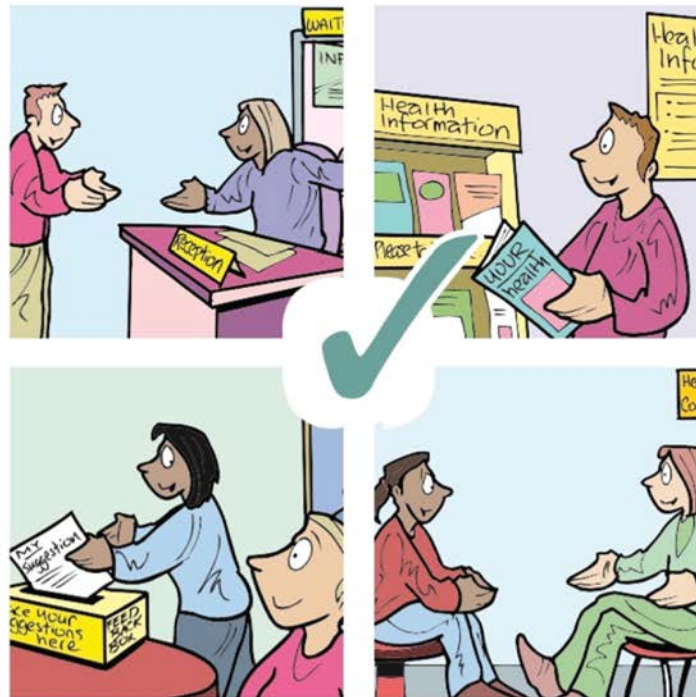
Brainstorm with adolescent team the Top 5 or Top 10 most important characteristics for an Adolescent-Friendly Clinic.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

# Quality Assessment

## GUIDEBOOK

A guide to assessing health services  
for adolescent clients



# Instruments for Data Collection

Tool	Use
<b>Adolescent client interview tool</b> (PDF available, needs to be inserted)	Collect information from adolescent clients who received a reproductive/sexual health service at a health facility
<b>Health-care provider interview tool</b> (PDF available, needs to be inserted)	Collect information from health-care providers who provide reproductive/sexual health services.
<b>Support staff interview tool</b> (PDF available, needs to be inserted)	Collect information from support staff and/or individuals most likely to have the most contact with adolescent clients.

# Instruments for Data Collection

Tool	Recommended questions
Adolescent client interview tool (PDF available, needs to be inserted)	1-6*, 8, 10, 14, 15, 17, 19, 22, 25, 29-31, 34, 36,38, 40, 42, 43, 47, 48
Health-care provider interview tool (PDF available, needs to be inserted)	1-6*, 9, 12-14, 15, 17, 20, 24, 26
Support staff interview tool (PDF available, needs to be inserted)	1-9*

\* First 4-5 questions are related to demographics

# Action Plan

Activity	Outcome	Who is responsible	Resources needed	Potential Barriers	Start and end dates
1. Recruit individuals who work with adolescents.	Assessment team		Flyers distributed in RN clinic, health classes.	Lack of recruitment-hesitancy secondary to topic	
2. Meet with team to review process and select sites.	Identify 5-6 health facilities (e.g., school clinic, counselors office, community clinics)		access to internet, online		
3. Prepare for briefing workshop.	Logistical and other preparations for workshop		Copies of Adolescent-Friendly Health Services Quality Assessment Guidebook; data collection tools		

# Action Plan

Activity	Outcome	Who is responsible	Resources needed	Potential Barriers	Start and end dates
5. Carry out data collection: - Adolescent client tool: 10 per site - Health-care provider tool: 3 per center - Support staff tool: 3 per center	Data collected on essential adolescent friendly characteristics		transport, data collection instruments, notepads, pens		
6. Analyze findings.	Create a synthesis report	team members	flip chart, marker pens, computer		
7. Present findings to district health team	share findings; create potential plan for improving health resources provided to adolescents		presentation of report.		

A woman with short dark hair, wearing a grey hoodie over a maroon shirt, is sitting at a desk. She is looking towards a man whose back is to the camera. The man is wearing a dark sweater. They appear to be in a meeting or discussion. The background is a bright, slightly blurred office or library setting with bookshelves and a desk with a computer monitor.

# Quick Resources

# Online Resources

Website	About
Bedsider.org	Birth control support network for women 18-29 operated by <a href="#">The National Campaign to Prevent Teen and Unplanned Pregnancy</a> , a private non-profit organization. Contains search engine for located health services by zip code.
<a href="http://youngwomenshealth.org">youngwomenshealth.org</a>	The Center for Young Women’s Health (CYWH) is a partnership between the <a href="#">Division of Adolescent/Young Adult Medicine</a> and the <a href="#">Division of Gynecology</a> , at <a href="#">Boston Children’s Hospital</a> . Provides carefully researched health information, educational programs, and conferences.
<a href="http://girlshealth.gov">girlshealth.gov</a>	Created by the <a href="#">Office on Women’s Health</a> , a part of the <a href="#">U.S. Department of Health and Human Services</a> . Promotes healthy lifestyles in girls.
<a href="http://stayteen.org">stayteen.org</a>	Stay Teen contains information on birth control, sex education and videos in English and Spanish. There is a health center search engine. This site is created by The National Campaign to Prevent Teen and Unplanned Pregnancy.



# Bedsider Providers

Materials available for purchase

**BEDSIDER**

TROUBLE REMEMBERING TO TAKE  
**YOUR BIRTH CONTROL?**

**FORGET ABOUT IT!**  
Bedsider can help you remember to take your pill, change your patch, put in a new ring—whatever you need.  
*Bedsider.org* The free support network for birth control.

**VISIT BEDSIDER.ORG  
OR TEXT MYBC TO 42411**  
for free info on all the options.\*  
\*Message and data rates may apply. For more info see [bedsider.org/terms](http://bedsider.org/terms).

**FORGET ABOUT IT!**

Bedsider can help you remember to take your pill, change your patch, put in a new ring—whatever you need.

**TEXT MYBC TO 42411**  
for free birth control reminders, sent by text or email.  
Message and data rates may apply. For more info see: [bedsider.org/terms](http://bedsider.org/terms).

*Bedsider.org* The free support network for birth control. **BEDSIDER**

[Providers.bedsider.org](http://Providers.bedsider.org)

# Sexual Misconduct Involving Minors

(For purposes of CPS reporting)

Involving sexual intercourse	Age of victim	Age of offender
Rape of a child 1 Class A felony	Less than 12 years old	24 months older than victim
Rape of a child 2 Class A felony	At least 12, but under 14	36 months older than victim
Rape of a child 3 Class C felony	At least 14, but under 16	48 months older than victim
Sexual misconduct with a minor 1 Class C felony	At least 16, but under 18	60 months older than victim

Involving sexual contact	Age of victim	Age of offender
Child Molestation 1 Class A felony	Less than 12 years old	24 months older than victim
Child Molestation 2 Class B felony	At least 12, but under 14	36 months older than victim
Child Molestation 3 Class C felony	At least 14, but under 16	48 months older than victim
Sexual misconduct with a minor 2 Gross misdemeanor	At least 16, but under 18	60 months older than victim

**Providing Health Care to Minors under Washington Law:  
A summary of health care services that can be  
provided to minors without parental consent.**

While Washington State's general age of majority for health care is 18 (RCW 26.28.010), a single, unemancipated\* minor can receive treatment without parental consent in the following areas:

Service needed	Minor Consent Sufficient for Confidential care	Parent/ Guardian Consent Required	Parent / Guardian Notification Required	Source and Notes
Emergency medical services:	Yes	No	No	If the parent's consent is not readily available, the consent requirement is satisfied and the minor can receive medical services. RCW 7.70.050(4)
Non-emergency medical services:	No, unless minor meets <b>Mature Minor Doctrine</b> (see Source and Notes section)	Yes, unless minor meets <b>Mature Minor Doctrine</b>	No	If it is not a medical emergency or one of the types of services listed below, minors may still give a valid consent under the "Mature Minor Doctrine" if they are capable of understanding or appreciating the consequences of a medical procedure. In determining whether the patient is a mature minor, providers will evaluate the minor's <b>age, intelligence, maturity, training, experience, economic independence or lack thereof, general conduct as an adult and freedom from the control of parents.</b>
Immunizations:	No, unless minor meets <b>Mature Minor Doctrine</b>	Yes, unless minor meets <b>Mature Minor Doctrine</b>	No	Minors may receive immunizations without parental consent under the Mature Minor Doctrine summarized above.
Sexually transmitted disease testing/ treatment (including HIV):	Yes, if over 14 ♦ See Source and Notes section	No	No	Minors may obtain tests and/or treatment for sexually transmitted diseases if they are <b>14 years of age or older</b> without the consent of a parent or guardian. RCW 70.24.110. ♦ Public Health – Seattle & King County will test and treat individuals regardless of age due to mandate to prevent and control the spread of communicable disease.
Birth control services:	Yes	No	No	Minors may obtain or refuse birth control services at <b>any age</b> without the consent of a parent or guardian. RCW 9.02.100(2)
Abortion services:	Yes	No	No	Minors may receive an abortion and abortion related services at <b>any age</b> without the consent of a parent, guardian or the father of the child. RCW 9.02.100(1); State v. Koome, 84 Wn.2d 921 (1975).
Prenatal care services:	Yes	No	No	Minors may seek prenatal care <b>at any age</b> without the consent of a parent or guardian. State v. Koome, 84 Wn 2d 901 (1975).
Outpatient mental health treatment:	Yes, if over 13	No	No	Minors may receive outpatient mental health treatment if they are <b>13 years of age or older</b> without the consent of a parent or guardian. The parents will not be notified without minor consent. RCW 71.34.530.
Inpatient mental health treatment:	Yes, if over 13	No	Yes	Minors <b>13 years of age or older</b> may receive inpatient mental health treatment without parental consent. The parents must be notified, however. RCW 71.34.500
Outpatient substance abuse treatment:	Yes, if over 13	No	See Source and Notes section.	Minors <b>13 years of age or older</b> may receive outpatient substance abuse treatment, without parental consent. The provider will inform the parents that the minor is receiving outpatient treatment within seven business days if the minor gives written consent or if the provider determines that the minor is not capable of making a rational choice to receive the treatment. RCW 70.96A.096, 230.
Inpatient substance abuse treatment:	No, unless child is determined to be "CHINS" - Child In Need of Services	Yes, unless CHINS determination	Yes, unless CHINS determination	Minors <b>13 years of age or older</b> may receive inpatient substance abuse treatment without parental consent if DSHS determines he or she is a "child in need of services." RCW 70.96A.235. If school district personnel refer a child to inpatient chemical dependency services, they must notify the parents within 48 hours. RCW 70.96A.096 Parental notification is required if parental consent is required

\*A legally emancipated minor or a minor married to either an adult or an emancipated minor is treated as an adult.

# Summary Slides of Real-World Application

## Example: Real-World Application Clinic Characteristics

1. The clinic provides confidential comprehensive sexual health care for adolescents: HIV/STI testing and treatment; pregnancy testing and Options Counseling; provides condoms and contraception/LARC; LGBTQ sexual healthcare; referrals as needed.
2. The clinic offers easy access for adolescents: 1) Via phone – easy access to familiar triaging provider to speak of health concerns; 2) Walk-in/same-day appointments.
3. The clinic has a lay out that is designed to ensure the privacy through out an adolescent's visit. This included the point of entry, the reception area, the waiting area, the examination areas and the patient-record storage area.
4. Policies and procedures are in place that maintain adolescents' confidentiality at all times (except where staff are obliged by legal requirements to report incidents such as sexual assaults to the relevant authorities). Policies and procedure address:
  - a. Registration – information on the identity of the adolescent and the presenting issue are gathered in confidence;
  - b. Consultation – confidentiality is maintained throughout the visit of the adolescent to the point of health service delivery (i.e. before, during and after a consultation);
  - c. Record-keeping – case records are kept in a secure place, accessible only to authorized personnel;
  - d. Disclosure of information – staff do not disclose any information given to or received from an adolescent to third parties such as family members, school teachers, or employers, without the adolescent's consent.

# Summary Slides of Real-World Application

## Example: Real-World Application Clinic Characteristics

5. Adolescent appropriate section of clinic waiting room (separate from child-oriented or adult area); exam rooms with adolescent appropriate décor; reading materials or technology appropriate for adolescents in waiting room and exam rooms.
6. Clinic waiting room lists all sexual health services provided so adolescents do not have to ask anyone in person. Clinic web-site lists all sexual health services provided so adolescents do not have to ask anyone in person or over the phone.
7. Information that is relevant to the health of adolescent is available in different formats (e.g. posters, booklets, leaflets, website). Material are presented in a familiar language, easy to understand and eye-catching. Clinic website offers electronic resources; or clinic provides list of electronic resources that are adolescent friendly, informative, accurate.
8. Clinic website has area for adolescents to offer feedback, comments, ratings; Clinic invites adolescent patients as representatives for clinic committee for continuous process improvement
9. Hours of Access: School-based health clinics are easy for adolescents to access during school hours. For clinics in the community: after school times; evenings and weekend hours are better for adolescents.
10. Payment: School-Based Healthcare Clinics offer free care; Community Clinics; Clinics with sliding fee scales; adolescents covered by parent/care-giver insurance plan

# Summary Slide of Real-World Application

## Example: Real-World Application Provider and Staff Characteristics

1. Health-care providers and clinic staff are open-minded with special interest in adolescent health and have been trained in methods of communicating and building rapport with adolescents.
2. Providers are board-certified and up to date in clinical practice.
3. Providers are aware of Washington State Minors' Healthcare Rights and ability to access care without parental consent for HIV/STI testing and treatment, birth control services, abortion services.
4. Health-care providers are able to dedicate sufficient time to work effectively with their adolescent clients. Adolescent visits often require more time than a typical visit as time is needed to build rapport with the adolescent for them to feel comfortable sharing sensitive health information.
5. Clinic providers are aware of and well-connected to referral care and clinic staff facilitates and guides adolescent in making contact for referral care, if needed.
6. Community stakeholders recognize the importance of comprehensive sexual health education and sexual health care for adolescents and help to advocate for services in their community.