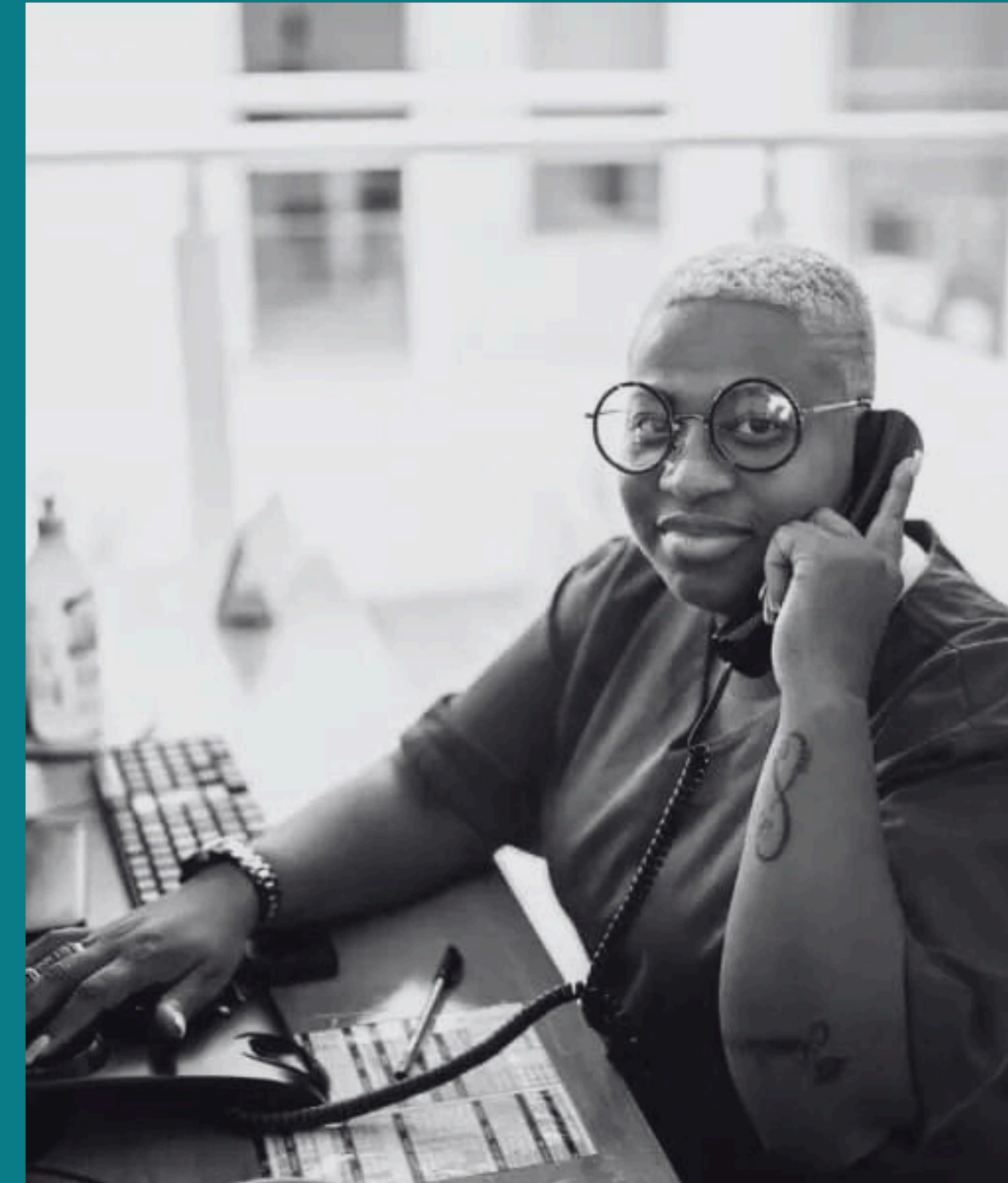


Supporting SBHC Clinic Coordinators

Part I: Creating Community Space and Identifying Best Practices



ICHS

International
Community
HEALTH SERVICES



WASHINGTON
SCHOOL-BASED
HEALTH ALLIANCE

Advancing Health Care in Schools

Public Health
Seattle & King County



CME and CE Information

In support of improving patient care, this activity has been planned and implemented by School-Based Health Alliance and Moses/Weitzman Health System, Inc. and its Weitzman Institute and is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Through Joint Accreditation, credits are also available under the following bodies:

- American Academy of PAs (AAPA)
- American Dental Association's Continuing Education Recognition Program (ADA CERP)
- American Psychological Association (APA)
- Association of Social Work Boards (ASWB)
- Commission on Dietetic Registration (CDR)

Financial Disclosures

- With respect to the following presentation, there have been no relevant (direct or indirect) financial relationship between the presenters/activity planners and any ineligible company in the past 24 months which would be considered a relevant financial relationship.
- The views expressed in this presentation are those of the presenters and may not reflect official policy of Moses/Weitzman Health System, Inc. or its Weitzman Institute.
- We are obligated to disclose any products which are off-label, unlabeled, experimental, and/or under investigation (not FDA approved) and any limitations on the information that are presented, such as data that are preliminary or that represent ongoing research, interim analyses, and/or unsupported opinion.

Land Acknowledgement

We would like to honor the fact that we are currently in the ancestral homeland of the Nacotchtank and Piscataway Conoy people, and that the content for this presentation was developed on the ancestral homeland of the Duwamish, Muckleshoot, Suquamish, and other Coast Salish people.

Native people across the nation of the past, present, and future have and continue to contribute to the cultural fabric of our communities, and we encourage the participants today to reflect on how colonialization, genocide, and exploitation of indigenous communities has informed and continued to influence systems to this day.

Learn more about the Native Lands on which you live and work at [Native Land Digital \(native-land.ca\)](https://native-land.ca)

Labor Acknowledgement

We respectfully acknowledge our collective debt to exploited workers, past and present, whose stolen labor continues to benefit this nation. We honor the enslaved people of African descent whose suffering built our economy and infrastructure and would like to note that enslaved people labored to build this very city, our nation's capital. We encourage our participants to take some time to learn about the history of how this labor has shaped our society, and we ask that we consider how we can move forward by dismantling and challenging systems that continue to exploit both immigrant and American-born workers.

Learn more about how enslaved laborers built some of the most significant landmarks in DC, visit: whitehousehistory.org/enslaved-labor-and-the-construction-of-the-u-s-capitol

Presenters

Michelle Wilright, *(Michelle/she/her/hers)*

MSW, LICSWA

Program Manager, Washington School-Based Health Alliance (WA SBHA)

Kaetlin Miller, *(Kaetlin/she/her/hers)*

MPH, CHES

Program Manager, Public Health–Seattle & King County (PHSKC)

Space Norms

Come ready to listen and learn

Be open and respectful to all perspectives

Raise your hand to speak, if possible

Keep questions and comments brief

We may ask frequent speakers to wait for others to contribute

Identifying information will stay confidential

Be candid about concerns

Please contact facilitators with additional thoughts.

Are there any space norms you would like to add?

Objectives

By the end of this session, you will be able to demonstrate insight into the:

Key partnerships, Lessons learned, Successes Achieved and **Future implications** of facilitating the school-based health center (SBHC) Clinic Coordinator Community of Practice, as well as how those core factors contributed to the development of the SBHC Clinic Coordinator Toolkit.

Questions and audience engagement are encouraged!

S.W.O.T

Strength, Weakness, Opportunity, Threat

As you engage in today's conversation, consider the strengths, weaknesses, opportunities, and threats to implementing a program like this in your own organization/partnerships.

WASHINGTON SCHOOL- BASED HEALTH ALLIANCE

The WA SBHA is a state affiliate of the National SBHA and partners closely with organizations in education, healthcare, and youth wellbeing. Our three main focus areas are Capacity Building & Technical Assistance, Community & Stakeholder Engagement, and Policy & Advocacy (statewide and nationally)



Serving 64,000
students



75+
SBHCs



25+
school districts



15
counties

What role does your state alliance play in your state's SBHC operations?

Any representatives from State Alliances here?

Local health jurisdiction (LHJ)

2.53 million residents

Role: Disease control/prevention, health promotion, and healthcare access services

School-Based Partnerships Program

38 SBHCs, 9 sponsor organizations, 7 districts

Role: Funding, quality management, and system/partner support

PUBLIC HEALTH- SEATTLE & KING COUNTY

How do you engage with local Public Health/LHJ?

Any representatives from Public Health/LHJs here?

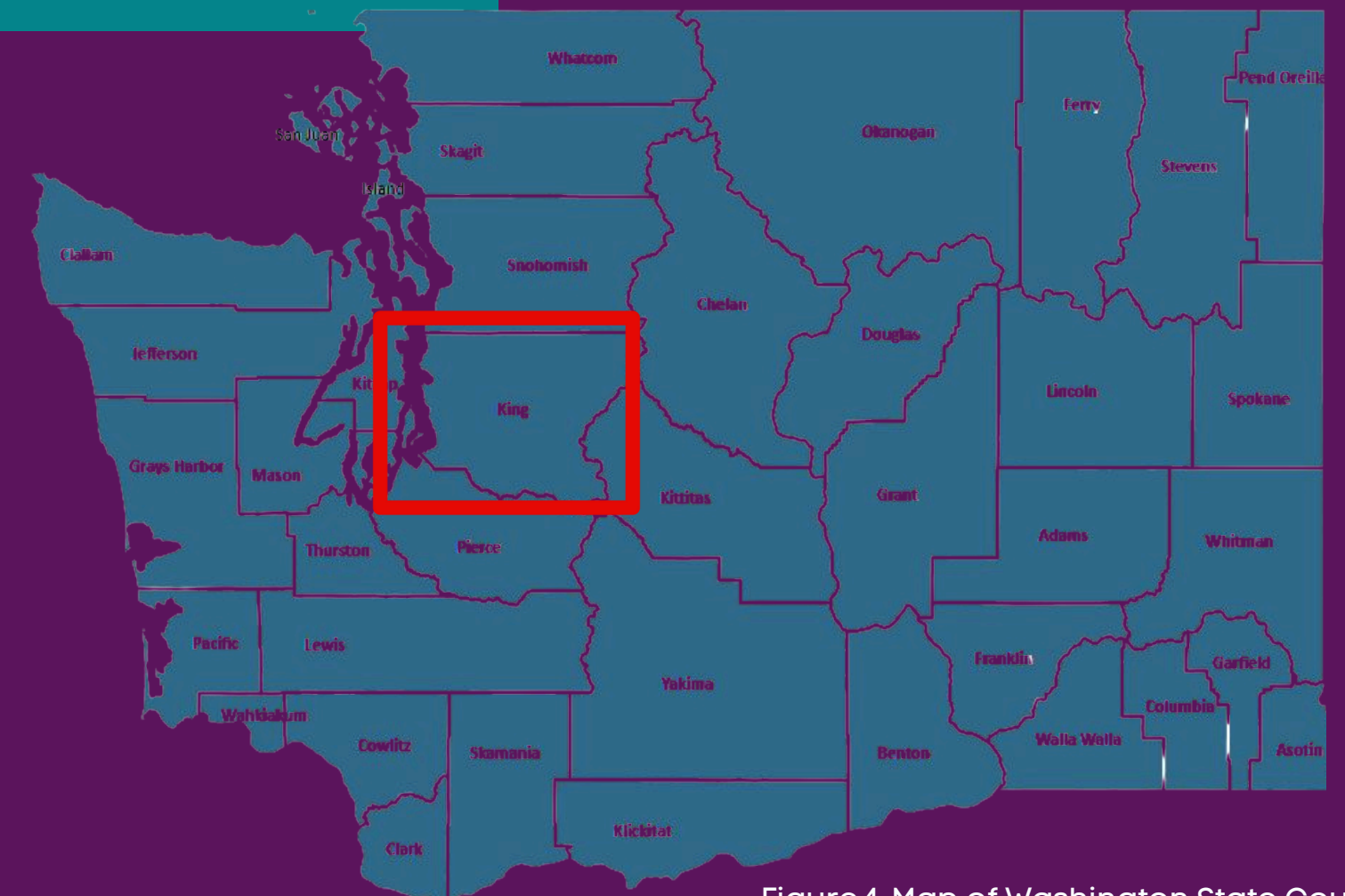
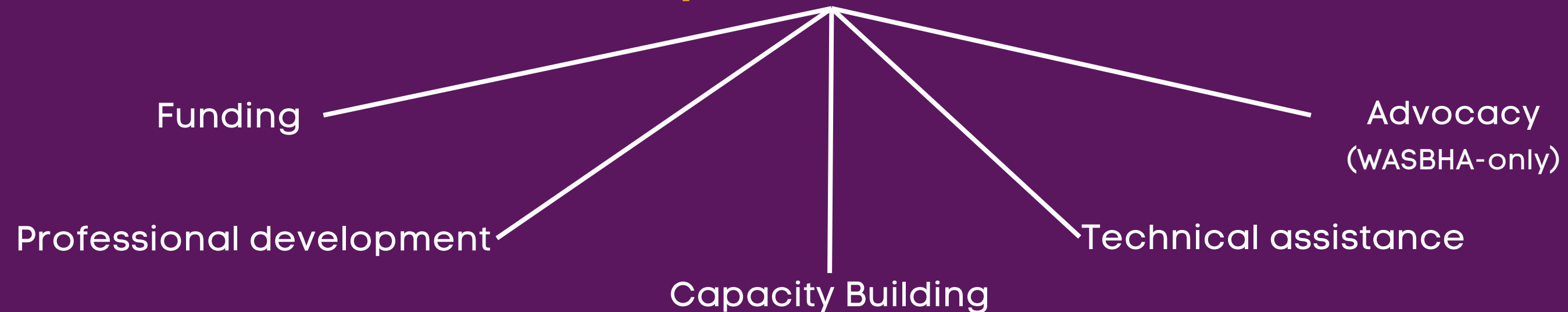


Figure 1. Map of Washington State Counties

How do we support sponsors?

Relationships are fundamental



“Sponsors” are healthcare organizations that operate school-based health centers (e.g., Federally Qualified Health Centers, Public Health Departments, Hospitals, etc.)

Identifying the Problem

Partnerships did not directly address support needs of Clinic Coordinators

Clinic Coordinator isolation

Complex Clinic Coordinator role responsibilities

- High turnover → frequent hiring/re-training

Few tailored support/training opportunities for Clinic Coordinators

But First: What is a Clinic Coordinator?

THEIR JOB MIGHT INVOLVE:

- Front desk/front office support duties
- Main point of contact for daily school communication and coordination
- Arranging ways to reach out to potential new patients
- May include administrative and/or other support role duties
- The role may stand alone or be part of another clinical role's duties (e.g, MA, provider)

What does this role do in your clinic?

Who holds these responsibilities in your clinic?

Team Development

2018
-
2020

Clinic Coordinators
advocated

2022

Job transitions for lead
team members, inter-org.
outreach

2020
-
2022

Pandemic led to
stronger virtual
community platforms



Michelle
Wilright

Washington School-
Based Health Alliance



Kaetlin
Miller

Public Health Seattle
& King County



Janni Sun

International
Community Health
Services



Priscilla
Gonzalez

Healthpoint

Developing a Plan

Short term objectives → Launch Community of Practice

Space/time to:

Build community (reduce isolation)

Provide support around key areas of responsibilities (increase support)

Prevent burnout (reduce turnover)

Long term objectives → Develop Toolkit

Increase support for:

Training/onboarding

Baseline standardization

Ongoing conversation between Clinic Coordinators and their leadership

Implementing the Plan

Community of Practice

Scheduling:

Launch at virtual 2022 PHSKC Annual Retreat

Outreach via:

King County email

WASBHA Basecamp

WASBHA statewide email

Setting consistent dates, times, and virtual venue

Bimonthly in the morning

Allow for multitasking

Implementing the Plan

Community of Practice

Content:

First Session: HIPAA/FERPA navigation

Brainstorming key topics of interest/need

Data gathering for toolkit

Toolkit draft review, Q&A

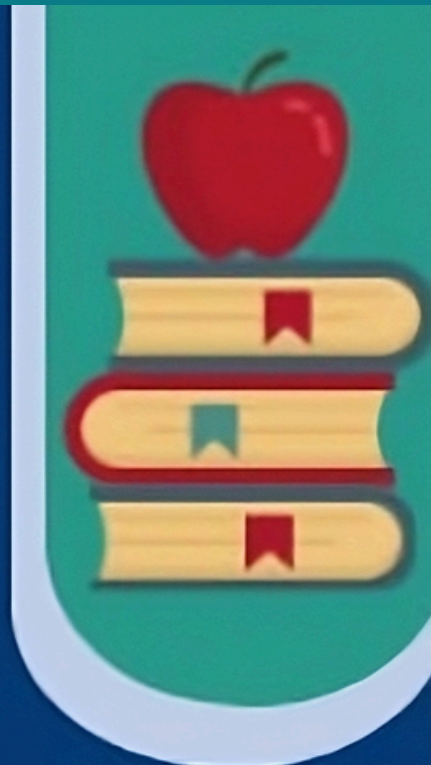
Implementing the Plan

The Toolkit

SBHC Clinic Coordinator Toolkit

Practical Strategies and Guidance
to Enhance SBHC Coordination,
Utilization & Efficiency

Brought to you by:
Washington School-Based Health Alliance
Public Health—Seattle & King County



Lead team drafted toolkit

Internal review with policy leaders at
WASBHA and PHSKC

Clinic Coordinators invited to
participate in draft review

Graphic design



Lessons & Successes

Community of Practice

Lessons

- Let Clinic Coordinators lead
- Split the responsibilities

Successes

- Powerful partnership between four agencies
- Meeting a need
- Getting the idea off the ground

Challenges

- Engaging both novice and experienced Clinic Coordinators
- Preserving the space for Clinic Coordinators

The Toolkit

Lessons & Successes

Lessons

- Define roles early
- Acknowledge/address power dynamics
- Engage policy review earlier

Successes

- Beautiful toolkit!
- Evergreen content

Challenges

- Clinic Coordinators rarely have additional time/capacity to participate in the process



Changes

Year 2

Community of Practice

Scheduling:

Bimonthly → Quarterly

Content

Lead team presenting content → Clinic Coordinators spotlight their successes

Feedback

Live surveying on topics of interest/what people want to share + annual digital survey

The Toolkit

Plan for updating/review (attempt to keep it “evergreen”)

Future

implications for the field

Turn and talk activity

(groups of 3-5)

- Introduce yourself
Which aspects of your identity feel meaningful to name?
- What brought you to this session?

Guiding questions

- What is something you heard today that you want to follow up on?
- What did you hear that you can apply to your own work/community?
- What resources do you know of that could support this application to your own work/community?
- In what ways can your partners (LHJ? State alliance? Other SBHCs?) support you in this work?

Thank You!

Michelle Wilright, WA SBHA - mwilright@wasbha.org

Kaetlin Miller, PHSKC - kaetlin.miller@kingcounty.gov

Janni Sun, ICHS - jannis@ichs.com

Join us for Part 2 after the break!
Snacks Provided

Scan the QR code to
access The Toolkit



