Clinic Coordinators Unite!

Part II: Supporting SBHC Clinic Coordinators:
Creating Community Space & Identifying Best Practices

HealthPoint · 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.

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- Commission on Dietetic Registration (CDR)

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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)

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

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Facilitators

Mindfulness Exercise

Agenda

- Objectives

- Space norms

- Who's here?

- HIPAA vs FERPA

- Open Space Discussion

- Conclusion

Objectives

Provide an example of an SBHC Coordinator Community of Practice

- Safe and creative space for peers
- Offer opportunities for reflection

Introduce the SBHC Clinic Coordinator Toolkit

- Resource with guides to applicable, practical skills
- A way to organize all the different tasks of supporting staff

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 or add them via the Jamboard later in the presentation

Are there any space norms you would like to add?

Who's here?

Our Definition of a Clinic Coordinator

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

Jamboard Link

Jamboard is a digital whiteboard that lets you collaborate in real time using either the Jamboard device
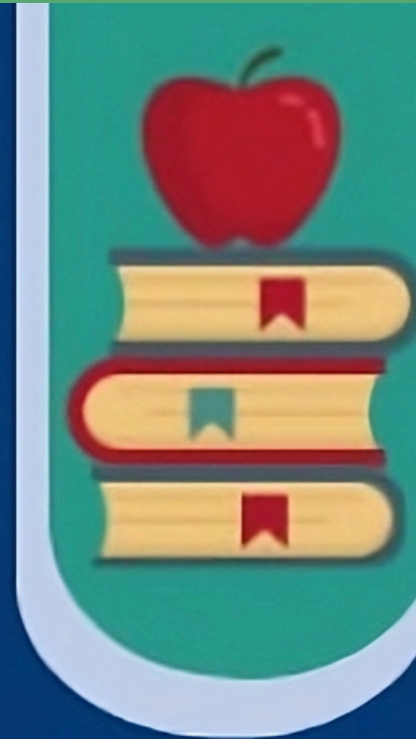
You can also go to the back and write your question/discussion topic on the poster sheet

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

This toolkit is a guidance resource to support Clinic Coordinators with various levels of experience and knowledge. Whether you are new to the role or an established expert, the toolkit can be used to initiate conversation with your SBHC team, contribute to onboarding of new staff, and/or standardize or improve processes in daily operations.

HIPAA vs FERPA
in practice

Why this topic?

Baseline for all decisions for the coordinator role

Helpful to establish boundaries across the systems

Historically a very popular topic in our Community of Practice

HIPPA vs FERPA

Protected information

HIPAA

Governs Healthcare
Release of information for individuals
& organizations
"Care Coordination"

FERPA

Governs Schools
Data Sharing Agreements for orgs.
FERPA forms typically by district
"Directory Information"- "not harmful"

Protects detailed information about the individual
Requires signed consent for disclosure from the
student/guardian
Electronic, Paper, Verbal
May include records related to medical and mental health

Case Study:
Attendance

Pg 15 in the Toolkit

Scenario: Students who are coming to clinic are being marked absent and their parents are getting notification calls from the school.

Factors to consider:

Protecting patient confidentiality

Sign in sheet is "incidental disclosure" under HIPAA

Positive partnership for students with attendance issues

Alignment with existing protocols

Case Study: Attendance

Possible solutions:

Shareable digital sign in sheet

Paper sign in sheet

Routing passes back to attendance office

Case Studies:
School Staff Communication

Pg 7 in the Toolkit

Scenario: School staff asks about patient progress at clinic

Scenario: Patient needs to be connected to school resources

Factors to consider:

Support staff need release of information, but providers can "care coordinate"

Systems of support work better with clear communication

Trusted relationships are key to working with youth

Case Studies:

School Staff Communication

Possible solutions:

School referral system requiring student's consent

Warm hand off referrals

Regular boundary-setting meetings with school staff

Open Space
Discussion

Quick Break

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Thank You!

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