



HEALTHIER LIVES AT SCHOOL AND BEYOND

LINKING SCHOOL-BASED HEALTH CENTERS TO EXPANDED RESOURCES FOR CARE AND COUNSELING

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SCHOOL-BASED TELEHEALTH INITIATIVE

- Program providing three distinct services: behavioral health, nutrition, and acute minor medical care
- Based in Duplin County, North Carolina
 - Large school population ~14,000 K-12 (25% total population)
 - Overwhelming rates of poverty and unemployment
 - Rural challenges such as lack of transportation, language barriers, low health literacy
- East Carolina University Brody School of Medicine in collaboration with Duplin County Schools, Center for Rural Health Innovation's Health-e-Schools, Duplin County Health Department, and Goshen Medical Center
- A federally-funded four-year project (HRSA)

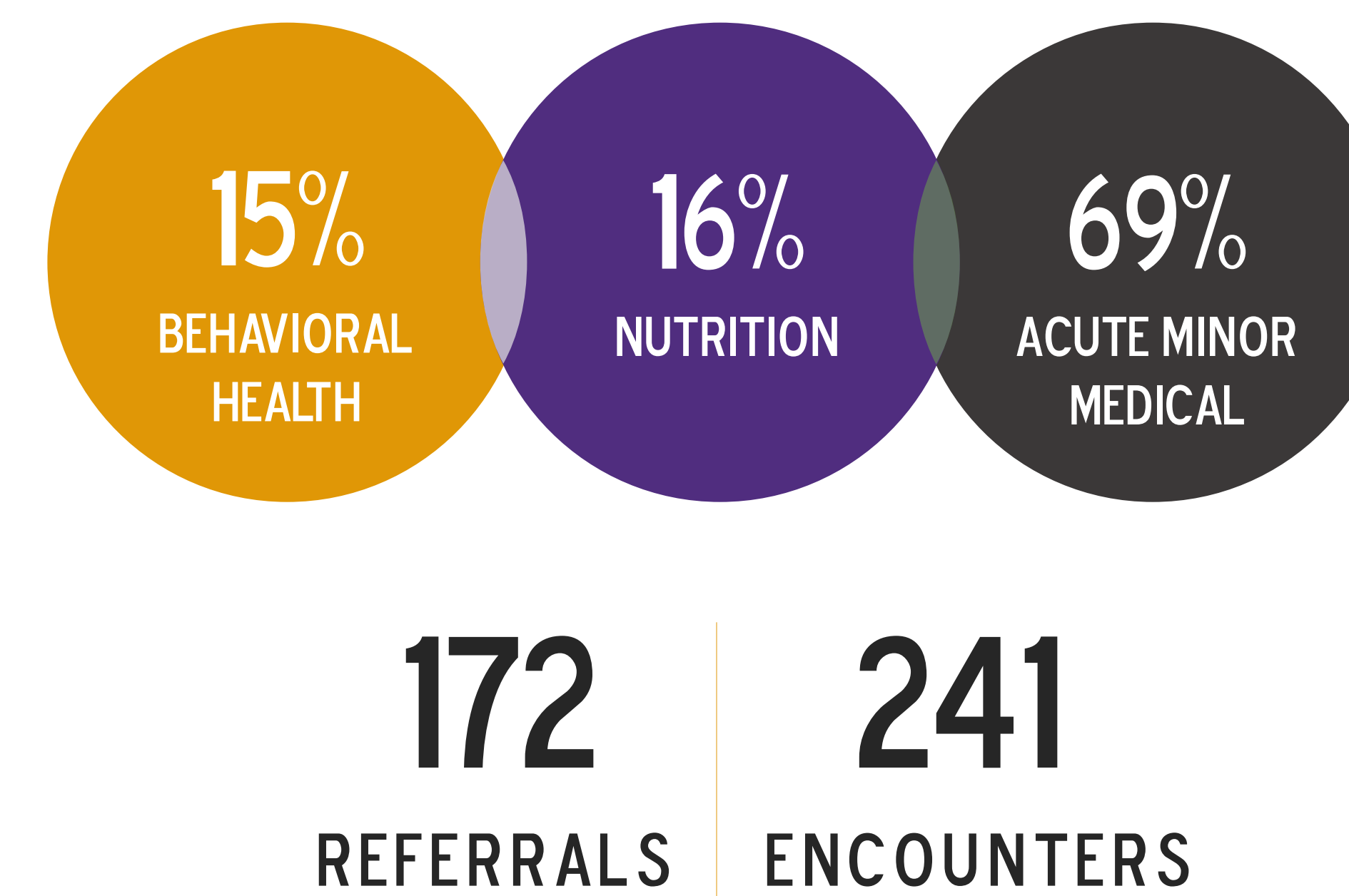
OUR GOALS

- To deliver a proven method of care designed to increase access to services, particularly in rural areas lacking sufficient opportunities
- To assist in the delivery of services targeted toward the prevention of chronic disease, reduction of student and staff absenteeism, and reduction of unnecessary ED visits
- To expand access to worksite wellness services
- To expand reach to twelve schools throughout Duplin County

HOW IT WORKS

- A child is identified as having a behavioral health, nutrition, and/or acute medical need by a nurse, social worker, teacher, parent, or primary care provider
 - Staff and faculty may self-refer
- Written and verbal consent for services is obtained
- Student is scheduled for care with the appropriate health care provider and is seen at school via secure telehealth technology
 - Parents are encouraged, but not required, to attend visits
- Health care practitioners follow up with parents and contact primary care provider following appointment

REFERRAL BREAKDOWN



SERVICES PROVIDED

- **Nutrition:** Counseling for weight management, healthy eating, physical activity, as well as management of chronic conditions such as diabetes and high blood pressure
- **Behavioral Health:** Counseling for behavioral concerns such as depression, anxiety/stress, ADHD, sleep concerns, and trauma
- **Acute Minor Medical:** Evaluation and diagnosis of common illnesses such as strep throat, ear infections, colds and flu, asthma, and rashes

SUCCESSES AND CHALLENGES

- Established true partnership by securing and maintaining buy in and trust
- Upgraded from large and costly telehealth carts to smaller portable units; realized dramatic uptick in encounters
- Surpassed original expansion goal (initially in three schools, now in twelve)
- Hurricane Florence (September 12-15, 2018) brought program to halt for nearly three months; worst flooding in county's history; re-focused team efforts toward community recovery
- Overcoming staff changes and barriers to sustainability

TAKEAWAYS

- Relationships are vital to success
 - Maintain consistent physical presence by visiting sites and relevant community events
 - Tailor operations to meet the expressed needs of the target population
- Feedback from stakeholders takes priority
 - Solicit feedback regularly
 - Acknowledge and address any barriers as reported
 - Remove unnecessary burden from partners
- Equipment matters
 - Stay abreast of advancements in technology
 - Take available space, ease of use, and affordability into consideration
 - Provide adequate training to ensure proper usage and increase staff level of comfort
- Perseverance is key
 - Things move slowly from afar (out of sight, out of mind)
 - Carefully laid groundwork increases likelihood of success down the road