



# School-Based Health Centers & Telehealth: National Updates and A Deep Dive Into A Comprehensive Program

**Andrea Shore, MPH**  
**Vice President of Programs**  
**School-Based Health Alliance**  
**April 28, 2021**



# Learning Objectives

Identify at least two telehealth innovations implemented by school-based health centers (SBHCs)

Describe at least two SBHC telehealth operations strategies used in Multnomah County, Oregon

Demonstrate the utilization of telehealth when working with youth who report suicide ideation



# SCHOOL-BASED HEALTH ALLIANCE:

## SUPPORTING AND GROWING THE FIELD

### Policy



Establishes and advocates for national policy priorities

### Standards



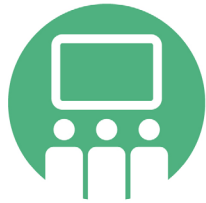
Promotes high-quality clinical practices and standards, including for telehealth

### Data



Supports data collection and reporting, evaluation, and research

### Training



Provides training, technical assistance, and consultation



# WHAT IS AN SBHC?

## SHARED COMMITMENT BETWEEN

SCHOOLS AND  
HEALTH CARE  
ORGANIZATIONS

- SUPPORTS HEALTH, WELL-BEING, AND ACADEMIC SUCCESS
- PROVIDES SERVICES: MEDICAL, NURSING, BEHAVIORAL, ORAL HEALTH, VISION, ETC.
- CREATES ULTIMATE GOAL: A CULTURE OF HEALTH



# Learnings & Promising Practices from the School-Based Health Center Field



# 1. Assessing Needs and Readiness for a school-based telehealth program (SBTH)



Community needs assessment

Organizational readiness assessment

Identify partners in the community

Grow champions

Essential to designing business plan—program model, services offered, funding, policies and procedures

## 2. Defining School-Based Telehealth (SBTH) Program Model

### Comprehensive SBHC & Hybrid Telehealth

Healthcare org sponsors SBHC fixed location in a school or on a school campus

Students access in-person, comprehensive care from physically onsite providers

Students at SBHC can receive specialty care services via telehealth from a distant site



## 2. Defining School-Based Telehealth (SBTH) Program Model

### Comprehensive SBHC & Telehealth Network

Healthcare org sponsors SBHC fixed location in a school or on a school campus

Provider delivers care via telehealth to students at other satellite schools

SBHC provider rotates through the satellite schools at regular intervals, delivering in-person preventive care





## 2. Defining School-Based Telehealth (SBTH) Program Model

### Telehealth Network & Rotating Onsite Services

Healthcare org does not sponsor traditional, onsite SBHC

Provides telehealth care to one or more schools, with the healthcare org

SBTH visits are assigned in provider(s)' healthcare org schedule(s)

Provider(s) regularly rotate through the school(s), delivering in-person preventive care

When provider onsite at a school, may deliver care via telehealth to other participating school(s)



## 2. Defining School-Based Telehealth (SBTH) Program Model

### Telehealth Exclusive

Students access care at a fixed location on a school campus

Providers are available remotely for all services



### 3. Building Strong Partnerships

Success depends on strong partnerships

Planning group

Advisory group



## 4. Planning Sustainability & Business Model



Create an SBTH business plan

Memorandums of agreement with partners

Develop an SBTH financial pro forma

Braided funding essential

- Billing for services
- Identify philanthropic resources
- School district \$\$

## 5. Implementation



Staffing based on selected SBTH program model

One of the most important decisions is who serves as telepresenter

Develop SBTH policies, procedures, protocols

SBTH room design/layout at school

Design enrollment packet, including bi-directional consent form

Initial and on-going trainings

Marketing plan

## 6. Program Evaluation



Important to measure the outcomes and tell the story of SBTH program

Identify organization's and stakeholders' interests in measuring/improving

Establish short and long term goals

Establish measurable objectives, outcomes, indicators for all key elements/goals



## THANK YOU

- For technical assistance or consulting opportunities, contact Andrea Shore at [ashore@sbh4all.org](mailto:ashore@sbh4all.org)
- For further information/resources, <https://www.sbh4all.org/>