



NH Pediatric Improvement Partnership

Improving health care quality for all NH children through the use of systems and measurement-based quality improvement processes.

Adolescent and Youth Friendly Service Tour Clinic Environmental Assessment Tool

Instructions: Walk through the clinic, paying attention to how welcoming the clinic is to adolescents and young adults (AYA). After walking through the clinic site, read each statement and place an “X” in the appropriate “Yes or No” column. Please use the “Comments and Recommendations” column for any additional information that celebrates the clinic or guides improvements.

To respond to some of the questions, you will need to collect from the site: Standardized assessment tools that they use with AYA, health education materials that are not already on display

Name of Clinic:

Date of Visit:

| Clinic Characteristic | Yes | No | Comments & Recommendations |
|---|-----|----|----------------------------|
| Accessibility | | | |
| The clinic hours are clearly posted. | | | |
| The clinic is open during hours that are convenient to AYA (after school, nights, weekends). | | | |
| The facility is close to places where youth spend time (Rec. centers, Boys & Girls club, youth groups, mentoring programs, etc.). | | | |
| Walk in or same day appointments are available. | | | |
| The clinic is accessible by public transportation. | | | |
| The clinic is accessible to people with mobility impairments. | | | |
| The clinic has a working, up to date, website that is easy to find and use. | | | |
| Environment | | | |
| Signage makes it clear that AYA are served at the clinic. | | | |
| Confidentiality policies are clearly posted. | | | |
| The clinic clearly welcomes diverse groups (such as LGBTQ youth, racial minorities). | | | |
| Waiting environment appeals to AYA (i.e. appealing decoration, displays, music, magazines, etc.). | | | |
| Waiting room has Wi-Fi or computers to use | | | |
| Waiting room has evidence of community engagement (flyers advertising local activities, concerts, school events, etc.). | | | |
| The clinic has posters, brochures, health educational materials that interest AYA. | | | |
| There are health education materials available for patients to take home. | | | |



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| The health education materials include languages commonly spoken in the area. | | | |
| The exam rooms provide both visual and auditory privacy. | | | |
| The counseling area offers both visual and auditory privacy (if applicable). | | | |
| Exam room environment appeals to AYA (i.e. appealing decoration, displays, music, activities, etc.). | | | |
| Routine Screening | | | |
| Clinicians use a standardized assessment tool with AYA that includes a sexual history, screening for alcohol, tobacco, and drug use, domestic violence, and other psychological issues. | | | |
| Standardized assessment tools are easy to complete (Look at tools such as Adolescent Risk Assessment ARA). | | | |

| **Interview Questions** <i>Please speak with an identified clinic staff member to complete this section</i> | Yes | No | Comments & Recommendations |
|---|-----|----|----------------------------|
| Have all clinic staff members received orientation about youth care and services? | | | |
| Can the youth choose to see either male or female staff? | | | |
| Are youth given the option to see the same person at each visit? | | | |
| Can patients choose to see the service provider with their partner, friend, or relative? | | | |
| Does staff use language that is easy for youth to understand? | | | |
| Do youth patients have to wait very long in the lobby to be seen? How long is the wait on average? | | | |
| Do you communicate with AYA by their preferred method (phone, email, text, portal, etc.)? | | | |
| Does your clinic utilize social media (Facebook, Twitter, etc.) to get information to patients? | | | |



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| Are AYA specific patient satisfaction surveys regularly distributed and are improvements addressed? Discuss how they are distributed, how often, and what steps are taken to make the suggested improvements. | | | |
| Are there youth involved in the decision-making about how programs and services are delivered? | | | |
| Does the clinic outreach its services in schools, rec. centers, etc.? Please explain. | | | |
| How do you inform AYA, including parents and guardians, about the clinic's confidentiality policy? | | | |
| Is staff trained in policy and protocol for minor's rights and confidentiality including patient visits, billing, patient contact, records, and lab results? | | | |
| What type of culture competency training is available to staff (race, ethnicity, teen culture, LGTBQ, etc.)? | | | |
| Are free or low cost services available if a patient does not want to use insurance for confidentiality reasons? | | | |
| In general, is the appt. length adequate to address needs of youth (enough time to discuss all an AYA's problems and concerns)? | | | |
| Are clinicians available to answer follow up questions after the visit? Can AYA get in touch if they have a question? | | | |
| If a follow-up visit is required, can one be scheduled that day? | | | |
| What on-site services are available, such as mental health services, nutrition services, drug and alcohol counseling, or access to a variety of birth control services? | | | |
| Are linkages in place for referrals to care for alcohol, tobacco, and drug abuse, mental health concerns, and other social service needs not offered on-site? | | | |
| What linkages are in place for referrals for clinical care and behavioral and social services specific to LGBTQ youth that are not offered on-site? | | | |
| What linkages are in place for referrals for services related to intimate partner violence? | | | |



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| Does staff assist AYA patients in making connections or making appointments to off-site services? | | | |
| What services are available for pregnant patients/AYA mothers? | | | |
| | | | |
| Overall Assessment | Yes | No | Comments & Recommendations |
| Would you recommend this clinic to other AYA patients? Why or why not? | | | |

*This tool adapted from the Vermont Child Health Improvement Program's Adolescent and Youth Friendly Service Tour Clinic Environmental Assessment Tool