

Instrument 2. Onsite Observational Tool

Public Burden Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 0916-xxxx. Public reporting burden for this collection of information is estimated to average 0.5 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N-39, Rockville, Maryland, 20857.

| Item | Description | Score* | Comments |
|--|--|--------|----------|
| 1. Facility | | | |
| a. <i>Convenient open hours</i> | In addition to being open during the day, are services available at least 6 hours during the periods of late afternoons (2-5 PM), evenings (5-7 PM) and weekends per week? | | |
| b. <i>Location</i> | Is the clinic located where public transportation is available and/or close to places where young people gather, such as schools, malls, community centers, etc.? | | |
| 2. General Facility Environment | | | |
| a. <i>Comfortable setting</i> | Does the clinic have youth-specific décor? | | |
| b. <i>Partners welcomed and served</i> | Are both young men and women are welcomed and served, either for their own needs or as partners? | | |
| c. <i>LGBTQ friendly</i> | Do print resources and materials feature same-sex couples and | | |

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|---|--|--|--|
| | transgendered youth? | | |
| 3. Waiting Area | | | |
| <i>a. Separate waiting area</i> | Does the facility have a separate waiting area for youth patients? | | |
| <i>b. Confidentiality policy posted</i> | Is the confidentiality policy posted in plain language? Are circumstances under which legal constraints affect confidentiality detailed? | | |
| <i>c. Availability of educational materials</i> | Are educational materials available on-site (computers, printed materials, etc.)? Which ones? | | |
| <i>d. Display of posters</i> | Are there educational posters displayed? | | |
| <i>e. Materials available for taking</i> | Are there educational materials available for patients to take? | | |
| <i>f. Cultural competency</i> | Are education materials available in different languages? | | |
| 4. Counseling Area | | | |

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|---|--|--|--|
| <i>a. Separate counseling area</i> | Does the clinic have a counseling area that provides both visual and auditory privacy? | | |
| <i>b. Confidentiality policy posted</i> | Is the confidentiality policy posted in plain language? Are circumstances under which legal constraints affect confidentiality clearly detailed? | | |
| <i>c. Availability of educational materials</i> | Are educational materials available on-site (computers, printed materials, etc.)? Which ones? | | |
| <i>d. Display of posters</i> | Are there educational posters displayed? | | |
| <i>e. Materials available for taking</i> | Are there educational materials available for patients to take? | | |
| <i>f. Cultural competency</i> | Are education materials available in languages other than English? | | |
| 5. Examination Area | | | |
| <i>Separate examination area</i> | Does the clinic have an examination area that provides both visual and | | |

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|--|---|--|--|
| | auditory privacy? | | |
| <i>Availability of educational materials</i> | Are educational materials available on-site (computers, printed materials, etc.)? Which ones? | | |
| 6. Social Environment | | | |
| <i>Overall staff</i> | Are staff enthusiastic about their work with youth in the clinic? | | |
| <i>Registration desk</i> | Are patients greeted promptly and courteously when they arrive? | | |
| <i>Non-medical staff</i> | Are staff who provide supportive or auxiliary roles (security, custodial, etc.) oriented to communicating with youth in a friendly and respectful manner? | | |
| <i>Health providers (clinicians, counselors, nurse practitioner)</i> | Do health providers treat patients with respect and courtesy and allow patients time to ask questions? | | |

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|-------------------------------------|--|--|--|
| <i>Peer educators</i> | Are peer educators/navigators available to talk with youth patients and/or conduct outreach activities? Is there a system in place for supervising and monitoring peer engagement? | | |
| <i>Partners welcomed and served</i> | Do agency staff provide an environment in which partners of the primary client are welcome for both their own needs and those of their partner? | | |
| 7. Youth Involvement | | | |
| <i>Ability to provide feedback</i> | Can youth suggest/recommend changes to make services more comfortable and responsive? | | |
| <i>Program delivery</i> | Are youth currently involved in decision-making about how programs are delivered? | | |

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|---------------------------|--|--|--|
| <i>Engagement</i> | Does the agency use effective techniques to retain youth in care given unstable family and housing situations? | | |
| 8. Technology | | | |
| <i>Social media</i> | Does the agency utilize social media (Facebook, LinkedIn, Instagram, etc.) to advertise its youth friendliness status? Does it engage patients/target population through social media? | | |
| <i>Content production</i> | Does the agency produce unique content, via blogs or other outlets, to inform patients of different health topics? | | |
| <i>Engagement</i> | Does the agency use different modes of technology (texting, FaceTime, etc.) to engage youth or provide services? | | |

Patient Flow

| 1. Appointment scheduling | |
|--|--|
| a. How long is the average wait for the first available appointment for patients? | |
| b. How long is the average wait for the first available appointment for new patients? | |
| 2. Check-in Procedures | |
| a. What is the check in procedure? | |
| b. How many registration clerks are there? | |
| c. What is the process for walk-in patients? | |
| d. Is there an electronic health record system? | |
| e. What happens to the client when check in is complete? Does the client wait in the waiting room or go directly to the exam room? | |
| 3. Post Check-in Procedures | |
| a. How does the clinical staff know when a patient is available? | |

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|---|--|
| b. What staff do patients see for services? | |
| c. What is the order of services provided? | |
| d. Does the patient move to see individual staff and personnel or do staff come to get the patient? | |
| 4. End of Client Visit | |
| a. How do patients check out? | |
| b. How do patients pay for services? | |
| c. Where does scheduling happen if follow-up appointments are needed? | |
| 5. Entire Patient Visit | |
| a. On average, how long does it take for a patient to complete the full process, from check-in to the end of the visit? | |