

ADOLESCENT  
**HEALTH**  
INITIATIVE

**YOUTH-  
LED  
HEALTH  
CENTER  
ASSESSMENT TOOL**

FOR PRIMARY CARE HEALTH SETTINGS

# YOUTH- LED HEALTH CENTER ASSESSMENT TOOL

FOR PRIMARY CARE HEALTH SETTINGS

## INSTRUCTIONS

This assessment is intended to be completed by a group of youth with support from a health center representative. Further instructions about how to use this tool can be found in the accompanying Facilitator's Guide.

### FOLLOW THESE STEPS TO COMPLETE THE ASSESSMENT PROCESS:

1. **READ** through all the items on the Youth-Led Health Center Assessment Tool before beginning the assessment. Discuss any items you need clarification on.
2. **TOUR** the health center and rank each item on the assessment tool.
  - If you are completing the assessment tool virtually, make sure you have access to reliable internet. You may want to remind the site to use a device that can be easily moved around the clinic space as you go through the items.
3. **INTERVIEW** a health center representative and ask them about the items on the assessment tool that you left blank.
4. **REVIEW** your rankings and comments with your team.
5. **SHARE** your feedback with the health center.

## RANKING INSTRUCTIONS

You will rank each item on a scale from 0-4 (0= the item has not been implemented, 1= the item has been only minimally implemented, 2= the item has been partially implemented, 3= the item has almost completely been implemented, and 4= the item has been completely implemented). If you are unsure how to rank an item, put a star next to it, leave it blank, and ask about it during the interview.

Use the notes section to keep track of your comments and questions. At the end of the assessment, you will provide an average score to the site.

An example of this ranking is provided to the right. ►

### RANKING EXAMPLE

**ASSESSMENT TOOL ITEM #4:**  
The health center is open during times that are convenient for young people.



NO

The health center is only open from 8am 4pm.

SORT OF

The health center is open until 7pm one night a week.

YES

The health center is open until 7pm three nights a week.

Health Center Name: \_\_\_\_\_

Health Center Representatives: \_\_\_\_\_

| THIS HEALTH CENTER ...   | RANKING<br>(0-4) |
|--|------------------|
| <b>PHYSICAL SPACE</b>  |                  |
| <b>1. Is in a location that young people in the community can easily get to.</b> <ul style="list-style-type: none"> <li>• Is the clinic close to a school, youth-serving organization, or other place that is frequented by youth?</li> <li>• If not, is the clinic close to a bus line or other form of transportation?</li> </ul>  |                  |
| <b>2. Is accessible to youth of all abilities.</b> <ul style="list-style-type: none"> <li>• Is there parking for vehicles that transport wheelchairs and a wheelchair ramp and/or ramp access?</li> <li>• Do the doors have a push button opener?</li> <li>• Has the site considered the needs of youth with eyesight or hearing impairments?</li> <li>• Is the physical space set up to accommodate wheelchair users?</li> <li>• What other things has the site done to support the needs of youth with various abilities?</li> </ul> |                  |
| <b>3. Makes their hours accessible.</b> <ul style="list-style-type: none"> <li>• This can include having them listed on the website, on Google, or posted on the front door. As well as available in the languages their patient population speaks and in braille for those with visual impairments.</li> </ul>  |                  |
| <b>4. Is open during times that are convenient for young people.</b> <ul style="list-style-type: none"> <li>• Includes after school and/or weekend hours.</li> </ul>   |                  |
| <b>5. Has a check-in and check-out space that feels private.</b> <ul style="list-style-type: none"> <li>• Privacy entails both visual and auditory privacy.</li> <li>• With the current set up, is there a risk that confidential information can be shared unintentionally?</li> </ul>  |                  |
| <b>6. Has exam rooms that feel private and comfortable.</b> <ul style="list-style-type: none"> <li>• Privacy entails both visual and auditory privacy.</li> <li>• Is there a risk that confidential information can be heard unintentionally?</li> </ul>   |                  |
| <b>7. Has an all-gender bathroom in a convenient location.</b> <ul style="list-style-type: none"> <li>• Do youth have to ask to use the all-gender restroom in order to find it?</li> <li>• There should be appropriate signage indicating where the bathroom is located.</li> </ul>   |                  |
| <b>CREATING A WELCOMING ENVIRONMENT</b>  |                  |
| <b>8. Has a physical space that is welcoming to young people.</b> <ul style="list-style-type: none"> <li>• This can include having artwork and educational posters that are appealing to youth, posting the WiFi password, providing a cellphone charging station, and supplying magazines that are geared towards youth.</li> </ul>   |                  |
| <b>9. Posts visual cues to indicate that youth of all genders, gender identities, races, ethnicities, sexual orientations, religions, and abilities are welcome.</b> <ul style="list-style-type: none"> <li>• This could include rainbow stickers, posters with diverse representation, and size-inclusive seating.</li> </ul>   |                  |
| <b>10. Has names, photos, and the roles of the providers and staff visibly posted in the waiting areas.</b>  |                  |
| <b>11. Provides services in the languages spoken by youth in your area.</b>  |                  |
| <b>12. Has information about the language staff speak in places youth can easily access.</b>   |                  |
| <b>13. Provides free menstrual products.</b>   |                  |
| <b>14. Provides free condoms.</b>  |                  |

| POLICIES  |  |
|---|--|
| <b>15. Has walk-in or drop-in appointments.</b>   |  |
| <b>16. Has services that are free or low-cost for youth.</b>  |  |
| <b>17. Posts information about free or low-cost services in places that youth can easily access.</b><br>• Is this information listed on the website or posted on the front door, and provided in the languages youth speak, braille, and age-appropriate reading levels?  |  |
| <b>18. Has options for youth to see a provider without parents or caregiver (confidential services).</b>  |  |
| <b>19. Posts information about confidentiality laws and practices in places that are easily accessible to youth.</b><br>• Information is provided in the languages youth speak, braille, and age-appropriate reading levels.  |  |
| SERVICES AND EDUCATION OFFERED  |  |
| <b>20. Provides multiple birth control methods (pill, patch, LARCs, emergency contraception, etc.).</b>   |  |
| <b>21. Provides pregnancy testing and comprehensive pregnancy options counseling.</b><br>• Comprehensive pregnancy options counseling is when providers have an unbiased discussion with a young person about their pregnancy options, which includes abortion and continuation of pregnancy.                               |  |
| <b>22. Provides testing and treatment for sexually transmitted infections (STIs).</b><br>• STIs can include chlamydia, gonorrhea, syphilis, and HIV.  |  |
| <b>23. Has mental health services for youth.</b>  |  |
| <b>24. Posts information about mental health services in places that are easily accessible to youth.</b><br>• Information is provided in the languages youth speak, braille, and age-appropriate reading levels.<br>• These services should be culturally responsive and inclusive of adolescent’s intersecting identities. |  |
| <b>25. Has educational materials on a variety of health topics that are easy to understand and appealing to youth.</b>  |  |
| <b>26. Has an updated list of resources easily available and/or displayed in physical spaces, the website, and social media platforms for when immediate care is not available.</b><br>• Resources can include crisis lines, local psychiatric facilities, shelters, food banks, etc.                                       |  |
| <b>AVERAGE SCORE</b>  |  |
| You can find the average score by adding all the scores together and dividing by the number of items.   |  |

\* Put a star by the items you want to ask about during the interview. \*

**FOLLOW UP INSTRUCTIONS**

Ask your facilitator if anything on this assessment tool is unclear. After you complete this tool and the interview, respond to the questions below. You will provide your score and these answers to the clinic at the end of the assessment.

**1. What do you like the most about this health center?**

**2. What is one thing you would change to make this health center a better place for youth?**

**3. Would you recommend this health center to your friends? Why or why not?**

**NOTES**