

ADOLESCENT
HEALTH
INITIATIVE

**YOUTH-
LED
HEALTH
CENTER
FACILITATOR'S GUIDE**

FOR PRIMARY CARE HEALTH SETTINGS

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INSTRUCTIONS

This guide is a companion resource for the Youth-Led Health Center Assessment. It is designed to be used by the adult(s) that is partnering with youth to facilitate the assessment. The facilitator's guide will support the adult facilitators to engage young people in evaluating the youth-friendliness of health centers and provide meaningful, youth-driven feedback.

FOR PRIMARY CARE HEALTH SETTINGS

FOLLOW THESE STEPS TO COMPLETE THE ASSESSMENT PROCESS:

PREPARING FOR THE ASSESSMENT

Step 1. Plan for Assessment

Time: Planning for this activity takes 2-3 hours and must be completed at least one week in advance of the assessment day.

1	Identify a group of young people to serve as the youth evaluation team. This may be an existing youth council with a local organization, like a school-based health center, or you may assemble a focus group of existing patients. When identifying youth to partner with, consider recruiting youth that match the demographic makeup of your patient population. If you are affiliated with a youth council and not a health center, you will need to identify a local health center and a willing health center representative to partner with.
2	Read through this Facilitator's Guide and the Assessment Tool. Think about how you will facilitate the activities and how your youth evaluation team will share feedback with the health center. These activities are developed to help you facilitate conversation and receive feedback in a meaningful way. Depending on your capacity and time with the youth, you may choose to use certain activities as they are written or adapt them to meet your goals.
3	Schedule a tour of the health center the youth evaluation team will be assessing. Ideally, the tour would occur during a time when the health center is not open to patients, or the patient volume is low. This tour can be done virtually if needed. You will want to ask to see the waiting area, check-in/check-out, and the exam rooms.
4	Schedule 15-30 minutes for an interview with a health center representative to take place after the tour.
5	Arrange for transportation for your youth evaluation team to and from the health center. If necessary, secure parental permission documentation and other accommodations such as meals. Check with your youth evaluation team to see if they have any accessibility needs that you can support them with.
6	Familiarize yourself with your state's minor consent laws by visiting the Adolescent Health Initiative's website . Additionally, the Guttmacher Institute has a listing of reproductive rights. Be prepared to share with your youth evaluation team which health services minors can consent to without parental permission in your state.

Step 2. Prepare Materials

Time: 30 minutes

Set up	The computer, projector, and speakers.	Materials List <ul style="list-style-type: none"> • Computer • Projector • Speakers • Copies of the Youth-Led Health Center Assessment Tool • Clipboards • Writing utensils • Flip chart paper • Tape (to hang flip chart paper) • Markers
Prepare	Anything needed to support the accessibility needs of the youth evaluation team such as translation services or wheelchair accessible seating.	
Load	What Matters to You(th)? Perspectives on Health Care Experiences video: https://youtu.be/kcxAtWLY7II- .	
Collect	Materials for each young person, including copies of the assessment tool, clipboards, writing utensils, notecards, and markers.	
Write	<p>The following questions in large letters at the top of three pieces of flip chart paper.</p> <ul style="list-style-type: none"> • What did you like most about the health center? • What is one thing you would change to make this health center a better place for adolescents? • Would you recommend this health center to your friends? Why or why not? 	
Post	The three pieces of flip chart paper around the room.	

Note: If you are facilitating this activity virtually, you may want to use the [Whiteboard function](#) on Zoom or Google's [Jamboard](#) to facilitate these activities.

FACILITATING THE ACTIVITY **Note:** This activity can be completed in one day or it can be broken up into multiple sessions.

Step 3. Create a Welcoming Environment

Time: 15 minutes

Every space will not be safe for everyone in the same way due to the identities we hold and the experiences we bring; however, it is important to try our best in creating a space where young people feel comfortable and open to sharing their thoughts and feelings. Below are some tips for how to accomplish this through this assessment.

•	You may wish to begin your time together with a short icebreaker (in-person and virtual icebreaker examples) or a “getting to know you” activity to activate the voices in the group.
•	Establish a meeting structure to help youth feel confident and secure. This could include developing objectives or an agenda and sending it to youth before the meeting.
•	In partnership with the youth, develop a list of group norms. Groups norms serve as a set of clear, co-created guidelines to help participants feel comfortable with each other in an atmosphere of safety, respect, and trust.

Step 3. Create a Safe and Welcoming Environment (cont'd.)

•	Be an askable adult for youth by conveying warmth through body language, using a nonjudgmental tone of voice, utilizing open-ended questions, practicing active and reflective listening, avoiding assumptions while providing affirmations, and discussing confidentiality and boundaries. Learn more through AHI's Spark training on Being an Askable Adult .
•	Ask youth for their pronouns and name they go by. Use them any time you refer to them, even when they are not present. To learn more about pronouns, check out MyPronouns .
•	Use neutral terms that avoid gendered language and heteronormative assumptions (instead of boy/girl, young man/lady, sir/ma'am, or boyfriend/girlfriend use partner, folx, everyone, or y'all).

Step 4. Discuss the Importance of Youth-Friendly Services

Time: 30 minutes

Required Materials: Computer, project, speakers

Ask	How would you describe a youth-friendly health center?
Explain	The World Health Organization says that a youth-friendly health center meets the needs of young people in ways that are sensitive, effective, and inclusive. Today, we're going to watch a video about three young people's experiences at a health center. Pay attention to the youth-friendly characteristics they notice during their visit – and if anything, they see is not youth-friendly.
Play	the What Matters to You(th)? Perspectives on Health Care Experiences video: https://youtu.be/kcxAtWLY7II- .
Explain	Now turn to a partner, and for the next three minutes discuss these questions. <ul style="list-style-type: none"> • What did the young people in the video notice during their health center visit that was youth-friendly? • What is important to you when you go to a health center to access physical or mental health services?
Ask	Would anyone like to share what youth-friendly characteristics they noticed during the video? <ul style="list-style-type: none"> • Possible responses include: welcoming to LGBTQ+ youth, teen-friendly magazines, clean environment, confidential services, patient-provider interactions, translator services.
Ask	Would anyone like to share what is important to you when you go to a health center to access physical or mental health services?
Ask	Why is it important for health centers to be youth-friendly? <ul style="list-style-type: none"> • Possible responses include: young people are more likely to be honest about their needs, young people are more likely to go back if they have a good experience, young people are more likely to get their needs met.

Step 5. Prepare for the Evaluation

Time: 30 minutes

Required Materials: Copies of the Youth-Led Health Center Assessment Tool

Explain	Today we are going to visit [insert name of health center] to evaluate ways it is youth-friendly. The evaluation will include a tour of the health center and an interview with a health center representative. Before we go, we're going to review the worksheet that we're going to use to do our evaluation.
Distribute	copies of the Youth-Led Health Center Assessment Tool.
Explain	Let's read through this worksheet together. As we read, we'll pause to discuss some terms and ideas to make sure everything is clear. If anything is confusing, let me know as we go.
Read	through the tool aloud together. Stop to discuss the following terms along the way: <ul style="list-style-type: none"> • What does a welcoming physical space at a health center look like to you? • What do confidential services mean to you? Explain what health services are confidential in your state. • What does LGBTQ+ stand for? Answer: Lesbian, Gay, Bisexual, Transgender, Queer or Questioning. The plus sign represents additional identities including asexual, pansexual, two-spirit. • Why is it important for a health center to be welcoming to LGBTQ+ youth?
Ask	Now that we've read through the worksheet, does anyone have any other questions about it?
Explain	Great! Now we're going to go evaluate the health center.

Step 6. Evaluate the Health Center

Time: 60-90 minutes

Required Materials: Copies of the Youth-Led Health Center Assessment Tool, clipboards, writing utensils

Go	to the health center with the youth evaluation team.
Explain	You each have your own copy of the worksheet. As we walk through the health center, complete the form on your own. If any of the items on the assessment tool are confusing to you, we'll pause to discuss them. If you feel like you need more information to rank an item, put a star by it and leave it blank. After the tour, we will sit down with a health center staff member to discuss any questions on the assessment tool that you starred and left blank. Does anyone have any questions before we get started?
Tour	the health center as a group, ranking items on the assessment tool as you go.

Step 6. Evaluate the Health Center (cont'd.)

Time: 60-90 minutes

Required Materials: Copies of the Youth-Led Health Center Assessment Tool, clipboards, writing utensils

Interview	a health center staff member as a group. Encourage your youth evaluation team to seek clarification on items on the evaluation tool that they were unable to rank during the tour.
Return	to your program site.

Step 7. Evaluation Debrief

Time: 30-60 minutes

Required Materials: Flip chart paper, markers, tape, stopwatch, or timer.

Explain	Take the next five minutes to review your rankings and come up with an average score on your worksheet. Look at the final three open-ended questions and complete your responses.
Ask	Were there any items that you felt the site did well on? Were there any items that you felt they could improve?
Explain	Now let's review your responses to the last three questions on the evaluation tool. Around the room you'll see three pieces of flip chart paper posted on the walls. Each piece of flip chart paper has one of the open-ended questions listed at the top. When I say go, let's divide into three groups. Each group will then go to one of the questions posted on the wall. As a group, discuss your thoughts about that question and record your responses on the flip chart paper using a marker. After two minutes, I'll ask your group to rotate to a new question. We'll repeat that process until your group has written their responses to all the questions. Any questions before we get started? Ok, let's go!
Tell	the groups to rotate to a new question after they have spent two minutes at each station. A stopwatch or timer can be useful to keep track of the time. Once each group has rotated through each question, ask everyone to take a seat.
Review	the responses written on each piece of flip chart paper as a group. Pause after each set of responses to discuss the following questions: <ul style="list-style-type: none"> • Is anything unclear on this list? • Would anyone like to add anything to this list? Write additional responses on the flip chart paper.

Step 8. Share Feedback

Time: Depends on the strategy your team chooses

<p>There are many ways your youth evaluation team can share the results and recommendations from their evaluation project (take a look at the “Strategies for Sharing Results” box for a few ideas). Engage your team in a brainstorming session to decide how they want to provide feedback to the health center they evaluated. Some questions to consider include:</p> <ul style="list-style-type: none"> • Who should hear our feedback? • What is the best way to provide feedback to them? • How can we inspire them to make their health center more youth-friendly? <p>Once your team has picked a strategy to share their results, have them create and implement a plan to make it happen!</p>	<p>Strategies for Sharing Results</p> <ul style="list-style-type: none"> • Have your youth evaluation team prepare a presentation to share with health center leadership. • Have your youth evaluation team develop a brief written report to email to health center leadership. • Invite a health center representative to a youth evaluation team meeting. Share the results and recommendations through a facilitated conversation.
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Step 9. Reflection

Time: 20 minutes

Required Materials: Notecards, writing utensils

<p>Explain</p>	<p>We are going to spend some time reflecting on the health center evaluation project. Let’s start with a Rose-Bud-Thorn reflection. In this reflection activity, the rose stands for something you liked about the project, the thorn stands for something you didn’t like about this project, and the bud stands for a new idea or perspective you have as a result of this project.</p>
<p>Ask</p>	<p>First we’re going to share our roses. Take a minute to think about something you liked about this project.</p> <p>Allow a little time to pass.</p> <p>Now let’s take turns sharing our roses. Who would like to go first?</p>
<p>Ask</p>	<p>Next we’re going to share our thorns. Take a minute to think about something you did not like about this project.</p> <p>Allow a little time to pass.</p> <p>Now let’s take turns sharing our thorns. Who would like to go first?</p>

Step 9. Reflection (cont'd.)

Time: 20 minutes

Required Materials: Notecards, writing utensils

Ask	<p>Now we're going to share our buds. Take a minute to think about a new idea or perspective you have as a result of this project.</p> <p>Allow a little time to pass.</p> <p>Now let's take turns sharing our buds. Who would like to go first?</p>
Explain	<p>Thank you all for sharing your thoughts about this project. Now we're going to spend a few minutes doing a more personal reflection. I'm going to give you a notecard. On one side, I'd like you to write down something you feel like you contributed to this project. On the other side, I'd like you to write down something that you learned as a result of this project. Take the next few minutes to write your responses on your notecard.</p>
Ask	<p>Would anyone like to share something you feel you contributed to the project?</p> <p>Would anyone like to share something you learned as a result of this project?</p>
Explain	<p>Thank you for participating in this project to evaluate and provide feedback to the health center! Your feedback will help make the health center a better place for all future teen patients.</p>