



Learn how Hazel helps every student feel seen, heard, and cared for!

Because healthy students are better learners

Kaufman ISD

Wednesday, March 30th, 2022
Dr. Jennifer Nguyen Chew, M.D.
Hazel Health Pediatrician

Nice to meet you!



Jennifer Nguyen Chew, M.D.

Hazel Pediatrician

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Antonio Joubert

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Who is Hazel Health?

Hazel is the largest and most trusted telehealth provider for K-12 schools



What we believe at Hazel

All students should have access to quality care

Whether needing ibuprofen or chronic disease management, all students deserve timely care without long wait times

The more time spent in class, the better

COVID-19 exacerbated educational inequities, but evidence-based approaches can ensure additional learning loss is prevented

Families deserve both security and health

Poor access to healthcare means many families must debate whether to seek care or to stay at work



How Hazel works



*School nurse and student
during a Hazel Health visit*

Hazel partners with school to
train staff and enroll students

Student visits school health
office with a health need

School nurse or other staff
initiates on-demand video visit

Hazel's pediatric providers
deliver exceptional care

Hazel coordinates with family
and local providers as
necessary



We're built to meet students needs

Whatever
they need

**mental health +
physical health**

for integrated care

and

Wherever they
are

**at school +
at home**

for on-demand access



Hazel's approach to Physical Health Care

Deliver quality care

Hazel's licensed providers are experts in delivering culturally competent pediatric care

Build capacity for school

Hazel supports schools with enrollment process and provides all required equipment and training

Ensure continuity of care

Hazel focuses on continuity of care by facilitating communication between families and local providers



Hazel's approach to Mental Health Care

What Hazel does

- On-demand medical care
- Collection of medical history at enrollment
- Communication with families, local PCPs, and school staff
- Care management to local resources

Supporting other school health challenges

- Students without timely healthcare access
- Students without an ongoing medical home
- Students without health insurance
- Tricky cases where school staff needs support
- Health offices are too busy



Hazel HEART™

Hazel Early Assessment, Response, and Treatment

1. Behavioral Health Assessment
2. Student Assistance Program
3. Crisis Consultation
4. Family Resource Managers

All services via telemedicine at home



Integrated, Culturally Competent Care for All Students

Students without a PCP

- Urgent and acute care
- Transitional primary care / Medical home services
- Help establishing care with a PCP
- Connection to community & plan resources



Students with a PCP

- Urgent and acute care
- Redirection of primary care services back to PCP
- Coordination of all care and follow-up with PCP
- Quality gap closure where appropriate



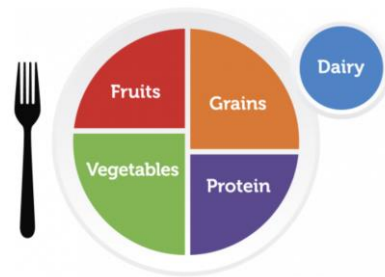
How Hazel supports student health and well-being holistically

Nutrition & Lifestyle

- Counsel students whose Hazel visits are GI-related that may be from poor eating choices
- Counsel students with headache visits related to not eating/drinking
- Identify students with elevated BMIs and counsel
- Talk to families about nutrition ideas post-visit
- Counsel on screen time use
- Educate on healthy sleep habits
- Educate on dangers of vaping or other drug use
- Counsel on coping with stress, peer pressure, etc.
- Take advantage of the opportunity that children may be more willing to listen to advice when it comes from a medical provider

Exercise

- Encourage students to remain active
- Educate about benefits of exercise
- Identify any limitations in exercising and give ideas on how to stay active despite limitations
- Talk to families about exercise ideas post-visit



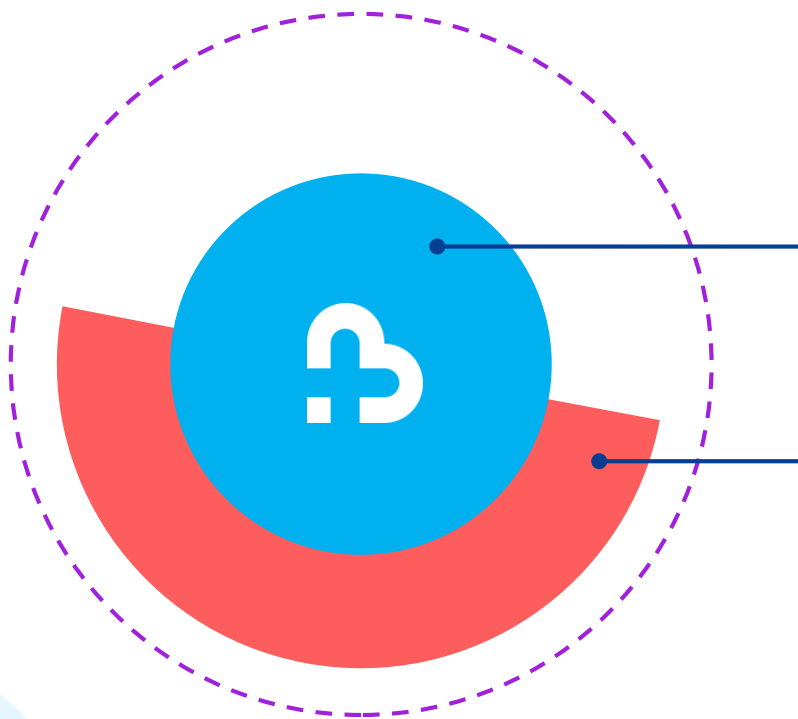
Hazel's approach to Culturally Competent Care and SDoH Solutions

We partner with schools, PCPs, and communities to address the social factors that impact students

	Economic Stability	Education Access and Quality	Health Care Access and Quality	Neighborhood and Built Environment	Social and Community Context
What is it?	Having reliable income, employment, and food and housing security	Having equitable and safe access to quality education	Having equitable access to quality health care, for both preventive and acute medical needs	Having a safe neighborhood, without violence or pollution, and with access to transportation, parks, and nutritious food	Having an environment free from racism and discrimination, and a community that supports positive relations
By The Numbers	16.1% of children under 18 years old live below the poverty line	36% of adults in the U.S. have basic or below basic health literacy	54% of children in the United States are not connected with a medical home (a usual source for sick care)	23% of Americans in rural areas say access to good doctors and hospitals is a major problem in their community	28% of parents who considered teletherapy but did not follow through cited ability to find appropriate professionals as a key barrier to access
How Hazel Helps	<p>Hazel Health can serve all consented students, regardless of financial or insurance status.</p> <p>Hazel helps parents stay at work, avoiding lost pay or employment. Families report that they are able to avoid approximately 3 hours of missed work time per visit, on average.</p> <p>Hazel's family resource managers can help connect families to community resources such as food services and housing.</p>	<p>Over 90% of students are able to safely return to class after an in-school Hazel visit, saving 3 hours of instructional time, on average. This helps to reduce absenteeism and maximize learning time.</p> <p>To increase health literacy, Hazel shares health education resources with families.</p>	<p>Hazel connects students without a regular primary care provider (PCP) to local pediatricians, dentists, and therapists.</p> <p>Students can connect to a Hazel visit in under 5 minutes, on average, compared with 24 days nationally.</p> <p>For mental health appointments, Hazel's time from referral to intake is less than 7 days, on average, compared with 21-48 days nationally.</p>	<p>At Hazel, the barrier of travel is eliminated as we meet students where they are, at school or at home.</p> <p>This supports students who live far from school and medical offices, as well as grocers and fitness resources, and those who rely on public transportation and/or face poor neighborhood safety.</p>	<p>At Hazel, over 70% of our provider team identifies as BIPOC and over 8 languages are spoken, reflecting the diverse backgrounds and identities of our patients.</p> <p>We provide culturally competent and multilingual care to minimize discrimination within student and community populations.</p>



Coordinated Care within the Community



Hazel coordinates with school resources, PCPs, and local resources

Core Delivery Network

Hazel physicians, NPs, PAs, mental health providers (select schools) + school health resources

Local Healthcare Resources

- PCPs
- Specialty MDs
- Hospitals
- Pharmacy
- COVID testing sites
- Dental
- Vision
- Behavioral health
- Urgent cares
- Retail clinics
- Community
- SBHC resources
- FQHCs resources



Hazel → PCP Communication Workflow

Hazel Provider assesses child

Communication Process

- Patient has an acute need and starts Hazel visit
- Hazel Provider assesses child to see if able to keep in school with reassurance or treat with approved OTC medication
- Identifies if patient has a PCP and gives guidelines on when to follow up with PCP
- For students who have PCP on file, a faxed discharge summary occurs after a Hazel visit
- Hazel team calls guardian to inform them of discharge summary guidelines, which often includes when to see PCP
- If no PCP available and guardian would like to establish one, Customer Support Staff helps guardian find a local PCP that takes their insurance

Hazel Providers can also fill in gaps to support local PCPs if there is a delayed time to get in with PCP and the student would benefit from timely actions such as:

- Refilling critical meds such as albuterol inhaler, epi pens
- Filling out medication administration forms for critical meds such as albuterol inhaler
- Providing P.E. or sports excuse notes for concussion or injury
- Providing school or work excuse notes student and parent
- Illnesses that are straightforward and can be diagnosed and managed over video visits
- On site strep testing



Hazel can help PCPs impact several Medicaid Child Core Quality Measures

2020 Core Set of Children's Health Care Quality Measures for Medicaid and CHIP

Metric	Description	Potential to impact
WCC-CH	Weight Assessment and Counseling for Children	✓
CDF-CH	Screening for Depression and Follow-up Plan	✓
AMR-CH	Asthma Medication Ratio: Ages 5–18	✓
CWP-CH*	Appropriate Testing for Pharyngitis (CWP)	✓



Hazel → Referral Workflow

Hazel Provider identifies need for referral

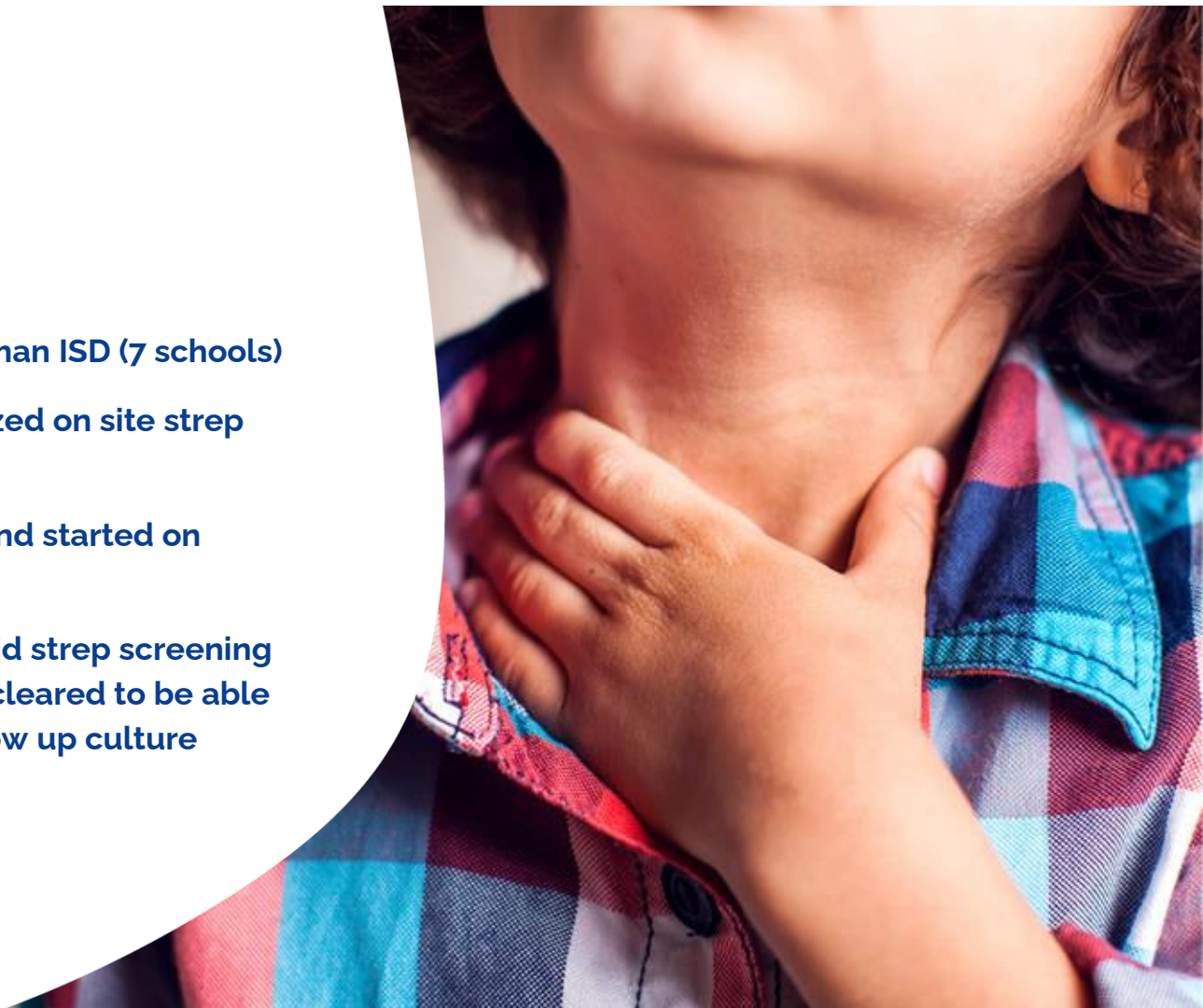
Referral process

- Patient has a need for which they need additional resources (either identified through an urgent care visit or a health screening)
- This includes: Establishing a PCP, dental resources, vision resources, or external mental health resources
- Hazel Provider orders a referral
- Hazel Customer Support Staff provides referral info to patient's parent/guardian and can assist in making appointments



Kaufman ISD Strep Testing

- Rapid strep testing at Kaufman ISD (7 schools)
- 37 visits from Kaufman utilized on site strep testing since 1/4/2022
- 2 cases of strep identified and started on antibiotics treatment
- 55% of situations where rapid strep screening was negative, student was cleared to be able to remain in class, with follow up culture recommended later



Kaufman ISD Strep Testing - Value

Nurse

- Helped kids who did not have strep (screening test is reliable) to stay in school

Families

- Grateful to not have to leave work
- Gave time to plan for after school follow up culture visits

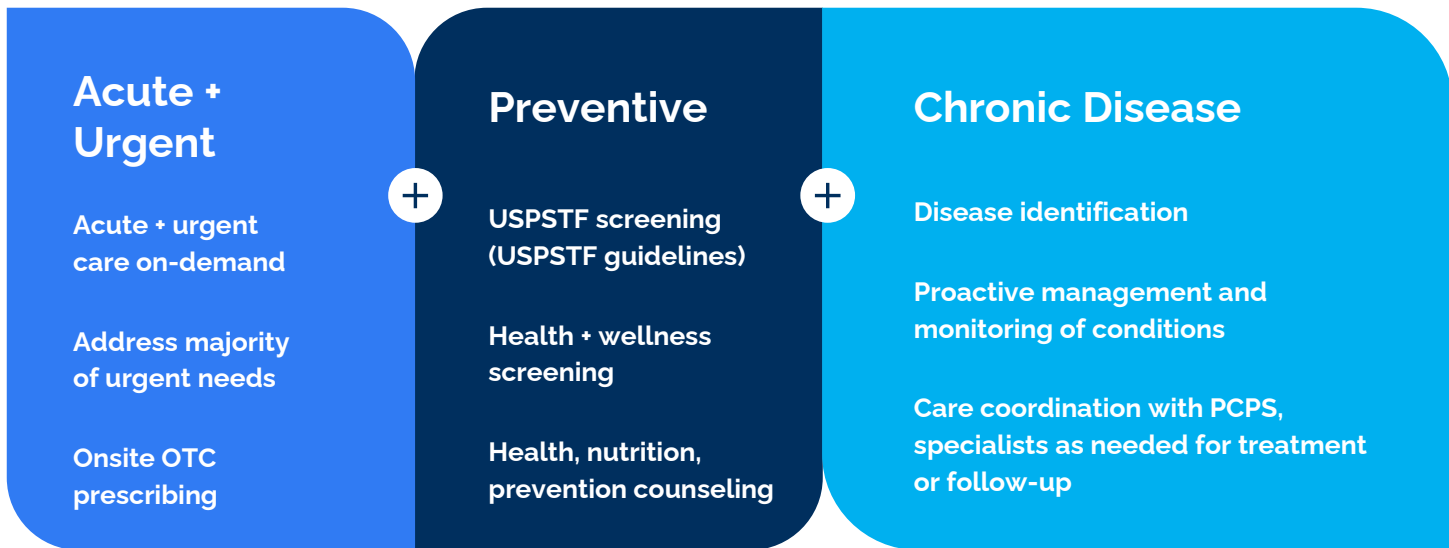
PCPs

- Helped avoid utilizing precious PCP resources/time during a busy winter season and with Covid



Primary Care Provided Across the Continuum

*Pediatric acute, urgent, preventive, and chronic disease
Management Care help students and schools stay healthy*



Summary of Hazel's approach to preventative care & PCP connection

Hazel can help with:	Hazel does not:
<ul style="list-style-type: none">✓ Nutritional counseling✓ Physical activity counseling for kids noted to have an elevated BMI✓ Discussion of sleep hygiene and stress coping skills✓ Identify patterns such as high BP and refer back to PCP✓ Sore throat (strep testing available in Kaufman ISD)✓ Managing basic complaints such as allergies, lice, insect bites, minor injuries✓ Connection to a primary care provider (PCP)✓ Connection to other local healthcare resources	<ul style="list-style-type: none">✗ Replace the PCP✗ Perform vaccinations✗ Reproductive health care✗ Prescribe chronic, long-term medications unless there is a critical need for a refill (i.e. albuterol inhaler)✗ Clear concussion students to return-to-play

Why sign up?

- **Maximize learning time.** Over 90% of students are able to safely return to class after an in-school Hazel visit. This saves 3 hours of instructional time, on average, that a student would have missed if they were sent home.
- **Avoid missing work.** Our families report that they are also able to avoid approximately 3 hours of missed work time, on average, per Hazel visit.
- **Save money.** Hazel can provide care for many acute concerns, which helps families avoid costly trips to an urgent care center or the emergency room.
- **Access care quickly.** With Hazel, you can connect to a physical health visit in school or at home in less than five minutes. Hazel makes it easy to have a medical consultation quickly when there is a wait to see your PCP.
- **Save time.** Hazel providers can write prescriptions and excuse notes when necessary, saving you from making additional appointments and running extra errands.



Physical health partnership with Kaufman ISD



387 visits this school year

69% safely back to class

800 instructional hours saved

< 1 min. avg. visit wait time



Kaufman Clinical Stories



3 examples how Hazel helped Kaufman ISD students

- Nutritional counseling
 - Ongoing health
 - PCP hand off





Q&A with Dr. Jennifer Nguyen Chew

Hazel Health Pediatrician



How do I get started?



Complete a
Consent
Form

Visit the Kaufman Hazel page
<https://my.hazel.co/Kaufmanisd/info>
and click “Sign Up Now” to fill out a
consent form for your child!

Scan the QR
code to access the
consent form and
sign up!



Scan Me!

Sign Up Today! Low-cost, quality
healthcare through your school is minutes
away! Visit my.hazel.co/kaufmanisd or call
972-619-7009.

