

# COMMUNITY FEEDBACK

ON THE SCHOOL-BASED HEALTH CENTER AT THS



## ABOUT THE SBHC

In fall 2017, Kids First Health Care opened a new School-Based Health Center (SBHC) at Thornton High School (THS) in partnership with Adams 12 Five Star Schools. The SBHC provides medical care and mental health services to students enrolled at THS and Bollman Technical Education Center (BTEC).

In spring 2018, we surveyed THS and BTEC staff, students, and parents about the new SBHC. Here is what we found out:

## IMPACT OF OUTREACH

We asked participants about their awareness, enrollment, and use of the SBHC in order to understand the impact of our outreach.

### AWARENESS OF THE SBHC

- 92% of student respondents and 82% of parent respondents had heard about the SBHC previously.
- Nearly 88% of students reported hearing about the SBHC through school announcements.
- Parents most frequently cited their children as their source of information on the SBHC.

### ENROLLMENT IN THE SBHC

- 63% of parent said they had enrolled their children but only 19% of students said they had enrolled.
- Convenience was the top reason for both parents and students to enroll in the SBHC.
- The top reason cited for declining enrollment by both parents and students was satisfaction with their current doctor or clinic.

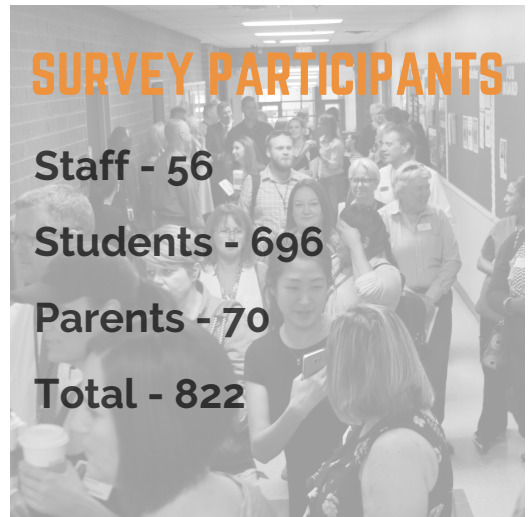
### SURVEY PARTICIPANTS

Staff - 56

Students - 696

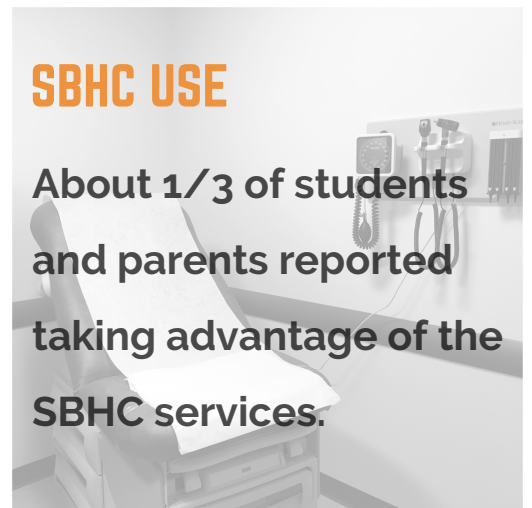
Parents - 70

Total - 822



### SBHC USE

About 1/3 of students and parents reported taking advantage of the SBHC services.



# COMMUNITY FEEDBACK

## STUDENT FEEDBACK

"Everyone there that I've seen so far works hard and loves their job. They are very cheerful and they make people in the clinic feel cared for and welcome."

## STUDENT FEEDBACK

"I think the word is out there. We just need to gain their trust [because] students don't understand that it's okay to go down there and that they'll help you."

## MORE INFORMATION

- [Complete Report](#)
- Question? [sbhc@adams12.org](mailto:sbhc@adams12.org)



## SBHC EXPERIENCE

We wanted to know about students' experiences using the SBHC and understand key processes involved in SBHC services.

## SATISFACTION WITH THE SBHC

- 76% of students who had used the SBHC described their experience as good or very good; 17% of students said they were unsure about it.
- 93% of parents whose children had used the SBHC said they are satisfied or very satisfied with the care their children received at the SBHC.

## SBHC PROCESSES

- Staff referrals: 54% of staff respondents reported they had referred students to the SBHC.
- Enrollment: 69% of parents said online enrollment would make the enrollment process easier.
- Appointments: Some students expressed feeling uncertain about making their own appointments and uncomfortable entering the waiting room.

## NEXT STEPS

Based on the feedback, we will be making some improvements at the SBHC next year.

## TOP RECOMMENDATIONS

- Provide enough information to encourage student enrollment in the SBHC
- Make the SBHC feel more welcoming and build trust in the SBHC among students
- Make SBHC processes more user-friendly

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