



## BETTER TOGETHER: Making Teen-Friendly Health Care a Reality in Tulsa

This scorecard summarizes the teen-friendliness of Tulsa health centers during the time period of November 2015 to May 2016. Checkmarks indicate the presence of a teen-friendly criteria and the total score is out of all eight health centers which participated in the project. The scorecard serves to highlight areas of success and identify opportunities for growth. Collectively, the health centers had an **overall teen-friendliness score of 72%** which indicates that Tulsa health centers are doing a good job of offering services that make teens more likely to utilize their center. There are still opportunities for improvement to ensure centers are institutionalizing best-practices for teen-friendly care. All of these criteria work in tandem to influence a teen's overall experience and ability to access sexual and reproductive health care.

TEEN-FRIENDLY HEALTH CARE SCORECARD											
		health centers*	A	B	C	D	E	F	G	H	Total
<b>72%</b>		<b>OVERALL TEEN-FRIENDLINESS SCORE</b>	<b>29</b>	<b>28</b>	<b>27</b>	<b>20</b>	<b>23</b>	<b>27</b>	<b>28</b>	<b>24</b>	<b>206/288</b>
<b>CONFIDENTIALITY</b>	Separate entrance for teens		✓					✓			2/8
	Separate teen waiting room		✓					✓			2/8
	Inability to see people in the waiting room	✓	✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Waiting room signs assure confidentiality	✓	✓								2/8
	Published materials indicate confidentiality	✓	✓	✓	✓	✓	✓	✓	✓	✓	8/8
<b>55%</b>		<b>Subtotal - CONFIDENTIALITY</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>22/40</b>
<b>EASY ACCESS TO SERVICES</b>	Signage indicating closest major intersection	✓	✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Within ¼ mile of a bus line	✓	✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Within ¼ mile of at least one teen-friendly place	✓		✓			✓	✓	✓	✓	6/8
	Center entrance is street accessible	✓	✓	✓			✓	✓	✓	✓	7/8
	Center open after school hours	✓	✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Hours and days of operation are posted	✓	✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Center is open after 6pm at least once a week	✓		✓					✓		3/8
	Patients get reminder calls/texts day before appt.	✓	✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Bus routes to center are publicized on materials										0/8
	Center provides bus tokens		✓						✓		2/8
	Clerical staff can provide public transportation info	✓	✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Signage indicating services are no-cost	✓	✓								2/8
<b>71%</b>		<b>Subtotal - EASY ACCESS TO SERVICES</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>68/96</b>

\*Note: letters A-H represent the eight participating health centers in random order.



## TEEN-FRIENDLY HEALTH CARE SCORECARD (continued)

*health centers\**    **A**    **B**    **C**    **D**    **E**    **F**    **G**    **H**    **Total**

		<i>health centers*</i>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>Total</b>
<b>COMFORTABLE SETTING</b>	Teen-friendly magazines and posters in waiting room		✓						✓		2/8
	Magazines are current issues		✓		✓				✓	✓	4/8
	A variety of magazines are offered		✓		✓				✓	✓	4/8
	Health center music is teen friendly										0/8
	Exam rooms are private		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Clerk asks if teen has gender preference of practitioner										0/8
	<b>38%</b>	<b>Subtotal – COMFORTABLE SETTING</b>		<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>
<b>COMPREHENSIVE SERVICES</b>	Services publicized in print at local institutions		✓	✓	✓			✓	✓		5/8
	Services shared through social media outlets		✓	✓	✓		✓	✓	✓		6/8
	Services shared through partnerships/ word of mouth		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Help offered completing forms and private review		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Condoms are provided free		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Condoms are provided in unmarked packaging		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Explanation offered of what to expect with a pelvic exam and birth control methods		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Questions are encouraged		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Trained providers offer respectful counseling to all ages		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	When appropriate, birth control available without pelvic exam		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Same day LARC (IUD's & Implant) is available when medically appropriate		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Delayed pelvic exams are offered in appropriate situations		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Teens get information with phone numbers to call if they have questions or concerns			✓	✓	✓	✓	✓	✓	✓	7/8
<b>94%</b>	<b>Subtotal - COMPREHENSIVE SERVICES</b>		<b>12</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>98/104</b>

teen-friendly criteria

**Want to read the full report or learn more information?**

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