School-Based Health Program Teams: School Nurse & School-Based Health Provider Collaboration & Communication

Thursday, April 30, 2020
Mission: We support communities in building and sustaining quality school-based health programs.

Target Audience
School districts, community stakeholders, and the healthcare providers that serve them.

Access to Resources & Best Practices
Peer-to-Peer Networking Across MO Programs

Advocacy & Coalition Building

Data Collection & Evaluation

Technical Assistance

Training & Education
Following the webinar, participants will be able to:

• Describe the roles & responsibilities of the SBH provider as they relate to communication and collaboration with school nurses.

• Describe the roles & responsibilities of the school nurse within the school and related to SBH program efforts.

• Integrate best practices related to communication and collaboration between schools and SBH programs to improve SBH program impact and sustainability.
Why is Communication & Collaboration Important?

National School-Based Health Alliance includes collaboration in their framework for excellence, with the Core Competencies of:

• School integration
• Systems coordination
• School wellness

Peer-reviewed research supports collaboration, citing that it is:

• Critical to the success of the school-based health program\(^1,2\)
• Necessary to optimally support and assist students\(^3\)

THE BIG SIX

The Show-Me School-Based Health Alliance has expanded the types of school-based health programs to represent the six types of programs that exist in districts throughout Missouri.

1. Comprehensive School-Based Health Center
Comprehensive School-Based Health Centers are a partnership between schools and community health organizations that deliver primary health care, behavioral/mental health care, oral care, and vision care coordinated by the center—even if they are delivered by different providers.

2. School-Based Health Center
School-Based Health Center (SBHC) programs are partnerships between schools and community health organizations that deliver primary health care, at minimum, through a fixed site on a school campus.

3. School-Linked Health Care
School-Linked Health Care programs are linked with schools to coordinate and provide health care for students. Services are delivered off campus through a fixed site near the school.

4. School-Based Mental Health Program
School-based mental health programs are partnerships similar to SBHCs but only provide behavioral/mental health.

5. Mobile Health Care
Mobile Health Care programs are without a fixed site that rotate a health care team through a number of schools, including mobile van/bus/clinic on wheels that parks on or near school property/campus.

6. Telehealth
Telehealth programs deliver 100% of school-based health care services using telemedicine technology.
School-Based Health Program Sponsoring Organizations

- Provider Organizations
- Federally-Qualified Health Centers
- Community Health Centers
- Community Non-Profit Organizations
- Community Mental Health Agencies
- Hospital/Health Systems
- Behavioral Health Organizations
- Public Health Departments
Common SBH Program Staff Roles & Responsibilities

- **Provider**—Nurse Practitioner (FNP, PNP), Physician, Physician's Assistant, Dentist, Hygienist, Psychiatrist, Social Worker, LPC

- **Medical Assistant**—MA or LPN; coordinate student visits & clinic flow; take health history & vitals; administer injections; lab tests

- **Community Health Worker**—Medicaid/CHIP enrollment; address social determinants of health; health education & promotion

- **Telehealth Coordinator**—sets up and operates telehealth equipment; facilitates telehealth appointments with distant site providers

- **SBH Program Coordinator/Manager**—housed onsite or offsite; oversees operations, budget, programming, etc.; may manage programs in several schools; may be combined w/ another role
School Nursing Defined

A specialized practice of professional nursing that advances the well-being, academic success, and lifelong achievement of students.

To that end, school nurses:

• Facilitate positive student responses to normal development;
• Promote health and safety;
• Intervene with actual and potential health problems;
• Provide case management services; and
• Actively collaborate with others to build student and family capacity for adaptation, self-management, self-advocacy, and learning.

School Nurse Roles in Coordinated School Health Programs

• School Health Services
• Comprehensive School Health Education
• Healthy School Environment
• Physical Education
• School Nutrition Services
• School Counseling, Psychological & Social Services
• School-Site Health Promotion for Staff
• Family & Community Involvement in School

Roles & Responsibilities: SBH Programs & School Nurses

SBH Programs
✓ Provide primary & mental/behavioral health care as well as vision & oral care
✓ Offer physical exams & sports physicals
✓ Prescribe & dispense medication
✓ Bill public & private insurance for reimbursable services
✓ Conduct clinical & lab tests
✓ Treat chronic & acute illnesses

School Nurses
✓ Screen for barriers to learning, i.e. vision, hearing, vaccination status
✓ Triage or treat accidents & illnesses
✓ Administer medications & manage chronic illness, i.e. diabetes, tube feedings
✓ Support educational success through IEPs, IHPs, and disaster plans
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SBH Programs & School Nurses
✓ Planning – needs assessment, MOU & policy development, advocacy & marketing
✓ Implementation—consent forms & marketing, care coordination, referral process
Carl Junction – Freeman Health System

Stacey Whitney
Lead District Nurse
Carl Junction R-1 School District
Key Takeaways

• School nurse engagement in conducting a needs assessment

• School nurse role in the planning process

• Example of collaboration to support student needs—transportation
School Nurse Roles in Planning SBH Programs

- Provide critical leadership to the SBH program planning team – voice for shared vision for student success
  - School Health Advisory Council

- Develop rationale for a SBH program by contributing data & anecdotal support for student needs
  - Special Health Care Needs Survey
  - Student Encounters & Outcomes Survey
Fillable District Chronic Health Conditions Infographic from MODHSS
Fillable District Student Encounters Infographic from MODHSS

School Health Services: Student Encounters

[Red section]

Total sum of visits to the health office:

[White section]

Number of health office visits resulting in the student being returned to the classroom to learn:

[White section]

Number of health office visits resulting in the student being sent home due to illness, injury or other:

[White section]

Number of health office visits resulting in emergency medical services or 911:
School Nurse Roles in Planning SBH Programs

- Support the needs assessment process through providing key insights on student health needs & existing community health resources
  - Centers for Disease Control & Prevention – School Health Index
  - American Academy of Pediatrics – HATS
  - Health Equity Works – The Healthy Schools Toolkit
School Nurse Roles in Planning SBH Programs

- Develop policies & systems related to quality & confidentiality of care
  - Data sharing & student confidentiality*
  - Communicable disease control
  - Roles & responsibilities of the SBH program & of the school nurse
  - Care of illness & injury
  - Administration of medications in schools
  - Special health care needs
  - Screening & referral programs

- Advocate to parents & families about SBH program services
• School nurses & SBH program providers are held to two different federal confidentiality laws
**FERPA**

The Family Educational Rights and Privacy Act (FERPA) is a federal law enacted in 1974 that protects the privacy of student education records.

The Act serves two primary purposes:
1. Gives parents or eligible students more control of their educational records
2. Prohibits educational institutions from disclosing "personally identifiable information in education records" without written consent

**Who must comply?**
- Any public or private school:
  - Elementary
  - Secondary
  - Post-secondary
- Any state or local education agency

Any of the above must receive funds under an applicable program of the US Department of Education

**Permitted disclosures**
- School officials
- Schools to which a student is transferring
- Specified officials for audit or evaluation purposes
- Appropriate parties in connection with financial aid to a student
- Organizations conducting certain studies for or on behalf of the school
- Accrediting organizations
- Appropriate officials in cases of health and safety emergencies
- State and local authorities, within a juvenile justice system, pursuant to specific state law
- To comply with a judicial order or lawfully issued subpoena

**HIPAA**

The Health Insurance Portability and Accountability Act (HIPAA) is a national standard that protects sensitive patient health information from being disclosed without the patient's consent or knowledge. Via the Privacy Rule, the main goal is to

- Ensure that individuals' health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well-being.

**Who must comply?**
- Every healthcare provider who electronically transmits health information in connection with certain transactions
- Health plans
- Healthcare clearinghouses
- Business associates that act on behalf of a covered entity, including claims processing, data analysis, utilization review, and billing

**Protected information**
- Individually identifiable health information that is transmitted or maintained in any form or medium (electronic, oral, or paper) by a covered entity or its business associates, excluding certain educational and employment records

**Permitted disclosures**
- To the individual
- Treatment, payment, and healthcare operations
- Uses and disclosures with opportunity to agree or object by asking the individual or giving opportunity to agree or object
- Incident to an otherwise permitted use and disclosure
- Public interest and benefit activities (e.g., public health activities, victims of abuse or neglect, decedents, research, law enforcement purposes, serious threat to health and safety)
- Limited dataset for the purposes of research, public health, or healthcare operations
Confidentiality Laws: HIPAA & FERPA Basics

• Clearest method of legally sharing information between the school district and the SBH program provider is obtaining written consent by the parent/student

• Data can almost always be shared:
  • In aggregate form for reporting purposes (i.e. x # of students have consents on file, x # of students visited the nurses office last year)
  • In emergency situations in which a student or someone else faces a serious & imminent threat to their health or safety
Confidentiality Laws: HIPAA & FERPA Basics

- Legal team (from both parties) to determine what type of information needs to be shared & what policies & procedures need to be in place to protect student privacy & confidentiality
  - Student schedules?
  - Immunization records?
  - Contact information for parents?
  - Counseling notes?
  - IEP/504 information
  - Athletic physicals?
The SPOT – Jennings Senior High

Chardial Samuel
School-Based Health Program Coordinator
The SPOT @ Jennings Senior High School

Linda Miller
School Nurse
Jennings Senior High School
Key Takeaways

• Collaboration during student registration to collect consent forms

• Referral process between the school nurse and health center

• There is a learning curve to collaboration, need to be flexible & work together
School Nurse Roles in Implementing SBH Programs

- Market the SBH program & support the collection of consent forms
- Coordinate referrals for acute & chronic health needs
- Coordinate to manage chronic health issues (i.e. diabetes, asthma)
- Collaborate for health promotion & education campaigns
Develop a Communication Plan

• Types of communication:
  • Referral process to coordinate care
  • Policy & procedure development & periodic review/updates
  • Emergent programmatic challenges or health issues/threat
  • Day-to-day sharing of information

• Communication tools:
  • Periodic, standing meetings—weekly, bi-weekly, monthly, quarterly or may be part of existing wellness committee meeting
  • Adding SBH program staff and/or school nurses to newsletters/memos
  • Policy & procedures for referrals, health issues/threats, etc.
Questions to Consider for Referral Process

• If student isn’t feeling well or would like to be seen by the SBH program, will they go to school nurse first?
  • Different processes for mental health or other non-acute needs?

• Who will check for consent on file?

• Who will contact the parent/guardian?

• How will the student get to the SBH program?
  • Will students be able to walk themselves?
  • Different processes for different grades/ages?

• What is the check-in process? Will the SBH program also contact the parent/guardian?

• Will the parent receive a follow-up call? How will the nurse be informed if a student is to be picked up by a parent?
Sample Referral Policy and Procedure

a. No matter what grade, the parent/guardian is more than welcome to pick up the student from the school nurse’s office and take the student to the CFM CARES Center. We will have designated parking for patients on the west side of the north entrance to the Kirkville Area Technical Center.

b. If the student is in 6th grade or below, the student can only be transported to the CFM CARES Center by someone listed on their school file, or as being allowed to pick them up from school.

c. If the student is in 7th grade or above, the student can walk to the CFM CARES Center (weather permitting). If the student is going to walk to the CFM CARES Center, a phone call must be made from the school nurse/paramedic office to the CFM CARES Center team to let them know who and when to expect to walk by.

4. CFM CARES Center Check-in Process. Once the student reaches the CFM CARES Center, they will be checked in.

a. If the parent/guardian is with them for this, they will fill out patient consent and new patient information packets (where applicable) just as they would at any doctor’s office.

b. If the parent/guardian is not with the student (e.g., an 8th-10th grade student who is walking to the clinic after the school nurse obtained permission from the 8th-10th grade parent/guardian), a phone call will be made to the patient. A check-in will then be done to obtain a temporary authorization for consent so that the student can be seen. This will be documented on the patient’s medical record. Any needed patient medical history will be obtained during this time call as well. Billing/insurance information can be discussed at this time as well.

5. CFM CARES Center Patient Encounters. After check-in, the patient will be taken to a room by a nurse, where labs and HPF information will be gathered. The provider will use the patient after this information is collected.

a. If the patient’s parent/guardian is present, the appointment will proceed just like any other doctor’s office visit.

b. If the patient’s parent/guardian is not present, the provider will call the patient’s parent/guardian back (unless they are still on the phone to discuss the assessment and treatment options)

6. Leaving the CFM CARES Center. After treatment has been discussed and a plan has been put in place, the CFM CARES Center team will call the school nurse to notify them of whether the student is coming back to the school building or not, and, if so, by what means of transportation. If the student is of driving age and is being sent home, there will be a sign-out sheet at the CFM CARES Center for them to sign with date and time if they are leaving by head straight home. The school nurse in the building will be notified of this.

*Note: all of the patient forms and packets, as well as frequently asked questions can be found at cfmcares.com
### Opportunities for Collaboration

#### Student Wellness
- Nutrition education
- Trauma support groups
- Asthma education
- Physical activity
- Health careers

#### Staff Wellness
- Immunization clinics
- Stress management
- Health promotion & education

#### Family Wellness
- Immunization clinics
- Mental health & wellness
- Health promotion & education
Opportunities for Collaboration

• Promotion of building-level policies that assure a safe & healthy school environment

• Health education curriculum development

• Crisis response & support, including crisis prevention & intervention plans
Keys for Collaboration

- Define roles & responsibilities in the MOU (memorandum of understanding) & in policies/procedures
- Prioritize team & relationship building
- Agree that student health & wellbeing is the primary goal
- Be transparent about financial sustainability & sustainability plan
Next Listening & Learning Session

Friday, May 8th
9:00 AM to 10:00 AM

Register at moschoolhealth.org/news-events
Resources

National School-Based Health Alliance
[w] www.sbh4all.org

Show-Me School-Based Health Alliance of MO
[w] www.moschoolhealth.org
[p] 800-807-8494
[e] info@MOschoolhealth.org
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Thank you to those whose financial and in-kind contributions support our efforts!

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Washington University in St. Louis
GEORGE WARREN BROWN SCHOOL OF SOCIAL WORK

MISSOURI SCHOOL BOARDS’ ASSOCIATION
APPENDIX
School Nurse Roles in Coordinated School Health Programs

• **School Health Services**
  - Establish & maintain comprehensive school health records, including immunizations
  - Assess the health & development of all students
  - Provide care for illness & injury
  - Provide for safe medication administration
  - Communicable disease prevention & control
  - Provide in-service education for school personnel

School Nurse Roles in Coordinated School Health Programs

• Comprehensive School Health Education
  • Establish resource files on health topics
  • Participate on health curriculum committees to provide input regarding current student health risks & concerns
  • Support & reinforce health instruction goals & objectives

• Healthy School Environment
  • Monitor school environment to identify hazards & work to correct
  • Monitor emotional needs of students & staff
  • Develop & implement crisis intervention plans
  • Participate in disaster planning for schools & the community

School Nurse Roles in Coordinated School Health Programs

• Physical Education
  • Support efforts to increase cardiovascular activity during PE classes
  • Provide information regarding physical activity & chronic conditions
  • Collaborate with physical educators to meet PE program goals

• School Nutrition Services
  • Encourage school breakfast programs
  • Monitor school food services menus for adherence to Dietary Guidelines
  • Encourage presence of nutritious foods in vending machines
  • Discourage use of non-nutritious foods for rewards

School Nurse Roles in Coordinated School Health Programs

• School Counseling, Psychological & Social Services
  • Collaborate with counseling staff to identify students with actual or potential emotional health risks
  • Participate on interdisciplinary teams to provide input regarding students with health-related problems
  • Monitor absenteeism for possible health factors

• School-Site Health Promotion for Staff
  • Maintain health records of employees & identify potential emergency situations
  • Offer health education/health promotion activities
  • Offer immunization clinics as needed

School Nurse Roles in Coordinated School Health Programs

- Family & Community Involvement in School
  - Take leadership in developing/mobilizing community-based school health advisory groups
  - Network with community agencies to identify physical & mental health needs of children & families & collaborate to develop programs to meet the needs
  - Participate in community-based advisory groups that address the problems of children & youth