

Our Goal

Access to sexual and reproductive health care is critical to preventing teen pregnancy and reducing sexually transmitted infections. “Access” is more than being logistically accessible; Access also means high quality and youth friendly care. Adolescence is a time of rapid growth and change that presents unique health care needs, challenges and opportunities that deserve specialized care. To assure youth of a network of high quality and youth friendly health care organizations, Better Together Hennepin initiated the *MyClinic* project in 2011.

Background

Better Together Hennepin convened an advisory board of local experts to guide the *MyClinic* work. The advisory board developed Standards of Care, drawing upon international, national, and local resources, including the World Health Organization, the National Alliance to Advance Adolescent Health, and the New York City Health Teens Initiative. Next, the advisory board developed a Self-Assessment Tool for health care organizations to assess how youth friendly their sexual and reproductive health services are and to identify training and technical assistance needs.

MyClinic Process

In 2014, Better Together Hennepin conducted a *MyClinic* evaluation process with more than 25 health care organizations participating (school based clinics, adolescent health clinics, community health centers). The process consisted of two parts. First, organizations completed an online Assessment Tool (reference on this website as a pdf) that includes over 100 questions related to the Standards of Care and best practices. Second, organizations participated in Clinic Customer Service Analysis Calls (CCSAC). The CCSAC process uses trained youth to “mystery shop” organizations to assess how youth friendly the staff is when a young person calls for an appointment.

Outcomes

Better Together Hennepin consultants analyzed the results. Organizations received summary reports of their Assessment Tool and the CCSAC calls which many used to guide their internal quality improvement goals. This evaluation and process was conducted again in 2016 with 29 clinics participating. Organizations meeting the Standards of Care are listed on myselfmyhealth.org, a site designed and used by youth to find youth-friendly clinics and they are included in a pocket guide for youth that is widely distributed to clinics, schools and other organizations that reach youth. .

Better Together Hennepin provides technical assistance and hosts ongoing training to strengthen health care organizations’ ability to serve youth. Training topics have included providing sensitive care to LGBTQ youth, culturally competent care to youth of diverse racial and ethnic backgrounds, delivery of trauma informed care, and strategies for creating a LARC-friendly clinic culture

Better Together Hennepin hopes that the *MyClinic* resources will guide other entities in supporting high quality, youth friendly health care organizations and inform the larger health care system about what is needed to provide the best possible care to young people.