Youth Friendly Care: Engaging with Teens

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Disclosures

• I have no commercial relationships
• I will not discuss off-label usage of drugs

Objectives

• Review key neurodevelopmental changes of adolescence
• Recognize strengths
• Privacy & confidentiality
• Reducing barriers
• Resources

I LOVE ADOLESCENTS

Synaptic Pruning

• Jon

Source: Families and Work Institute
Adolescent Brain Development & Risk Taking

- Unbalanced development btw limbic system & prefrontal cortex
- Heightened emotional response, reward seeking, impulsive
- Hot cognition & cold cognition
  - Hypothetical, moral decisions
  - Logical cognition
  - Immediate personal decisions
  - Emotional response

Exaggerated Amygdala Response

Cause of Death in Canadian Youth, age 15-24, 2008

- Accidents: 42%
- Suicide: 23.5%
- Homicide: 7.5%
- Cancer: 7.4%
- Heart Disease: 2.5%

Strengths Based Approach

- Contribution
- Confidence
- Competence
- Connection
- Character

Engaging Youth in the Visit

- Set the stage once
- Interview alone (partially)
- Move from less private topics to more private
- Show respect and concern for risks
- Listen
- End on a positive note

Setting the Stage

- Focus on the youth
- Discuss confidentiality and its limits
- Lay out the agenda with youth input
- Use clear language and open ended questions
- Promote honesty & trust
- Be non-judgmental
- Help her reach her goals while keeping her safe

Adapted from Ken Ginsburg, www.fosteringstrengths.com
What do Teens Want?
- Hand washing
- Clean instruments
- Honest
- Respect toward teens
- Cleanliness
- Know-how

Confidential Services
- Adolescents value confidentiality
- Adolescents forego care because of confidentiality concerns
- Providing confidentiality assurances increases care

Privacy & Confidentiality
- Review confidentiality and its limits with every new patient
- Yet, our job is to protect the health of our patients
- Parents should be included in the treatment plan when in the best interest of the patient
- Share information within the circle of care on a need to know basis

Decision Making Capacity
- Ontario, Alberta, BC, Manitoba, Saskatchewan
  — no age of capacity; physician must determine the capacity to consent
- New Brunswick
  — 16 or under 16 if 2 practitioners agree the patient is capable and it is in his best interest
- Quebec
  — 14 unless it is not medically necessary and entails a health risk

What about parents?
- Parents are the most important thing for resilient youth
- Include parents when possible
- Disclosed information to parents should be met with strategies for safety rather than punishment
- Recognize and encourage effective parenting
- “Adult allies” also important

Risk or Resiliency?
- Diagnosed with ADHD at age 9
- Arrested for driving intoxicated
- Probation for 18 months
- Caught smoking marijuana, lost trust from family and friends
Risk or Resiliency?

Reducing Barriers

• Accessible appointments
• Open communication (text, email, phone)
• Medications available on site
• Youth friendly front line staff
• Meet the youth where they are
  – School based health centres, outreach clinics, evening hours, etc.

Time is a Burden

• You can’t do it in 10 minutes!!!
• Teens doing well might take 10 minutes
• Teens not doing well take less, OR much, much more
• Ideas: walk-in, longer appointments with acute overbooking, support staff, residents, last appointments of the day, close follow-up

But I only have 10 minutes!

Build a team

• You can’t do this alone!
• Which staff are youth friendly?
• Who is youth friendly in your community?
• Get to know school counselors, therapists, D&A workers, nurses, social workers, and therapists
• Build a good referral list

Bookmarked Resources

• Kelty Mental Health Resource Centre
  – Keltymentalhealth.ca
• Suicide crisis line
  – 1-800-SUICIDE
• Kidshelpphone.ca
• Self-Harm:
  – sioutreach.org
• Transition
  – ontrac.bc.ca
  – My Health Passport at SickKids
• SexualityandU.ca
• Youngwomenshealth.org
• familyproject.sfu.edu/
• www.pflagcanada.ca
• www.plannedparenthood.org/info-for-teens/
• For parents:
  – www.caringforkids.cps.ca
• Bullying:
  – Teamorangstrong.com
Take Home Points

• Adolescence and early adulthood is a major time of growth and development
• Strengths and protective factors are critical to development
• Time and clinical space need to be considered in terms of youth needs
• You can’t do this alone!

And finally...
Direct Quotes From Youth

• “Try to make time to talk to me and get to know me, I like it when [they] do that”
• “Treat us like a person, not a disease.”
• “Offer me choices where I have them”
• “[We] need privacy, space and a safe zone”
• “Share information with me”

Thank you!

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