

**“ A Web-Based Personal Health Record
for Marginalized Youth”**

HealthShack.info

The door is always open...



Presenter Disclosures

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(1) The following personal financial relationships
with commercial interests relevant to this
presentation existed during the past 12
months:

“No relationships to disclose”



Today's Presentation

- Background on youth homelessness and their health risks
- Healthshack – a personal health information system for homeless and marginalized youth
- Description and goals of Healthshack
- Key roles of Health Ambassadors & Public Health Nurse
- Current data from the program
- Future directions

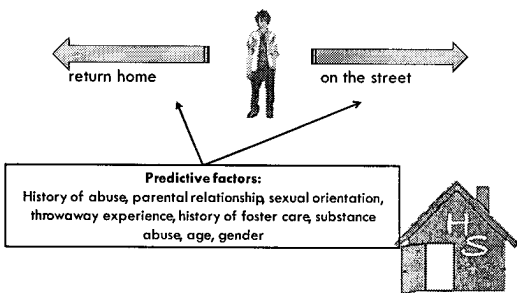


Prevalence of Youth Homelessness

- Estimated 1.7 million youth had at least one runaway/homeless episode in the last year. (Hammer et al., 2002). *Estimates vary due to methodology.*
- 15% of all youth will be homeless at least once before age 18 (Ringwalt, Green, & Lachan, 1994).
- 71% of all runaway/homeless youth have been endangered in some way (Hammer et al., 2002)
- Sexual minority youth and foster youth are over represented.



Continuum of Youth Homelessness



Health Risks Associated With Homelessness

- Risky sexual behaviors
- High rates of STI's/HIV
- High rate of pregnancy
- Risky survival strategies
- Higher reports of mental illness
- Lack of medical home
- Barriers to healthcare due to "minor" status





Wind Youth Services

Opened in 1994 to address the growing need of homeless teens in the Sacramento area

Wind Youth Services works with youth experiencing homelessness, helping them find safety from the streets and giving them access to resources to help them move from crisis to healthy functioning and independent lives.

Wind Youth Services works with each youth to assess their circumstances, identify their needs, and set goals for positive lifestyle changes. We then provide guidance, support and education to help youth acquire the tools they need in order to transform their lives.



Wind Youth Services

Wind provides a variety of services and referrals in order to put youth facing difficult circumstances on a path to success, including:

- A 12-bed shelter for youth ages 11-17
- A Drop-In Day Center for youth ages 11-22 which provides case management, counseling, access to nurses and Healthshack, breakfast & lunch, hygiene supplies, showers, laundry facilities, clean clothing and afterschool activities
- On-Site Jr. High and High School
- Numbers served in 2009:
Outreach (youth served)...80-120 per month
Meals served...22,000 meals per year
Teens utilizing services...over 400 per year



How did HealthShack.info begin?

HealthShack.info began as an expansion and adaptation of MiVIA - a patient "owned" Personal Health Record originally designed by Follow Me, Inc. for migrant agricultural workers.

Funding

- Initial - Sierra Health Foundation
- Secondary - United Pacificare

Development

- Focus Groups - assessing the needs of homeless and marginalized youth
- Follow-up Interviews - how to adapt MiVIA to homeless and marginalized youth population
- Recruitment of Youth Health Ambassadors



Why a PHIS is Important for Homeless Youth

- Medical records are nonexistent or stored in a variety of places
- Youth lack acceptable forms of identification
- Gives youth a sense of stability and responsibility
- Inconsistent or nonexistent medical care
- Lack of medical home, continuity of care
- Gaps in preventive services
- Youth do not have safe place to keep important documents including medical history



What is HealthShack.info?

HealthShack.info is a Personal Health Record(PHR) and online information system that provides a safe place for at-risk and marginalized youth to keep their health records and other important documents. Teens also receive up-to-date, youth-approved resources giving them the tools needed to maintain a healthy lifestyle.

- Web-based
- Secure and HIPAA compliant
- Youth-friendly tools and resources
- Social networking



The Goal of HealthShack.info:

To improve the holistic health of marginalized and homeless youth by:

- **Facilitating the continuity of medical care**
- **Linking youth to local, youth-approved resources**
- **Encouraging self-empowerment**



Health Ambassadors

Keeping a youth's perspective in the development of HealthShack.info

- **Previously homeless youth ages 16 to 22**
- **Expert advisors**
- **Link to youth**
- **Add "youth" legitimacy**
- **Examples of positive change**

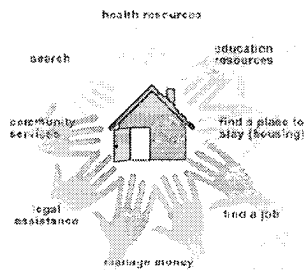


What Health Ambassadors Do...

- **Recruit youth to HealthShack.info**
- **Explore and Research Resources**
- **Site Visits**
- **Videos**
- **Blogs**
- **Participate in Community Collaborations and Events**



HealthShackResources.info



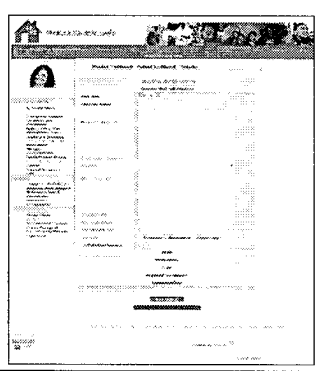
Public Health Nurses

A consistent link to health services and an advocate for health needs

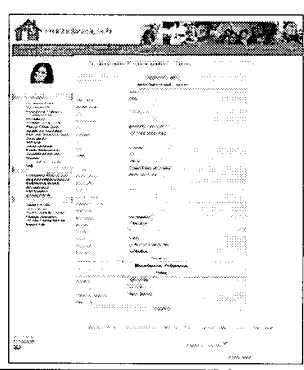
- PHNs assist youth with creating a HealthShack account
 - Perform a comprehensive health and health-needs assessment
 - Enter personal data
 - Inform youth about confidentiality issues related to healthcare and self-management of health records.
- Identify gaps in preventive services and acute care needs
- Provide health assessments, health education and confidential health counseling on an on-going drop-in basis
- Coordinate care with WIND staff, community clinics and other local health and service resources
- Advise on health-related issues for HealthShack.info development
- Follow-up visits with youth



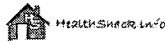
Clinician Patient Record



Personal Information



Confidentiality Controls



PERMISSIONS AND CONTROL

Any user whose access is not granted will not be able to view or edit any data in the system. The user's access is controlled by the system administrator. The user's access is controlled by the system administrator. The user's access is controlled by the system administrator.

System Role	View	Update	Delete	Print	Export	Import	Admin
System Administrator	Y	Y	Y	Y	Y	Y	Y
System User	Y	Y	N	Y	Y	N	N
System Guest	Y	N	N	N	N	N	N

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Ongoing Research & Evaluation

Healthshack Nurses database from Dec. 2009 to Aug. 16, 2011
 Total Enrollment in Healthshack: 342
 293 out of 342 Tracked in the Nurses Database

Demographics

Gender


	Male	Female
Total	143 (49%)	150 (51%)

Age

	Missing Ages	9 - 13	14 - 17	18 - 21	22 - 25	>25
Total	14 (5%)	13 (4%)	102 (35%)	141 (48%)	20 (7%)	3 (1%)

Race

	Not Identified	African American	Asian	Caucasian	Hispanic/Latino	Other Multi-Racial
Total	2 (1%)	110 (38%)	4 (1%)	84 (29%)	37 (13%)	56 (20%)



Ongoing Research & Evaluation

Data Dec. 2009 - Aug 2011
Repeated Visits with the Nurses at WIND

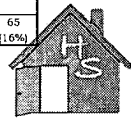
Total Number of Youth Who Re-visited the Nurse

	1 Return Visit	2 or More Visits	Total Re-visits
Total	219	132	351

**266 are enrolled in Healthshack*

Nurse Services Provided to the Client during Repeated Visit

	Medical Referral	FU on Referral	Health Assessment/ First Aid	Health Education	HS Update (scan, print card, etc)	Consultation with YA	Other
Total	58 (14%)	15 (4%)	69 (17%)	130 (32%)	58 (14%)	7 (2%)	65 (16%)



Ongoing Research & Evaluation

Medical & Health Background Data Dec. 2009 – Aug 2011

Medical Insurance Status

	Without Insurance	With Insurance	Unknown Status of Insurance
Total	167(55%)	86(29%)	40(14%)

* 5 (2%) clients were missing data


70% have Medi-Cal

Primary Care Physician Status (PCP)

	Without PCP	With PCP	Unknown Status of PCP
Total	94(32%)*	121(40%)	79(28%)

Type of Health Services Received by Client in Past 12 Months

	PCP	Preventive Care	Mental Health	Emergency Room
Total	76(26%)	113* (39%)	45(16%)	54** (19%)



**Of those who received preventative care services from PCP, ER, clinics, School based Health Center and other listed agencies such as dental office and Juvenile Hall*

Ongoing Research & Evaluation

Nurse Services Provided to the Client during Enrollment Visit

	Medical Referral	FU on Referral	Health Assessment /First Aid	Health Education	HS Update (scan, print card, etc)	Consultation with YA	Other
Total	51 (18%)	8 (3%)	33(12%)	111(39%)	49 (17%)	17 (6%)	13* (5%)

**Other primarily assisting clients in applying for health insurance (Medi-Cal)*


Healthshack Vaccine Usage from Jan. 2011 to May 2011
(Total Vaccines Given = 205)

	Age <1 - 2	Age 3-4	Age 5	Age 6-9	Ages 10-14	Ages 15-19	Age 20+
Total	45	28	10	3	50	57	12

Healthshack Outcomes

How does Healthshack differ from traditional case management?

- Youth **knowledge** of health resources and how to navigate system
- Youth **self-efficacy** to seek care when needed, use resources
- Youth **activation** to participate in care
- **Connection** to support network: pro-social peers (health ambassadors) nurses, and case managers



Youth Knowledge & Self Efficacy

Includes **knowledge** about health-related information as well as knowledge about how health care system works

*"To find out more about how to provide healthcare for myself."
"How it's helped me is because it's pretty much easier that I can look stuff up about myself and that it tells me things that I can avoid and help your sickness. Another thing that's cool about it is that it's confidential."*

Increased **self-efficacy** regarding controlling one's personal information, seeking care (how, where) and utilizing youth-relevant resources

*"Nobody has access to anything on there except for the nurse and I feel comfortable with that. I like that."
"I think that's really cool especially when you're homeless it's really hard to keep your birth certificate, to get a job, or find housing because you don't want to lose or steal your stuff when it's at camp."*



Youth Activation & Connection

Youth may be more likely to **engage** in care, be **pro-active** regarding need for care

*"It is easier to keep hold of your records. I move a lot and it keeps [your records] easier because it is organized on the internet."
"I think it's really cool to keep track of meds I've taken and been on so when I go to the doctor they will know the meds because I don't know the name."*

Fosters **connectedness** to support network: youth health ambassadors, nurses, and case managers, as well as youth-reviewed resources

Regarding Health Ambassadors:
"They can understand you more than a lot of people."

Regarding Nurses:
"Yes, they helped me set up an appointment for a check up with a doctor. Well, I could have done it without the nurse but I wouldn't have done it without the nurse."

Regarding Case Managers:
Many clients say that their youth advocate recommended them to Healthshack and tell them how beneficial it is to join



Youth use of PHR?


"Yes, it's been helpful because I used to always let my mom keep it. Now that I can do the things I need, like medicine like allergies and asthma and I can go look it up or someone I know can go look it up so it's very helpful."

"Yes, because I can pull up dates so I know when and what happened to me on what date. It let's me know more accurately than guessing off the top of my head."

"Hi, I no longer live in the area or else I would stop by. I am very sorry I cant come by and finish it up. Healthshack has done wonders. I was recently out shopping and I passed out. Because I had the emergency medical card on me, the EMTs were able to know I was pregnant and what was wrong. Thank you so much for that service!!!! It is a wonderful thing to offer!"



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Thank You!

