



Implementing 1:1 Time at Every Adolescent Well Visit

What brings “value” to C&TC visits for adolescents, young adults, families, and providers? Health care has become very focused on quality measures – that’s a great thing for patient outcomes, but sometimes it seems that focusing on “checking all the boxes” can take away from a meaningful and satisfying visit for clinicians, youth, and families.

With a focus on adolescents and young adults, some partners in Minnesota worked together to find out what could bring more value to the youth Child and Teen Checkups (C&TC) visit, without putting too much burden on clinic staff and providers.

Recommendations from young people

We learned some interesting things from our youth representatives:

- Young people want time to talk – really talk – with their provider. This includes some time alone with the provider (1:1 time), so they can talk about some important but sensitive topics, like mental health and sexual health – without feeling embarrassed or judged. (Not surprisingly, they also mentioned not having the provider look at the computer the whole time.)
- They gave a specific tip: “Don’t ask me if I want my mom to leave the room – that puts the pressure on me. Just let her know it’s time to leave for a bit, and then if I really want her to stay I’ll say so.”
- They also mentioned “cultural humility”. On further discussion, that meant not making assumptions about them just based on how they look, speak, dress, or by their race or name.
- They also want providers not to just focus on the risks and problems, but to learn more about them as an individual: their interests, their goals in life, their health goals, and what the clinician can offer (like reliable advice) to achieve those goals.

Setting the clinic standard

Making sure there is 1:1 time between the clinician and patient at each visit is easiest and most efficient when it becomes a clinic standard. Communicate the clinic’s practice with families by providing a letter for families at around age 10 years, such as this [parent letter](#) (www.health.state.mn.us/ctc).

How young people benefit

During the 1:1 time, starting at 11 years, young patients have a chance to start taking charge of their own health and ask questions, and providers have a chance to assess for both strengths and risks for broader health conditions – including those covered under [Minors’ Consent for Health Care](#) (www.house.leg.state.mn.us). Consider using a [health questionnaire](#) (www.health.state.mn.us/ctc) to learn from the young person about their concerns and health

behaviors, efficiently focus the visit, and start the 1:1 conversation. By the time they get to be older adolescents and young adults, patients who feel heard and more confident in their preventive visits are more likely to return for ongoing care.

How parents benefit

Even as adolescents grow older, their parent or guardian continues to be a key partner in their health! Parents may have their own questions about their child's changing body or mental and emotional development, and benefit from support from their child's health care provider. The 10 Developmental Tasks of Adolescents (<http://hr.mit.edu>) website is a resource on adolescent development.

Parents may have questions or concerns about what is covered during 1:1 time with the clinician. It helps when providers explain the purpose of the 1:1 time, learn about the family's culture and values, and offer support or ideas for conversations with their child about topics like life goals, academics, relationships, sexuality, substance use, and stress management. Clinicians can reinforce health information and provide a health perspective to support parents in their important work.

Clinical tools and resources for AYA C&TC

Refer to the following C&TC Fact Sheets (www.health.state.mn.us/ctc) for more specifics on screenings and risk assessments specific to adolescents and young adults:

- Mental Health Screening
- Tobacco, Alcohol or Drug Use Risk Assessment
- Sexually Transmitted Infection (STI) Risk Assessment
- HIV Screening
- Hearing Screening – noise induced hearing loss screening (6000 Hz)

For clinics that do not have readily available services for mental health concerns or substance use disorders, consider these statewide resources:

- Find School Linked Mental Health Services with this map and list of statewide School-Linked Mental Health Grantees.
- Call the Psychiatric Assistance Line (PAL) for:
 - Same-day phone consultation for prescribing providers; a board-certified child and adolescent psychiatrist can help with starting, adjusting, or managing medications;
 - Phone consultation with a licensed clinical social worker for help finding local mental health resources, or help with clinical questions.
- Search the online Fast-Tracker for statewide mental health and substance use disorder treatment services.

For more information about C&TC, refer to these resources:

- The Minnesota Department of Human Services administers Medicaid and the C&TC Program in Minnesota. Refer to the MHCP Provider Manual C&TC Section (www.dhs.state.mn.us) for policy, coding, and billing information. Email dhs.childteencheckups@state.mn.us for remaining questions.

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- The Minnesota Department of Health provides clinical consultation for the C&TC Program. Refer to www.state.health.mn.us/ctc for more clinical information, or email health.childteencheckups@state.mn.us for more information or support around C&TC clinic services for any age, birth through 20 years.
- Contact your county or tribal [C&TC Coordinator \(https://edocs.dhs.state.mn.us\)](https://edocs.dhs.state.mn.us) for training or assistance for C&TC at your clinic.

The recommendations in this article came from youth and other partners in Minnesota's state team in the national Adolescent and Young Adult Health Collaborative Improvement and Innovation Network.

The Child and Teen Checkups (C&TC) program is administered through a partnership between the Minnesota Department of Human Services and the Minnesota Department of Health. For questions or to obtain this information in a different format, email health.childteencheckups@state.mn.us or call 651-201-3760.

