



EuTEACH

European Training in Effective Adolescent
Care and Health

**Communication skills,
confidentiality & YFHS**

So far we have covered...

Objectives

1. Understand and apply the concept of confidentiality and informed consent to one's practice when dealing with adolescents
2. Skilfully use interview to build partnerships with the adolescent patient and his/her parents, including the use of the HEEADSSS acronym
3. Understand the basic elements of youth friendly health services (YFHS)

Youth-friendly health services

*(Because health services are often
not adapted
to youth needs)*

Characteristics of youth friendly health services

- **accessible**
- **equitable**
- **acceptable**
- **appropriate**
- **comprehensive**
- **effective**
- **efficient**

Source: WHO: Adolescent Friendly Health Services — An Agenda for Change, 2002

What do adolescents perceive as "friendly" health services ?

(Characteristics identified as important by more than 50% of adolescents)

- Confidentiality
- Short waiting time
- Low cost/free service
- 'One stop shop'
- Clinic is close to home, school or work
- Friendly staff
- Convenient opening hours
- Nurse is not rushed

Four areas of concern

1. Youth friendly procedures and policies
2. A youth friendly environment
3. A large range of services provided
4. A youth friendly staff

Youth friendly policies

- Fulfill the rights of adolescents
- For all adolescents
- Take into account the different needs of the population
- Pay special attention to gender factors
- Guarantee privacy and confidentiality
- Free or not expensive and flexible about payment

Youth friendly environment

- Provide a safe environment
- Convenient location with appealing
ambiance
- Convenient working hours
- Offer privacy and avoid stigma
- Provide information and education
material

Youth friendly procedures

- Easy access, registration/retrieval procedure (anonymity if required)
- Short waiting time
- Drops-ins' without prior appointment possible
- Strong linkages to other health and social service providers

Youth friendly staff

- Technically competent, interested and concerned
- Have interpersonal and communication skills
- Are motivated and supported
- Are non-judgmental and considerate
- Devote adequate time to patients
- Treat all patients with equal care and respect
- Provide information and support
- Experienced in group work
- Can be contacted at repeat visits (continuity of providers)
- Culturally sensitive

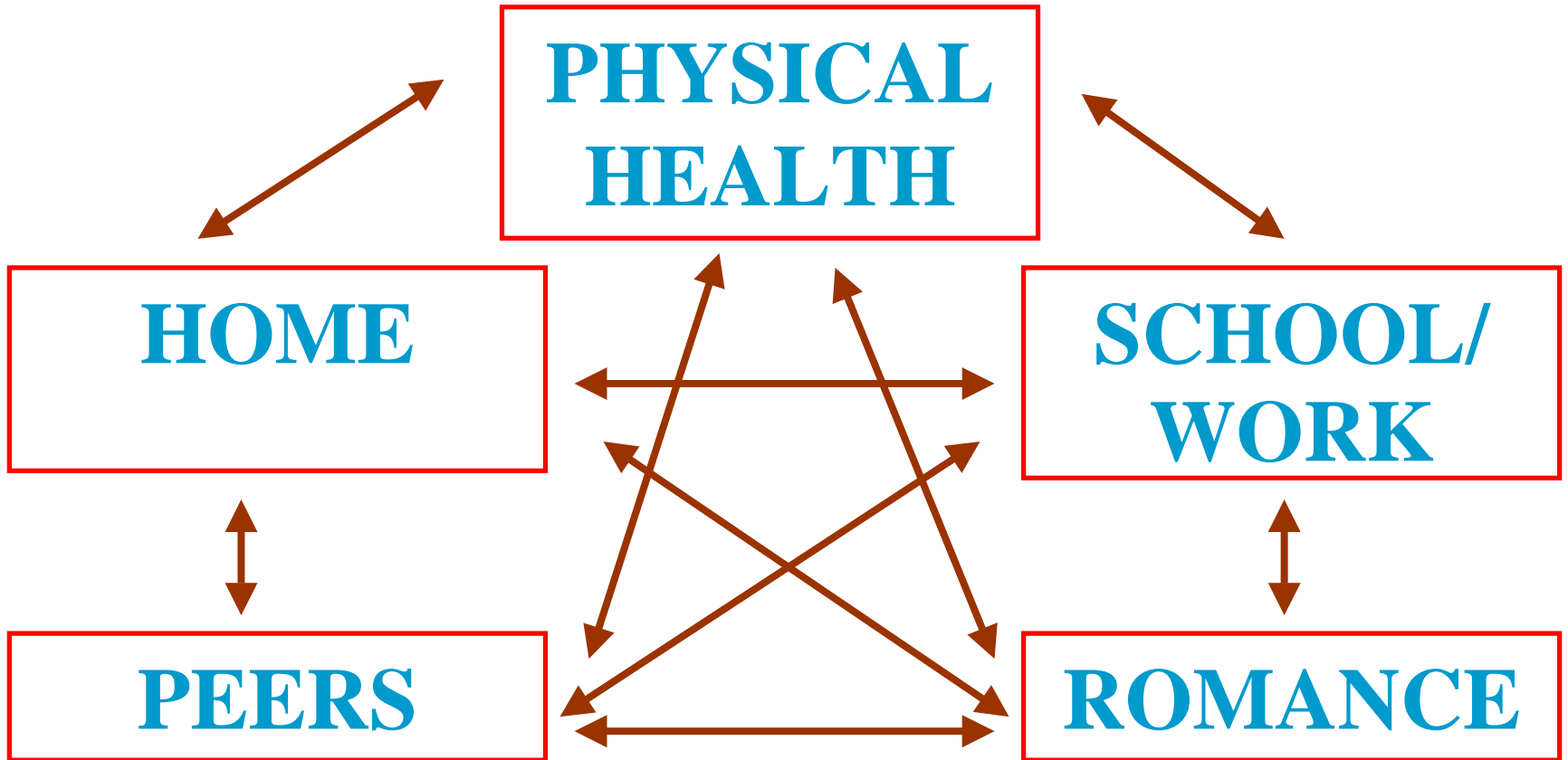
Interviewing an adolescent

A few differences

- **Confidentiality and its limitations**
- **The [new] role of parents**

Having a plan in mind

FIVE BOXES



Brown et al, Sem Adolesc Med 1987

SAFE TIMES

- **Sexuality**
- **Affect/Abuse**
- **Family**
- **Exam**
- **Timing of development**
- **Immunizations**
- **Minerals**
- **Education, Employment**
- **Safety**

Schubiner et al, J Adol Health 1994

HEEADSSS

- H Home
- E Education
- E Eating
- A Activities
- D Drugs
- S Sexuality
- S Suicide
- S Safety

HEEADSSS

Some suggested questions

HOME

- **Where does the adolescent live?**
- **With whom?**
- **Siblings?**
- **Family ambiance?**
- **Moved lately?**

EDUCATION/WORK

- **School year**
- **Academic performance (changes?)**
- **Relationship with teachers/colleagues, changed school?**
- **Does he work? Where? How many hours? Since when?**
- **Relationship with co-workers/boss**
- **Future projects**

EATING

- **What does he eat?**
- **How many meals? Skips meals?**
- **Whom does she eat with? Who prepares the meals?**
- **Weight changes**
- **Diet? Other methods to control weight?**
- **Body image**

ACTIVITIES

- **What does she do with her friends/family for fun?**
- **Sport or physical activity (type and frequency)?**
- **Hobbies**
- **Relationship with friends?**

DRUGS

- **Do his friends/his family/himself use tobacco/ alcohol/cannabis/other drugs? How often?**
- **Does he use drugs alone or with friends?**
- **Does he use drugs before going to school/work? At school/work?**
- **Drug problems within the family?**
- **Ever driven (ridden) a vehicle while intoxicated?**

SEXUALITY

- **Partner?**
- **Partner's age?**
- **Sexual intercourse (if yes, age at first)?**
- **Type of contraception?**
- **Number of partners?**
- **Ever pregnant? Ever STI?**
- **For girls: age at menarche, date of last period**

SUICIDE

- **How does she feel?**
- **Feeling sad?**
- **Having trouble to sleep?**
- **Lack or excess of appetite?**
- **Suicidal ideation? If yes, does he have a plan? Talked to anyone about it?**


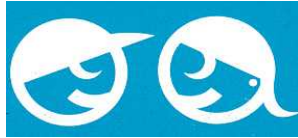
SAFETY

- **Uses helmet / seat belt**
- **Ever had an accident (type, when, sequels)**
- **Ever drove (rode) a vehicle while intoxicated?**
- **Violence [verbal, physical] at home/at school?**
- **Sexual or physical abuse, mobbing...**
- **Delinquency...**

**Independently of
the reason for consultation,
don't miss the opportunity!**



Needs and consultations: 16-20 y-o, Switzerland, 2002

	Need help		Have consulted	
				
Eating problems	12%	30%	4%	9%
Sadness, depression	19%	37%	4%	9%
Sleeping problems	16%	26%	8%	11%
Tobacco-related problems	21%	19%	5%	4%
Problems with alcohol & drugs	15%	7%	3%	3%
Problems related to sexuality	7%	8%	11%	11%

**Asking the right questions
is not enough....
You also need
the right options
for their answers!**

Time....

**Always have a *good* reason
for every question you ask**

If you don't ask the question...

You'll never know!

How to communicate with adolescents

- Have a conversation, not an interrogatory
- Be specific
- Clarify concepts
- Summarize periodically
- Avoid medical jargon
- Avoid closed questions
- Give the impression that nothing can surprise anymore

Tips: DO

- Go through the chart/referral notes before seeing the patient
- Go to the waiting room to fetch the patient
- Introduce yourself by name, shake hands if appropriate
- Once in the office, present yourself and what you do
- Assure confidentiality
- Define the meaning of words
- Let the patient tell his/her story without interruptions as much as possible

Tips: DO

- Then use open-ended questions to clarify
- Be professional
- Listen in a non judgmental manner
- Ask questions in a non threatening way, have a conversation
- Accentuate the positive
- Have a good reason for each question
- Summarize the conversation

Tips: AVOID

- Medical jargon
- Yes/No questions
- Being one of the gang: they're looking for a professional!
- Doing an interrogation
- Asking what you don't need to know
- Writing down during the interview/ Checking record