



School-based health care support toolkit: How key roles are defined and how they interact with one another



Ohio | Governor's Office of
Health Transformation

Key roles in a school-provider partnership

School-based health care focus

School Team

Teachers

Serve as trusted partners with partner and school health care providers to relay relevant academic information and support early health intervention



Principal and administrators

Make key operational decisions and build buy-in amongst all internal and external stakeholders

Resource coordinator

Serve as day-to-day liaison among school partners, clinical partners and the greater community

Providers

School health care providers

Remain first point of care for all students and serve as a partner in referring high need cases to partner clinicians

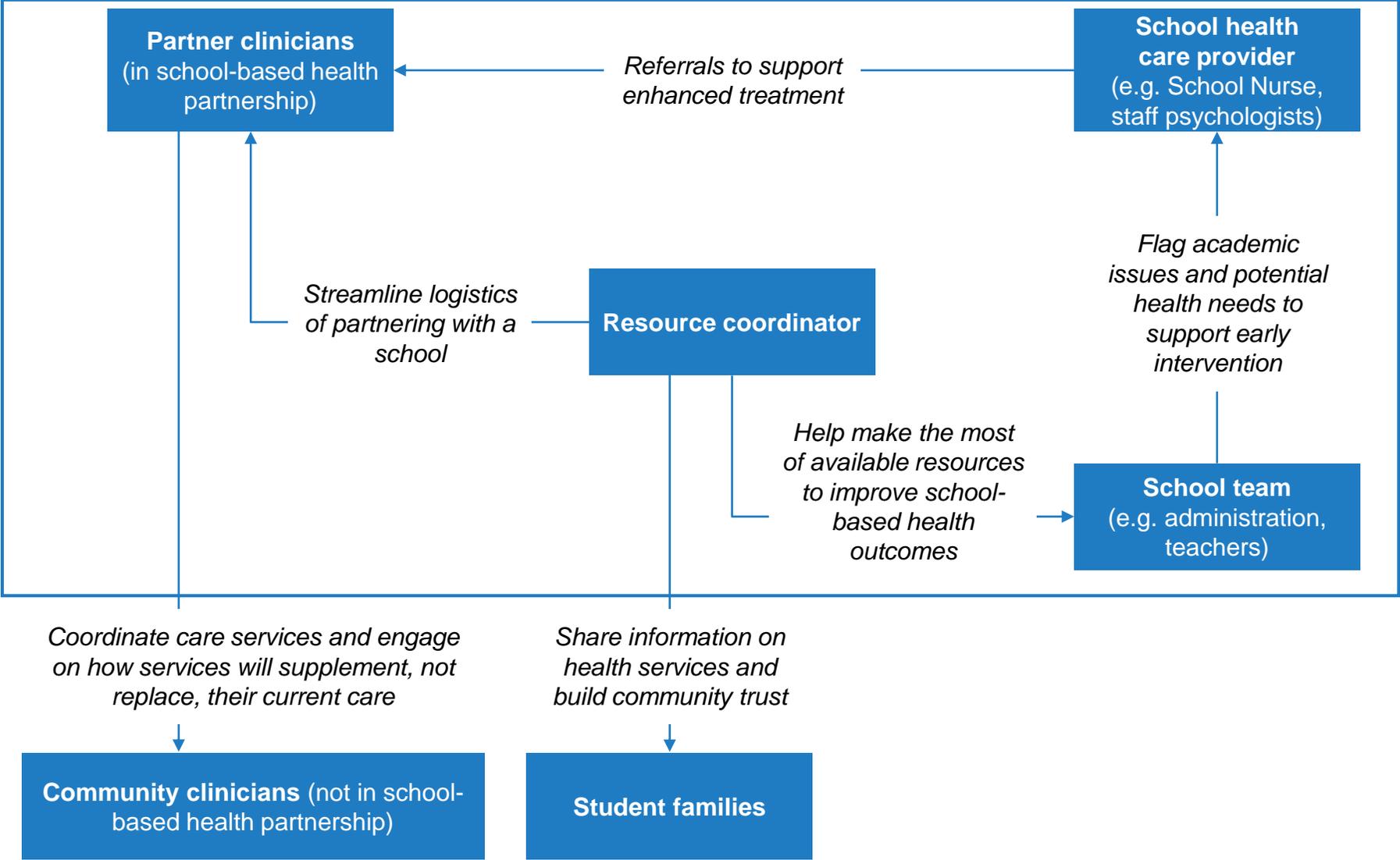


Partner clinicians

Treat students as they would in a traditional health clinic, but conscious of the key differences in caring for students in a school environment (see toolkit materials on doing so)

Key roles in school-based health efforts and how they support each other's efforts

→ Flow of support
□ Within school-based health team



Responsibilities of each of the key school-based health roles

Roles	School-based health care responsibilities
Teachers	<p data-bbox="242 225 1838 285">Serve as trusted partners with partner and school health care providers to relay relevant academic information and support early health intervention</p> <ul data-bbox="242 299 1838 372" style="list-style-type: none"><li data-bbox="242 299 1838 327">▪ Share relevant health and academic observations with school health care providers (e.g. student has trouble seeing the board)<li data-bbox="242 341 1838 372">▪ Work with clinicians to ensure school-based health efforts are minimally disruptive to the classroom
Principal and administrators	<p data-bbox="242 414 1838 442">Make key operational decisions and build buy-in amongst all internal and external stakeholders</p> <ul data-bbox="242 456 1838 599" style="list-style-type: none"><li data-bbox="242 456 1838 484">▪ Organize funding sources for space and FTEs needed to launch school-based health care<li data-bbox="242 498 1838 526">▪ Work with partner clinicians to build guidelines for treating on campus<li data-bbox="242 540 1838 599">▪ Ensure the partner clinicians are assimilated with the school staff (e.g. by inviting them to staff events and providing a forum for questions)
Resource coordinator ¹	<p data-bbox="242 641 1838 701">Serve as day-to-day liaison among school partners, clinical partners and the greater community (note: can be funded by school or provider)</p> <ul data-bbox="242 715 1838 893" style="list-style-type: none"><li data-bbox="242 715 1838 775">▪ Coordinate and manage policies and procedures related to school-based health care consent and release, as well as logistics for Medicaid (or other insurance) enrollment<li data-bbox="242 789 1838 849">▪ Provide school-based health care information to students, families and the community (e.g. at back-to-school night, health fairs) and teachers and other school staff (e.g. new teacher orientation)<li data-bbox="242 863 1838 893">▪ Support efforts to increase model sustainability (e.g. secure additional funding, track performance outcomes)
School health care providers	<p data-bbox="242 935 1838 963">Remain first point of care for all students and serve as a partner in referring high need cases to partner clinicians</p> <ul data-bbox="242 977 1838 1082" style="list-style-type: none"><li data-bbox="242 977 1838 1005">▪ Serve as triage referring cases as necessary to partner clinicians<li data-bbox="242 1019 1838 1082">▪ Work with partner clinicians to ensure treatment compliance (e.g. medication administration) and conduct follow-up care for students with chronic conditions
Partner clinicians	<p data-bbox="242 1124 1838 1184">Treat students as they would in a traditional health clinic, but conscious of the key differences in caring for students in a school environment (see toolkit materials on doing so)</p> <ul data-bbox="242 1198 1838 1307" style="list-style-type: none"><li data-bbox="242 1198 1838 1226">▪ Administer treatment to students with necessary family consent, making external referrals where necessary<li data-bbox="242 1240 1838 1268">▪ Partner with other community clinicians to ensure coordinate of care across providers<li data-bbox="242 1282 1838 1307">▪ Lead marketing sessions for families, teachers and the community to share the services offered

¹ Job description for this role and other often-utilized roles seen in some school-based health models in following toolkit contents

Guidance for communication and collaboration between the provider and school partners

Communication between provider partners and school staff

- Referral process should facilitate access to care as opposed to relying on the student/family to initiate contact with the provider – this could include:
 - Walking the student/family to the health center
 - Assisting with scheduling an appointment
 - Initiating contact by coordinating student schedules or calling families at home
- Providers should develop protocol to coordinate care, ensure continuity of care, and facilitate case management in partnership with the school and other school service providers (e.g. School Nurses, school psychologists) – this could include:
 - Coordination of roles and responsibilities
 - Defining permissions related to sharing of medical information (e.g., immunization records, serious medical conditions)
 - Procedures for how/when a student is pulled from class in order to minimize disruption
 - Procedures for integration of treatment plans
 - Reviewing how the partnership is going and make needed adjustments

Communication between provider partners and external providers

- School-based health care efforts must develop procedures for communicating with the student's primary clinician in cases where they are not that primary clinician
 - These procedures are necessary to promote continuity of care, facilitate provider collaboration, assure appropriate utilization of health resources, and ensure appropriate protection of confidentiality
- The outside provider should be notified every time the patient/member is seen, including but not limited to when the patient/member receives:
 - A well-child/adolescent examination
 - Immunizations
 - Diagnosis of an acute condition that requires follow-up
 - Recurring episodes related to a chronic condition
 - Support for a physical, behavioral or learning-related condition