

WASHINGTON STATE DEPARTMENT OF HEALTH

Findings from the Adolescent and Young Adult Health Mini Needs Assessment: Youth Feedback



July 2024



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Executive Summary

In 2021, we began the adolescent and young adult health mini-needs assessment to understand the state of adolescent health care in Washington from the perspectives of teens and young adults in Washington. Our main tool was a youth-centered survey, developed with the help of young people. This helped make sure youth perspectives shaped the survey purpose and questions.

79% had a routine, non-emergency visit with a health care provider in the previous 12 months.

Nearly two hundred young people across Washington completed the youth-focused survey. Their responses suggest most teens and young adults are accessing routine health care and are having positive experiences with their health care providers.

We also learned there is still work to be done. Some youth respondents reported having more negative experiences at their most recent health care visits. Reasons range from feeling rushed and not having enough time to get their questions out, to feeling judged and not taken seriously, and to not having enough support to navigate the health care systems.

The following is a summary of recommendations to make health care more youth-friendly based on responses from the teens and young adults who participated in the survey:

- Make health care services more accessible and convenient for young people.
- Communicate directly with young people, and their trusted adults. For example:
- Be compassionate and nonjudgmental in all interactions with young people. Make sure the staff at your practice and clinic staff are too.
- Create a welcoming, inclusive, and safe health care environment.
- Take your time with young patients and create space for their questions and for one-on-one time.
- And communicate to young people that your clinic is youth friendly.

“[Youth-friendly care] is affordable, offers help navigating insurance and billing, has virtual scheduling, practitioners that are trauma informed and take mental health into consideration, respectful of various gender identities and lifestyles without having the patients feel judged, and without infantilizing the patients and talking to them like they are much younger than they are...”

To learn more about the work we are doing to make health care more youth-friendly, go to [Adolescent Health | Healthier Washington Collaboration Portal \(wportal.org\)](http://wportal.org).

Background

To support the well-being of adolescents and young adults in Washington, we must consider not just the health services they need, but also the access and quality of these services. The Maternal Child Health Block Grant (MCHBG) Adolescent Health plan is helping make sure that young people in Washington, no matter their race, ethnicity, sexual orientation, and gender identity can access health services that are relevant, respectful, and meet their needs. Our goal is to make sure these services are also youth-friendly and located in places convenient to them.

The Adolescent and Young Adult Health Unit at the WA Department of Health conducted a mini-needs assessment to better understand what young people and their health care providers need to access and provide high quality, youth-friendly health care. We wanted to identify the common barriers for adolescents and young adults seeking health care services in our state. We used surveys for teens and young adults, and health care providers, along with listening sessions, and a key informant interview.

The results of the youth-centered portion of the needs assessment are summarized in this report, along with key findings and recommendations for action. We will share this report with our key partners and use it to guide Adolescent Health program planning and fulfill the MCHBG deliverables. This report is a call to action to make the health care experience for the young people in Washington as dynamic and diverse as those it serves.

Youth Survey

In 2022, the Department of Health (DOH) launched a survey for teens and young adults aged 13-22. This survey gathered information about their most recent health care visits, the nature of the visit, and their opinions about their experiences.

The DOH staff collaborated with a youth intern to develop the survey and present it in a youth-friendly way. Teens and young adults on the DOH Teen and Young Adult Youth Advisory Council reviewed it to ensure the questions were easy to understand, and they relevant to young people.

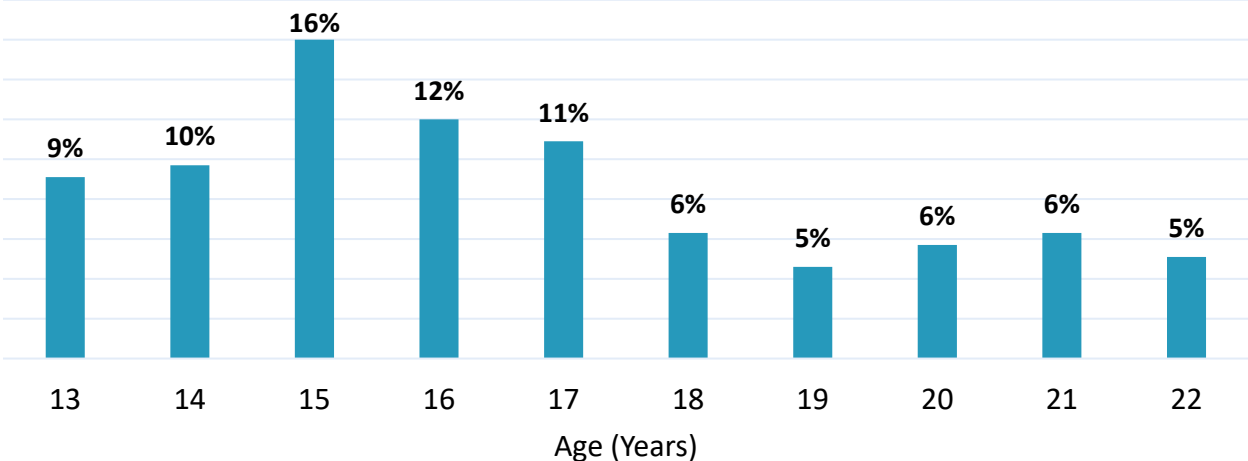
Examples of open-ended questions:

- What about your visit do you wish had gone differently?
- How do you find the health care provider(s) that you schedule your appointments with?
- What challenges or barriers have you experienced related to your health care services?

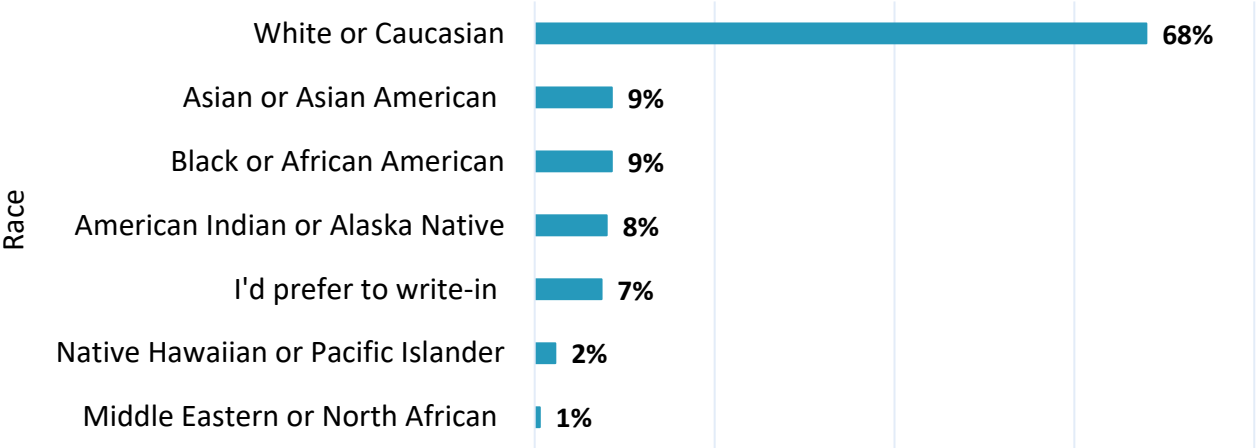
The survey was conducted from December 2022 through March 2024. During this time, 176 teens and young adults from different parts of Washington shared their thoughts and gave us their feedback on adolescent health care in the state.

Who participated in the youth survey?

How old were the survey respondents?



How did respondents describe their race?

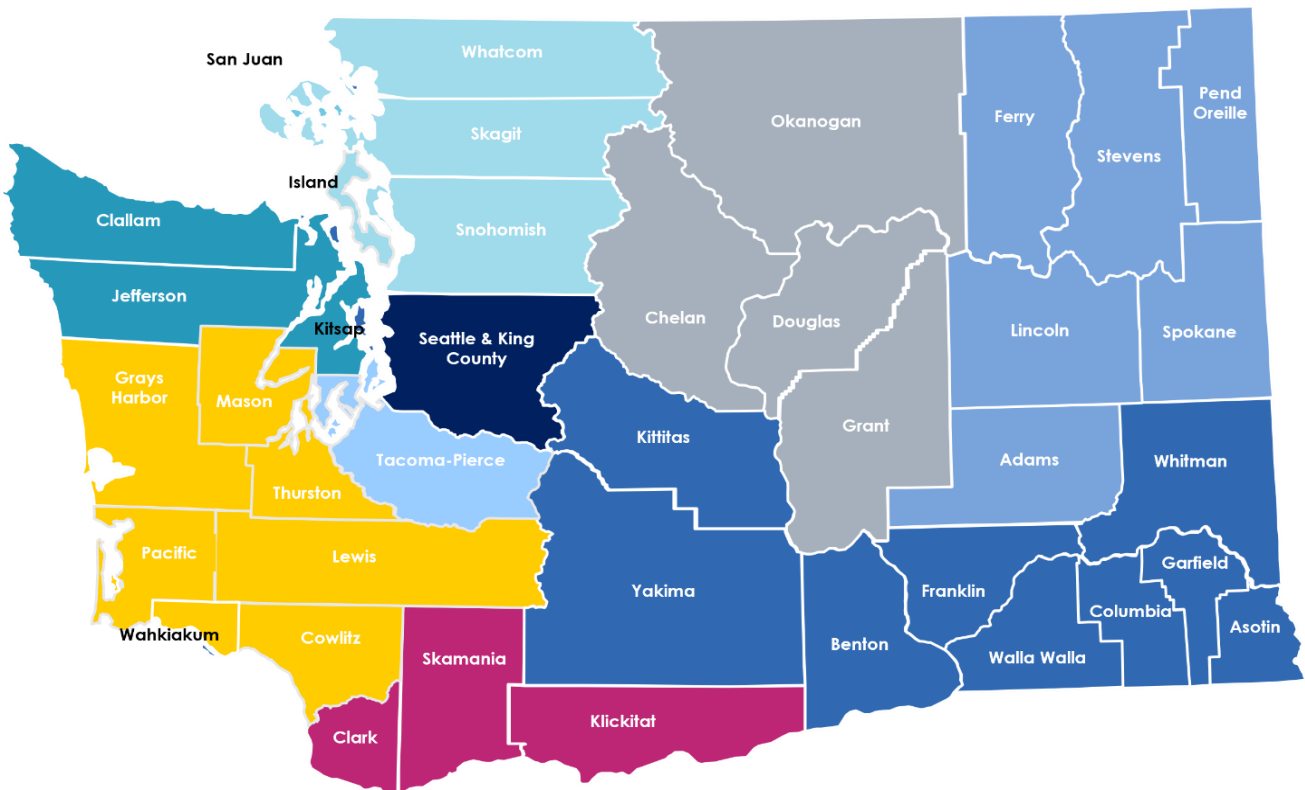


There was a single “select all that apply” question about race in the survey. Survey results represent participants who indicated they are a single race (alone) or in combination with another race. Participants had the option to write-in their race and/or ethnicity, which included Hispanic, Native American, Japanese, and South Asian. These two options resulted in a total percentage greater than 100%.

Where did respondents live?

Survey respondents lived in 26 Washington counties at the time of the survey, most in the Puget Sound region. The map below delineates Washington's Accountable Communities of Health (ACH) regions; the table shows the percentage of respondents living in each ACH. Most respondents were in the North Sound and HealthierHere ACHs.

Percent of participants from Washington's Accountable Communities of Health (ACHs) and the Washington counties the ACHs represent	% of Participants
North Sound (San Juan, Snohomish, Skagit, Whatcom, and 8 Tribal Nations)	23%
HealthierHere (King county)	21%
Cascade Pacific Action Alliance (Cowlitz, Grays Harbor, Lewis, Mason, Pacific, and Thurston counties)	16%
Elevate Health (Pierce county)	9%
Greater Health Now (Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla counties)	6%
Olympic Community of Health (Clallam, Jefferson, and Kitsap counties)	6%
South West (Clark, Klickitat, Skamania counties)	4%
Thriving Together (Chelan, Douglas, Grant, and Okanogan counties)	3%
Better Health Together (Adams, Ferry, Lincoln, Pend Oreille, Spokane, Stevens)	2%
Not all counties are represented by respondents in this survey and therefore, the total percentage of participants does not equal 100%.	



Identities described by respondents

The survey results indicate that teens and young adults across Washington self-identify with various genders and sexual orientations. This is important information as we continue to learn from youth voices across the state.

- 49% identified as female
- 28% identified as male
- 7% identified as transgender
- 4% identified that they are questioning/not sure of their identity
- 11% wrote-in their gender identity, which included non-binary, genderfluid, genderqueer, agender, trans-masculine, and feminine

36% reported having a developmental or intellectual disability, a learning disability, a mobility disability, or a sensory disability.

Respondents self-described their sexual orientations and gender identities:

Non-binary	Unlabeled/Gay	Questioning straight
Genderqueer	Bisexual	Aromantic Asexual
Transmasculine	Lesbian	Panromantic
Gay	Genderfluid	Omnisexual
Demisexual	Undefined/exploring	Agender

What was the nature of respondents' most recent health care visit?

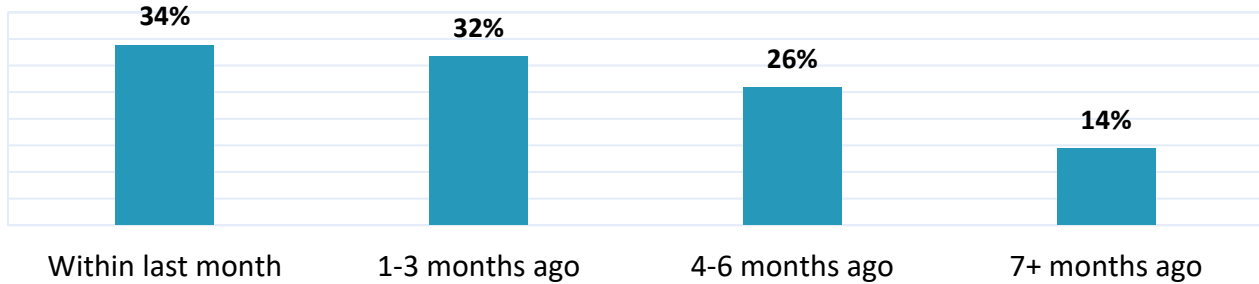
Respondents were asked about their most recent health care visit, including where it was, how respondents found their provider, and the reason for their visit.

79% had a routine, non-emergency visit with a health care provider in the previous 12 months.

14% had a telehealth visit for their most recent routine, non-emergency appointment.

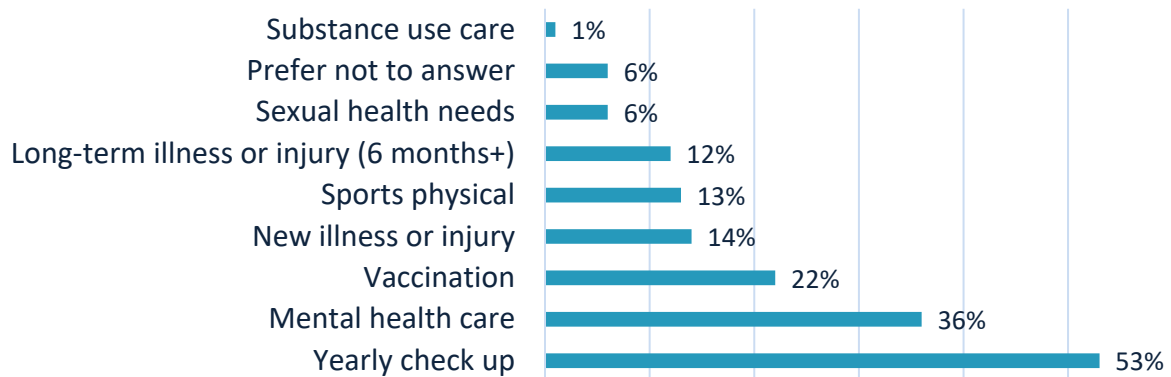
4% went to the emergency room for their most recent routine, non-emergency appointment.

When was respondents' most recent visit to a health care provider for routine, non-emergency care?



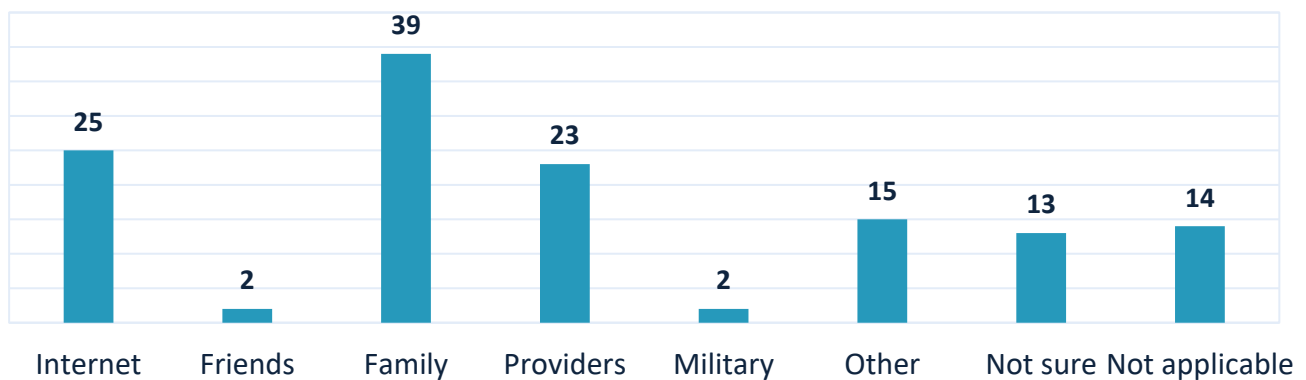
Participants had the option to select more than one answer.

What was the reason for respondents' most recent visit?



Participants had the option to select more than one answer.

How did respondents find their providers?



Participants had the option to select more than one answer.

Thoughts and Feedback from Youth

In addition to data points about their most recent health care visit, we also asked young people how it went from their perspective. The survey included optional, open-ended questions where they could reflect and share their experiences. Survey respondents could also share ideas on improving health care for adolescents and young adults in Washington.

Our team grouped all survey responses into categories based on themes and subthemes. This work was done by a team from different disciplines, including social work, public health, and epidemiology to identify the most mentioned ideas in the feedback from young people about their care. For more information on the themes, see Appendix A.

‘Access’ and ‘Provider Experience’ were the most frequently mentioned themes in survey responses, indicating their importance. The most frequently co-occurring themes, meaning that a single response was relevant to more than one theme were ‘Provider Experience’ and ‘Safe Environment.’

Key takeaways include:

- Young people want to be taken seriously. They understand their bodies, can handle information about their health, and can make decisions about their care and treatment.
- It is extremely important for young people to feel comfortable and safe with their providers and in their place of care.
- Young people want to have the option to choose if they want their parents involved in their decisions about their health. They also want health care providers to respect that their preferences could vary from one visit to another.
- Young people want more time with their providers to ask important questions and to feel cared for.

How did respondents feel about their most recent visit?

We asked young people if they felt comfortable asking their provider questions during a recent health care visit. We wanted to know if the visit addressed their health needs and if they wished anything had been different.

What went well?

Overall, most participants reported feeling comfortable with their providers and being able to ask all their questions. They said their doctor addressed the issue for their visit. Respondents who shared details about a positive visit said their providers were non-judgmental, listened to their concerns, and talked directly with them and not just their parents.

86% felt comfortable at their last visit.

“They knew I had issues with self-harming in the past, which probably helped, but they're all just very knowledgeable and know how to help (listen, check up on me) without saying insensitive things or taking it too far (pity, threatening to remove care, or add additional, unnecessary - in my case - care).”

“It was just a routine checkup, but the doctor did an excellent job making me feel comfortable. She also asked my parent to leave while asking questions which I feel is important as they typically ask patients if they would like their parent to leave and they feel pressured to say no so as to not raise suspicions with family.”

“The doctor noticed that I didn't feel comfortable with a specific checkup and skipped over it. She also was sensitive and careful around the subject of weight as that's something triggering for many teen girls.”

83% felt their doctor addressed their issues.

“My doctor is very caring and understands my anxiety and mental health concerns. She knows it's very real and works with me to treat my diagnosis with my permission.”

“The doctor adequately addressed my concerns over symptoms and prescribed different medicine. However, the visit was impersonal, and I felt that the doctor treated the illness, not the patient.”

“I went in to talk about my anxiety. The doctor was very emphatic, listened to what I was going through, and offered support (therapy & medication). I did not feel judged by my doctor, she was very kind and supportive.”

“I was relieved to be able to talk to someone, I only wish the appointment had been longer.”

What are areas for improvement?

Survey findings indicate there is still work to be done to improve care for teens and young adults. Some respondents reported their questions were not answered, they were not comfortable with their provider, and overall did not have a positive experience.

General areas of improvement include:

- Interpersonal interactions
- Believing and trusting young patients and being responsive to them
- Creating safe, compassionate, and non-judgmental environments
- Making sure patients do not feel rushed

26% wished something about their last health care visit had gone differently.

“I wish more attention/consideration was given for my personal concern. It's easy to know when something out of the ordinary is happening within your own body, but it's a struggle to get your doctor to trust you and look deeper into what the patients are telling them, not just writing their opinion/concerns off.”

“Wish they spoke to me about what is covered by the insurance and what is not covered.”

“I wish that the doctor would have tried to take...a minute to slow down and be present with me in my concerns. While the appointment addressed my symptoms and was productive, it was not personally comforting that a medical professional could be so obviously overworked and stressed...”

“Sometimes [I] would rather talk...alone without my mom's judgement and I think it should be an option to have a time to have a one on one with your doctor even if you still a minor.”

7% did not feel comfortable during their last visit and said feeling judged and rushed were key reasons.

“They dismissed me - I have anxiety disorder, but they think you are a hypochondriac. I'm not a hypochondriac, I actually had a brain tumor. “

“After mentioning some pain and hormone issues, I had the most painful pelvic exam a human being could ever have and I cried on the table, doctor said I refused to calm down and told me just to wear more tampons, so it won't be painful next time.”

“Very impersonal, waited a long time to see the doctor for maybe five minutes. I could tell that the doctor was “behind” and trying to get back to schedule. Felt very rushed.”

“I was not comfortable at my previous pediatrician visits where she would tell me and my mom just to stay on the pill...there was nothing that could be done and the pain was normal. It turns out feeling like you are being stabbed in the abdomen is [not] normal.”

8% felt their doctor did not properly care for their issues. They felt unheard or disbelieved, and that processes like scheduling and referrals caused delays in care.

“Everything takes too long. If you need to be referred to another provider, easily another 1-4 month wait. If you need tests, at least a few weeks to schedule. If your doctor simply doesn't think your issue is that serious, you're sent home to deal with the situation until it either gets worse, resolves on its own (for the time being), or you learn to deal with it.”

“She was kinda rude [not gonna lie], only listened to my parents not me”.

“Doctor didn't listen to me and my stated symptoms...wasn't knowledgeable on the subject...and didn't refer me to a different specialty who was more knowledgeable.”

14% felt they were unable to ask all their questions.

“The more I encounter doctors, the less and less hope they give me. I increasingly feel more and more mistreated by doctors. My questions are left unanswered or are answered but not to a deep degree so that I can fully understand the issue, and/or using medical jargon I cannot understand. It is inaccessible and frustrating.”

“The school should have options/open resources for pph and sexual health care on the board instead of having to go to a class for those things.”

“Lack of availability, not taking new patients, not taking my current insurance, co-pay is not affordable, schedule does not allow me to make appointments on my days off from work.”

“A lot of doctors don't let me make the appointment, but my parents aren't around a lot, so it takes a while to get an appointment.”

“It is hard to call and schedule. I prefer doctors that I can schedule with via email or online.”

“Too many providers only have online appointments. I hate online and won't do it.”

Respondents also reported barriers like negative interpersonal interactions, lack of inclusiveness, and care that was not culturally responsive.

“Finding good gender affirming care from providers that actually respect patients that are not heterosexual and/or cisgendered. I've never been referred to with the correct pronouns with any providers...that I've visited even after reminding multiple times.”

“I've had doctors in the past that simply refused to run tests and blamed everything immediately on my weight, despite me eating a balanced vegetarian diet and being only slightly higher than average weight.”

“I have had a hard time with people believing the problems that I experience because of my age. I've gotten "You're too young to have that problem," and "are you really 19?" and it has made it to where it's hard to get care or even make me feel comfortable to get care afterwards.”

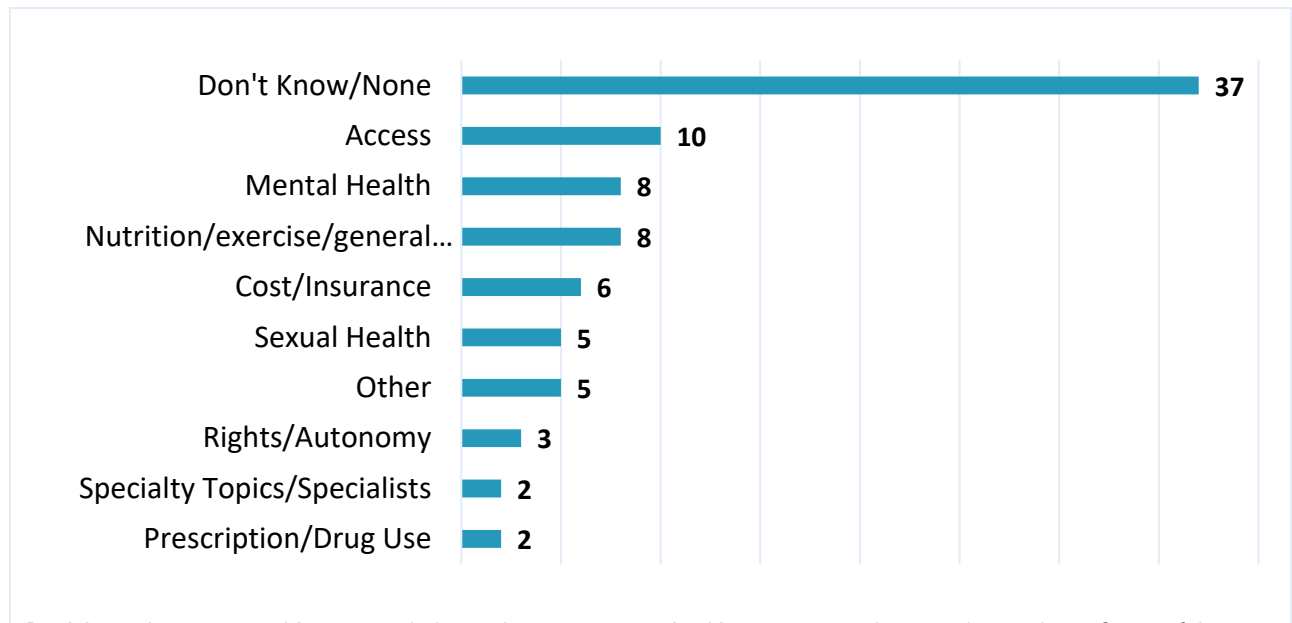
“Having a learning disability/mental disability and having to go through the process of trying to get it diagnosed and fixed. There were no actual challenges with the staff but the process was very dreary.”

“Doctors assuming everything is related to my anxiety disorder or my period.”

What did respondents want more information about?

Many teens and young adults who took the survey said they wanted more information about health care access, insurance, and health care rights, mental health, sexual and reproductive health, and nutrition and exercise.

Respondents wanted more time and opportunities to ask questions.



Participants' answers to this open-ended question were categorized into emergent themes, shown above. Some of these themes, such as 'Access', are further described below in Appendix A. Other themes, like 'Mental health', 'Sexual health', and 'Nutrition/exercise/general health' reflect participants exact answers.

What did respondents say about mental health?

While the purpose of the youth survey was to learn more about young people's experiences with primary care, mental health was frequently mentioned.

Overall, respondents reported needing more support with navigating and using the mental health system, including:

- More compassionate and inclusive providers
- Providers who are more knowledgeable about mental health needs
- More information about and access to affordable treatment options
- More mental health resources

"I think it can be intimidating to look for counselors... and hard to find therapists."

"The doctor did not seem to understand mental health and things like ADHD or ASD."

Defining youth-friendly care

We asked survey respondents to share their ideas on what “youth-friendly” care means to them. Access, provider experience, and safety were key themes that came up most.

How did respondents describe “youth-friendly” care?

Code	Themes	Survey responses
Access	<ul style="list-style-type: none"> • More appointment availability • More specialized providers, especially for mental health • Ease of communication with providers and their office • Reduced prices or fully subsidized 	<ul style="list-style-type: none"> • “Positive experiences usually include easy scheduling options like a website to book appointments and online check in. It also helps if there is not a very long wait when you make an appointment and if the provider comes in soon after you are checked in or have gotten your vitals done.” • “Through school. It's where I spend the most time. But there aren't enough people and there aren't enough of the right trained people to talk to us. Also, make it so I can get my own appointments at a clinic when I feel that I need help. Why do I have to go home and tell my parents? If my parents are abusing me, they won't let me go if I tell them. Or if they don't approve, they won't let me go either.”
Provider Experience	<ul style="list-style-type: none"> • Providers and staff should be trained in trauma-informed care • Providers and staff should not be dismissive of their adolescent and young adult patients • All aspects of health care visits should be judgement-free 	<ul style="list-style-type: none"> • “The main difference that comes to mind when comparing good and bad experiences is that in the "good" visits I felt that my personal needs and concerns were prioritized rather than just treating the symptoms of condition(s). The care providers treated the patient, not the illness.” • “So many doctors let my mental health go untreated because they didn’t believe me, or take it seriously” • “They take [their] time to listen and explain everything. A lot of us are going to the doctors for the first time without our parents and we don’t know what to do. That means the healthcare workers need to be a bit more patient while we figure everything out”
Safety	<ul style="list-style-type: none"> • Every aspect of the environment should be comfortable from the physical location to the interactions with staff and providers 	<ul style="list-style-type: none"> • “We were talking about queer identities and how I was questioning mine and she was very not judgmental about it. She is very safe”

Taking Action

We learned that most young people feel comfortable and have positive experiences with their providers, and there are areas for improvement. Below is a summary of actions that providers and professionals can take today create a more youth-friendly and youth-centered approach.

- **Make health care services more accessible and convenient for young people. This includes mental, behavioral, and physical health care that is:**
 - Conveniently located, like school-based
 - Available early mornings, after school, and weekends
 - Offered in-person and telehealth
- **Communicate directly with young people, and their trusted adults.** For example:
 - Websites with relevant and easy to understand information about your providers, practice or clinic.
 - Online scheduling and information about how to get your practice or clinic, and simple online patient portals.
 - Use plain language, give facts, explain reasoning for decisions, and talk directly to young people about their health and their care.
 - Be responsive to the needs young people are asking for. Believe what they say to be their truth and respond accordingly.
- **Be compassionate and nonjudgemental in all interactions with young people.** Make sure the staff at your practice and clinic staff are too.
- **Create a welcoming, inclusive, and safe health care environment.**
- **Take your time with young patients** and create space for their questions and for one-on-one time.
- **And communicate to young people that your clinic is youth-friendly.**

The Department of Health is dedicated to implementing the recommendations of youth in Washington. Over the next 4 years, the agency will:

- **Continue collaborating with and expanding the reach of DOH's Youth Advisory Council (YAC).**
 - Read the report and learn more about the recommendations at [Adolescent and Young Adult Health Youth Advisory Council Report - 2022 Cohort - Washington State Department of Health 0.pdf \(waportal.org\)](#).
 - Learn more about the actions DOH has taken based on the YAC recommendations at [Committed to Action! | Healthier Washington Collaboration Portal \(waportal.org\)](#)
- **Create a new youth-friendly certification program** to support providers who want to integrate youth-centered practices into their care for teens and young adults.
- **Continue expanding Teen Health Hub WA (Hub)**, a new DOH webpage featuring an online directory of responsive health information, education, and resources for teens and young adults. The Hub was created in collaboration with YAC. Check it out at .
- **Continue supporting and expanding our school-based health center program.** Learn more at [School-Based Health Center Program | Healthier Washington Collaboration Portal \(waportal.org\)](#) throughout Washington.

Appendix A: Qualitative Analysis Codebook

Thematic code	Themes	Quotes
Accessing Care	<ul style="list-style-type: none"> • More time during visits • Accessing care takes too long – referrals, tests, waitlists • Scheduling – want more online scheduling options; wider operational hours; • Availability of providers, particularly behavioral health • Health insurance navigation/cost • Depending on others to get them to appts; transportation support • Easily accessible communication channels • School-based options • Co-location of multiple services <p>Specific to respondents who have transitioned from pediatric to adult care:</p> <ul style="list-style-type: none"> • Automatic/easier transfers of medical history • Increased clarity on process to transition care and what needs to happen 	<ul style="list-style-type: none"> • “Health Insurance not covering everything. Specialist Referrals are booked out. Long wait list” • “Positive experiences usually include easy scheduling options like a website to book appointments and online check in. It also helps if there is not a very long wait when you make an appointment and if the provider comes in soon after you are checked in or have gotten your vitals done.” • “Through school. It's where I spend the most time. But there aren't enough people and there aren't enough of the right trained people to talk to us. Also, make it so I can get my own appointments at a clinic when I feel that I need help. Why do I have to go home and tell my parents? If my parents are abusing me, they won't let me go if I tell them. Or if they don't approve they won't let me go either.”
Privacy and Parental Involvement	<ul style="list-style-type: none"> • Heard that respondents needed parents to make appointments (this was mentioned as a barrier) and s about the difficulty of scheduling appointments without parental involvement once they turn 13. • Some respondents do not want their parents involved in their appointments and others like to include their parents. • Some respondents felt that providers listened to their parents/guardians over the patient. 	<ul style="list-style-type: none"> • “I think a teen should be able to make own decisions about health care and should be able to go in without a parent or guardian” • “well since i'm 14 there are some things that I, not all the time, but sometimes would rather talk about alone without my mom's judgement and I think it should be an option to have a time to have a one on one with your doctor even if you still a minor” • “When I turned 13 it became a lot harder for my dad to schedule appointments because of the law. He has to make multiple phone calls, and sometimes bills aren't sent properly. I'm annoyed how hard it is just to schedule

		<p>stuff, and I can't use my Kaiser app, they make you call in each time. So I think a lot of teens aren't getting care because the law makes it too hard for both teens and parents to get it. I think the law that gives teens more privacy may actually be harmful because it blocks accessibility.”</p>
<p>Provider and Staff Experience</p>	<ul style="list-style-type: none"> • Feeling that they cared about the respondent and their overall health • Being listened to without judgement • Being treated as a young adult, not a child • Ensuring that anything the respondent wanted to be kept private was confidential • Being open and informative about what the respondent could expect <p>Negative provider and staff experiences were attributed to:</p> <ul style="list-style-type: none"> • Not having enough time during the appointment or with the provider • Feeling judged or dismissed • Feeling that they did not have autonomy during their visit; this could be due to provider treating the patient ‘as a child’ or deferring to a parent instead of the patient 	<ul style="list-style-type: none"> • “my doctor listened to me and took my concerns seriously instead of telling me it was in my head” • “The main difference that comes to mind when comparing good/bad experiences is that in the "good" visits I felt that my personal needs/concerns were prioritized rather than just treating the symptoms of condition(s). The care providers treated the patient, not the illness.” • “They actually listened to my concerns and asked questions about my perspective about my health. Made me feel I was involved and they really cared about my well-being.” • "she...only listened to my parents not me" • Wish to "have my point heard without someone having to advocate for me" • "I wish that the doctor would have tried to take even a minute to slow down and be present with me in my concerns"
<p>Mental Health</p>	<ul style="list-style-type: none"> • Want more affordable mental health services. • Need increased availability; the number providers, location of providers, and difficulty to get a visit scheduled were all mentioned. • Respondents that had positive experiences with providers about mental health issues attributed this to the providers’ demeanor, interest in the whole patient, 	<ul style="list-style-type: none"> • “Doctors who know about mental health experiences are always a blessing. I don't just mean knowing suicide, eating disorder or self harm prevention "guidelines" but really, really understanding of conditions and how to *actually* help and what they should or shouldn't say. Within receiving [sic] care, even if it wasn't related to my mental health and self harm, I have

	<p>patience, and non-judgmental approach.</p> <ul style="list-style-type: none"> • General sense from respondents that not all providers understand mental health issues and when they find providers that do they are extremely appreciative. 	<p>received [sic] some awful comments, some even from mental health providers (genuinely blows my mind). Having a great support system of medical providers is really important for youth to feel supported. I think my current medical team is probably THE most supportive people in my life right now and that's very valuable to me."</p> <ul style="list-style-type: none"> • "The price of health care services are quite high and not affordable for most people. I think doctors often misunderstand mental illness even if it's just as important as physical health which often makes for an uncomfortable environment."
Information	<ul style="list-style-type: none"> • Respondents want clear, direct information about their care and any options available to them. 	<ul style="list-style-type: none"> • "More access to information. Like how should I get started as someone who hasn't had to find or book appointments to healthcare services yet." • "The more I encounter doctors, the less and less hope they give me. I increasingly feel more and more mistreated by doctors. My questions are left unanswered or are answered but not to a deep degree so that I can fully understand the issue, and/or using medical jargon I cannot understand. It is inaccessible and frustrating."
Safe environment	<ul style="list-style-type: none"> • Comfortable environments and non-judgmental providers and staff are critical to respondents feeling safe during their appointments. • Some respondents reported that using language that is sensitive for identities and certain diagnoses helped them feel safe and supported. 	<ul style="list-style-type: none"> • "Finding good gender affirming care from providers that actually respect patients that are not heterosexual and/or cisgendered. I've never been referred to with the correct pronouns with any providers in [county] that I've visited even after reminding multiple times." • "We were talking about queer identities and how I was questioning mine and she was very not judgmental about it. She is very safe"

		<ul style="list-style-type: none"> • “I wish I could be out to my therapist but I am afraid that that will hinder me from getting counseling.”
Intent and/or motivation to seek care	<ul style="list-style-type: none"> • Respondents saw providers for both routine and emergent reasons. 	<ul style="list-style-type: none"> • “was seeing them for a check in on my birth control, and prescribed me sertraline for my depression.”
Telehealth	<ul style="list-style-type: none"> • Some respondents mentioned that telehealth appointments help with access, whereas others do not like to meet with providers virtually. 	<ul style="list-style-type: none"> • “Too many providers only have online appointments. I hate online and won't do it.” • “Distance [is a barrier] - living in [location] makes it hard but there is telehealth and that has helped”
Emotional Support	<ul style="list-style-type: none"> • Respondents mentioned support coming from family members and providers. 	<ul style="list-style-type: none"> • “More support from trusted adults - not many young people I know have the support at home.”
Autonomy	<ul style="list-style-type: none"> • Treating patients as the most knowledgeable about their feelings, as well as true partner in their healthcare, is key for respondents feeling like they have autonomy. 	<ul style="list-style-type: none"> • “Explaining exactly what the tests or treatment were going to be, what they were going to be used for, generally keeping me informed calmly helped me give my full and conscious consent to everything we needed to do.”
Other	<ul style="list-style-type: none"> • School-based health options • Specialty topics (endometriosis, physical therapy, speech and developmental delays) 	<ul style="list-style-type: none"> • “It would be good to have therapeutic services in schools since we spend a lot of time there and also have people in schools informed about youth issues.”

Appendix B: Survey Questions

Open-ended survey questions

- If you want to, please share more about how the doctor adequately, or inadequately, took care of the issue you were seeing them for:
- If you want to, please share why you were or were not comfortable [at the visit]:
- What about your visit do you wish had gone differently?
- How do you find the health care provider(s) that you schedule your appointments with?
- What challenges or barriers have you experienced related to your health care services?
- What would have made the process to switch care from pediatrics to adult health care easier?
- Think back on a positive experience with a health care provider. It can be any type of health care provider and any type of visit within the past five years. When you think back to that visit, what about the provider, their fellow staff, or their office, helped make it a positive experience for you?
- What are some ways that would make it easier for you to access or use adolescent or young adult health care services?
- What do you think "Youth-Friendly" care means or could look like? The World Health Organization describes youth-friendly services as those that are equitable, accessible, acceptable, appropriate, and effective to young people.
- What parts of your health or healthcare would you like more information about?
- You can use this space to share any other ideas, opinions, thoughts or recommendations you have about adolescent and young adult health care services



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