



PRAM

strengthening partnerships
through participation science



McGill



Hôpital général juif
Jewish General Hospital

Goldman Herzl
Family Practice Centre



McGill Primary Care Practice
Based Research Network

Réseau de Recherche Axée
sur les Pratiques de
Première Ligne de McGill

Barriers and Facilitators Affecting Teenagers' Access to Healthcare Services

Disclosures: No conflicts of interest

Dr Anne Cockcroft

Participatory Research at McGill (PRAM),
Professor
Dept of Family Medicine, McGill University

Dr Iván Sarmiento

Participatory Research at McGill (PRAM),
Academic Associate
Dept of Family Medicine, McGill University

Volunteers:

Mona Ghadirian
Natalia Reinoso
Courtney Smith
Karen Golfi
Andres Rojas
Brigitte Durieux
Liliana Sisto

Dr Yvonne Quan

Medical Director, Teenage Health Unit (THU)
Herzl Family Practice Centre
Jewish General Hospital

Michaela Field

Participatory Research at McGill (PRAM),
Research Assistant
Dept of Family Medicine, McGill University

Machelle Wilchesky, PhD

Associate Professor,
Dept of Family Medicine, McGill University
Scientific Director, McGill Primary Care Practice Based
Research Network



Teenage Health Unit (THU) Goldman Herzl Family Practice Centre

<https://www.jgh.ca/care-services/goldman-herzl-family-practice-centre/teenage-health-unit/>

Role of Primary Care

- Provides primary and secondary prevention
- Supports transition to healthy adult behaviors

Importance of Adolescent Medicine

- Critical developmental period
- > 160 new adolescent patients seen at the Teenage Health Unit (THU) in 2024

Challenges in Primary Care

- Underestimation of adolescent health demands
- Adolescents often do not disclose health concerns (substance use, sexual/reproductive health, mental health)



How can the mental and physical health services offered by the Herzl Family Practice Centre be made more accessible and best meet the perceived needs of teenagers?



Exploring adolescent and sexual reproductive health in Bauchi, Nigeria



Fuzzy cognitive mapping (FCM) with adolescents and with parents, community leaders, service providers

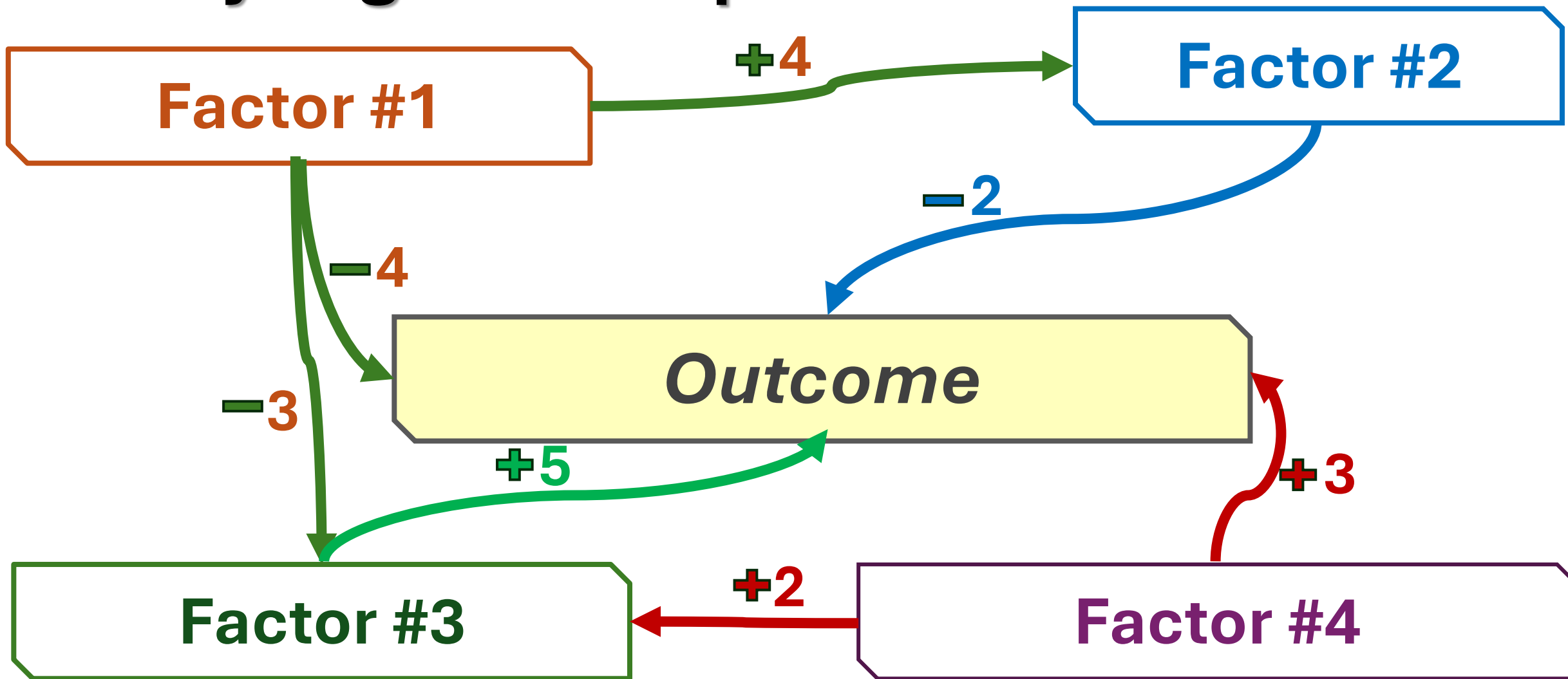


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Fuzzy cognitive maps



Study Methods

Conduct FCM sessions with teenagers,
service providers, and school staff



Host deliberative dialogues to discuss
findings



Propose priority service adaptations

Evaluate the impact on
participants

Ethical approval



English Montreal School Board
May 2024



McGill's Institutional Review Board
A06-B28-24B

Fuzzy Cognitive Mapping (FCM) sessions with teenagers, service providers, and school staff

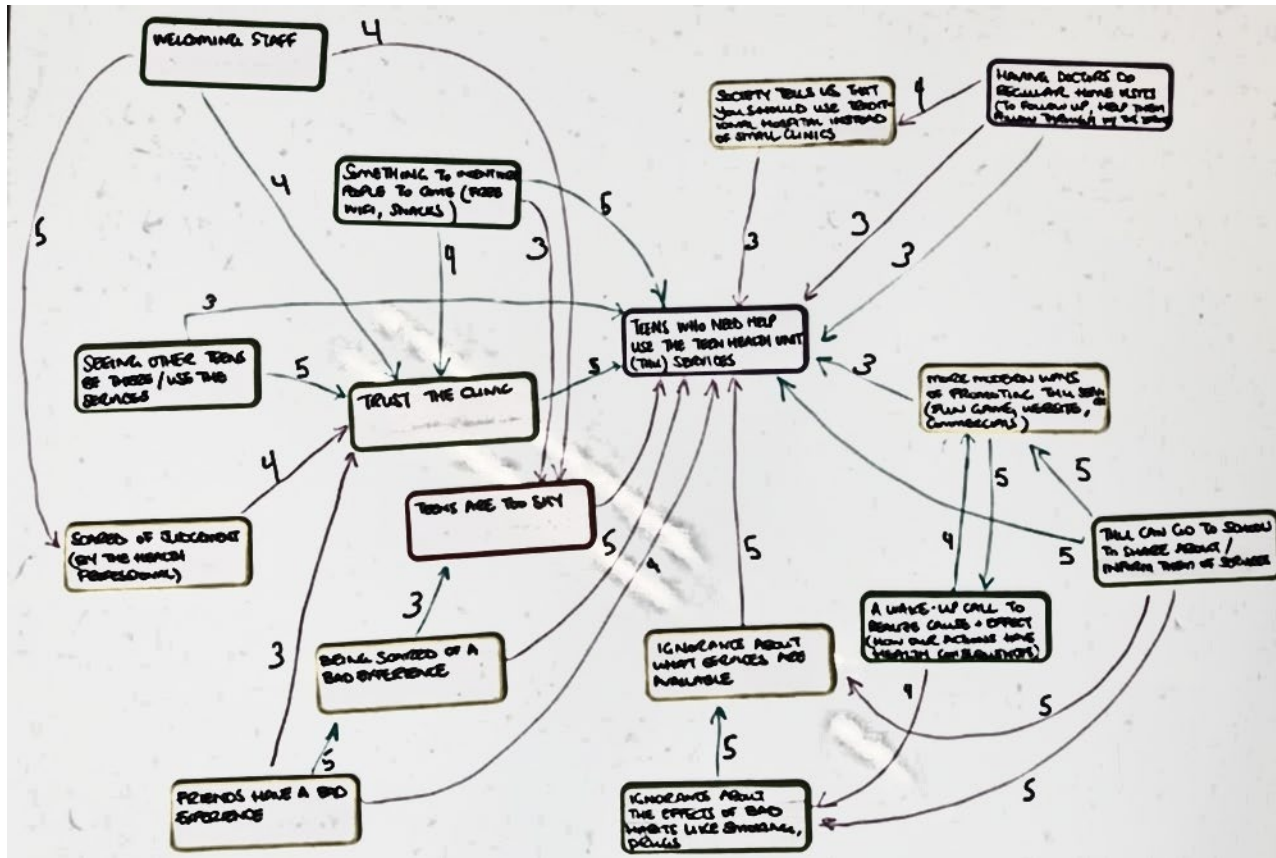


N=27 Teen Participants

Grade	9	1
	10	23
	11	3
Mean Age (years)		15.4
Gender	Male	9
	Female	17
	Non-Binary	1
Language at home	English	19
Perceived relative household finances	Better	9
	Same	15
	Lower	3



Fuzzy Cognitive Maps



	# Maps	# Participants
Students	11	27
THU Staff	6	8
Counsellors	4	4
Total	21	39

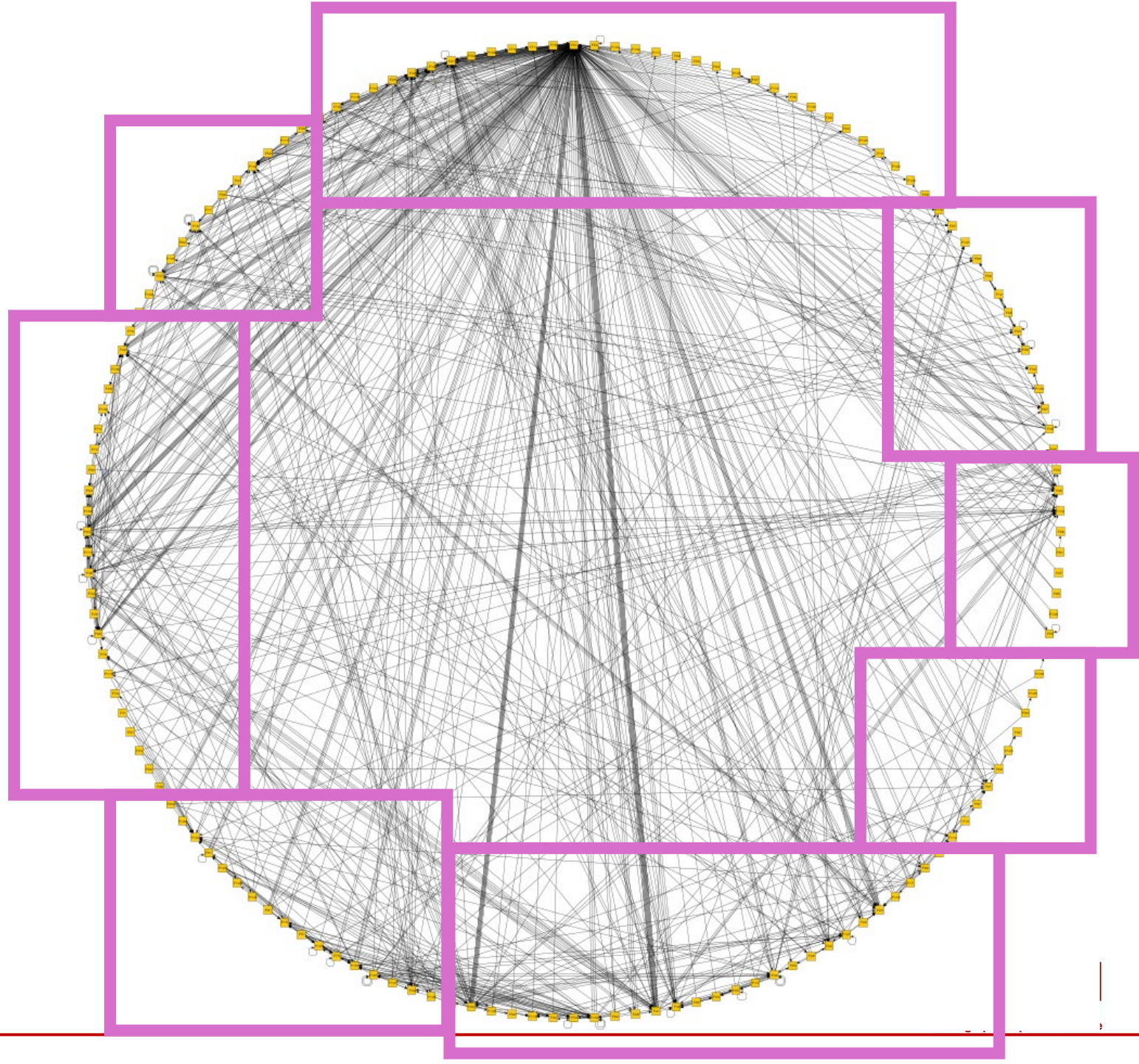


21 maps

848 relationships

148 factors

15 categories
of factors





Teenagers



Counsellors



THU Staff



Teens who need help use the THU services

1
Outreach/Advertising of THU services

2
Teens are scared or shy to go

3
Accessibility and convenience of the clinic services

4
Teens' health awareness and education

5
High Quality Services at the THU



Teenagers



Teens who need help use the THU services

1 Supportive school environment

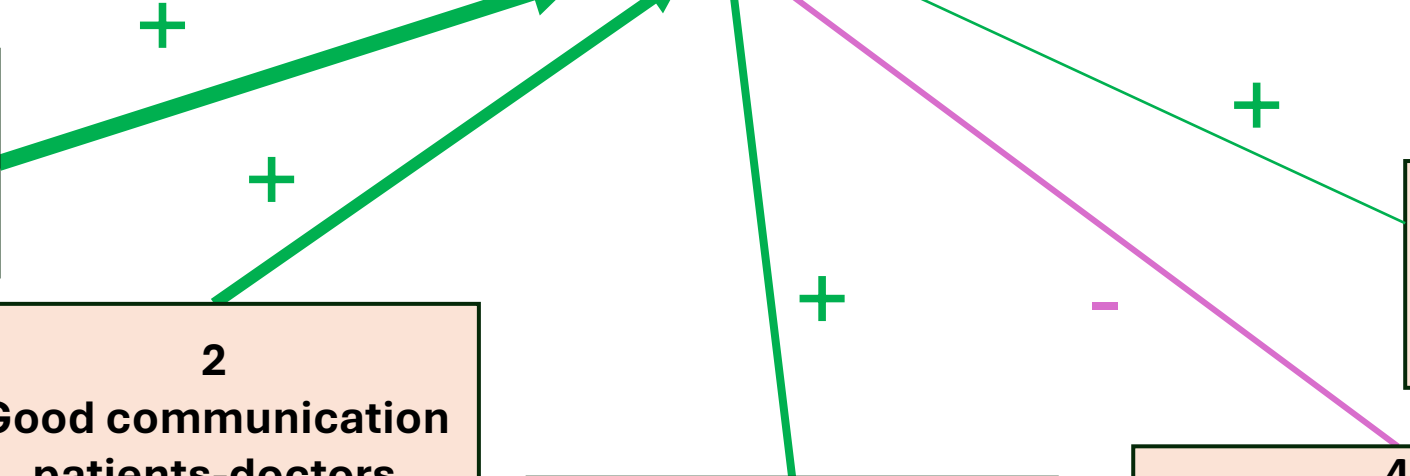
2 Good communication patients-doctors

3 Outreach/Advertising of THU services

4 Barriers to Accessing Health and Social Services

5 High Quality Services at the THU

Counsellors



Teens who need help use the THU services

1
Outreach/Advertising of THU services

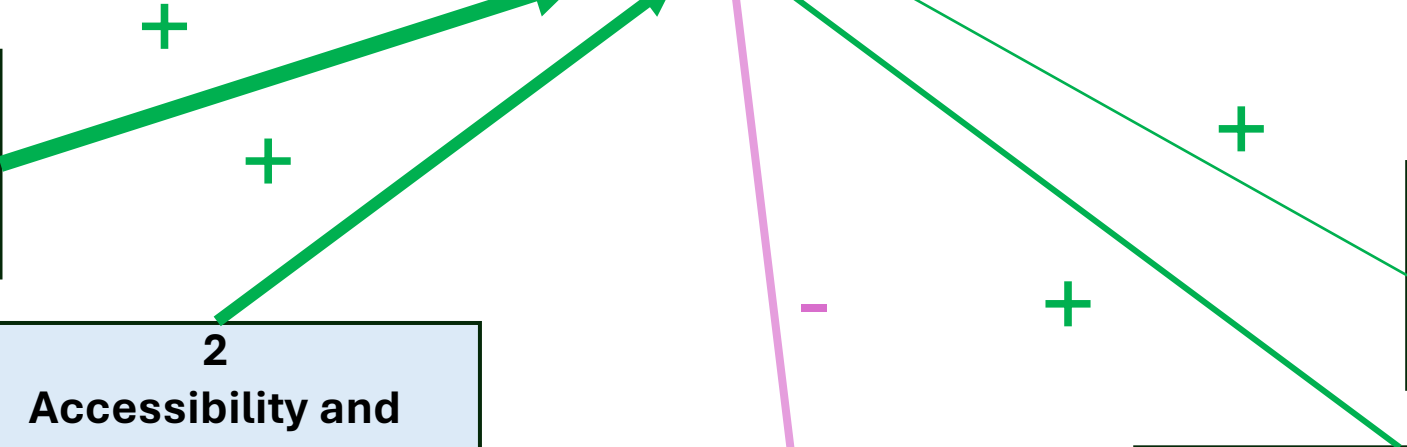
2
Accessibility and convenience of the clinic services

3
Teens are scared or shy to go

4
Good communication patients-doctors

5
Parental Involvement and Support

THU Staff



Category	Students	Counsellors	THU
Outreach/Advertising of THU services	1	3	1
Teens are scared or shy to go	2	8	3
Accessibility and convenience of the clinic services	3	9	2
Teens' health awareness and education	4	6	10
High Quality Services at the THU	5	5	8
Supportive school environment	7	1	7
Good communication patients-doctors	10	2	4
Barriers to Accessing Health and Social Services	11	4	6
Parental Involvement and Support	8	6	4



Deliberative dialogues to discuss findings

Deliberative dialogues



- What do you think about these results?
- What might explain the differences we see?
- What actions would you suggest based on these results and your own experience??

Deliberative dialogue proposals



- Pop-up clinic
- Tailor outreach services for different schools
- Representative of THU present in school once a week
- Developing connections with teens to foster trust/safety
- Being able to contact THU anonymously
- Change society/culture stigma regarding mental health

THU Action Items



- **THU website:** - Include pictures of staff/interns/admin with personal blurbs
- resources for patients and parents
- **QR code** that links directly to the THU website (Post at the school entrance or guidance counselor's office or give slips of paper with our QR code)
- **Outreach high school visits:** introduce THU so that the students are familiarized to personnel and procedures

Special thanks to:

***McGill Primary Care Practice-based Research Network (PBRN)
Teenage Health Unit, Herzl Family Practice Centre
English Montreal School Board (EMSB)***



Keep in touch! Contact us here:

Dr Yvonne Quan | ton-yee.quan@mcgill.ca
Dr Anne Cockcroft | anne.cockcroft@mcgill.ca
Dr Iván Sarmiento | ivan.sarmiento@mcgill.ca



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