



# School-Based Health Center (SBHC) Program Glossary

## Legend

Definitions related to the Revised Quality Standards for Colorado School-Based Health Centers.

Other definitions.

Term	Definition
24-hour, seven days a week coverage	The arrangement for 24-hour, seven days per week coverage for services needed by users of the school-based health center. This can be done through the SBHC's medical affiliation, partnerships with other providers, or a trained triage service. SBHC users should have access to an after-hours trained triage line or provider who will assess the concern and determine the appropriate action (e.g. home treatment, next day clinic appointment, urgent care visit, or in cases of true emergency, emergency department referral).
Activities	Actions, events and efforts implemented and completed with given resources and within designated timelines that are core to the mission, purpose and design of the organization.
Apex Education, Inc. (a.k.a Apex)	The vendor selected for the SBHC Program evaluation, including data collection, analysis and reporting.
Apex Hub	The electronic repository system managed by Apex Education, Inc. for data collection, analysis and reporting.
Behavioral Health Provider	A licensed psychologist or psychologist candidate, licensed clinical social worker (LCSW) or licensed social worker (LSW) supervised by an LCSW, licensed marriage and family therapist or marriage and family therapist candidate, licensed professional counselor or licensed professional counselor candidate, psychiatric nurse practitioner, psychiatrist and registered psychotherapist qualified to provide psychotherapy* as defined by the Colorado Department of Regulatory Agencies (DORA), <a href="#">Colorado Revised Statute 12-43-201(9)(a)</a> . Behavioral Health Providers must comply with all rules and regulations of their respective boards and professions.
Behavioral Health Services	The provision of outpatient services for the prevention, assessment, early intervention, and treatment of mental health and substance abuse issues as well as the behavioral aspect of medical conditions by a trained, qualified behavioral healthcare professional.
Benchmark	A standard or point of reference against which things may be compared or assessed.
Care Coordination	The brokering of services for patients to ensure that health and social service needs are met and services are not duplicated by the organizations involved in providing care.
Care Coordinator	The person in an organization who is responsible for ensuring that a patient gets needed health and social services.

<b>Certified Electronic Health Record (EHR)</b>	According to the Centers for Medicare and Medicaid Services (CMS), certified EHR technology gives assurance to purchasers and other users that an EHR system or module offers the necessary technological capability, functionality, and security to help them meet the meaningful use criteria. Certification also helps providers and patients be confident that the electronic health IT products and systems they use are secure, can maintain data confidentially, and can work with other systems to share information.
<b>Children and Youth</b>	A person or people with the condition or quality of being young, specifically ages 0 -21 years, in conformity with the definition used by the public education system.
<b>Collaboration</b>	The extent to which an agency/organization works/interacts with other public, private, and not-for-profit prevention and intervention entities at the national, state, regional or local level for purposes of resource sharing, coordination of effort, case management, and/or avoidance of duplicative services
<b>Colorado Immunization Information System (CIIS)</b>	Colorado immunization registry.
<b>Community</b>	A specific group of people, often living in a defined geographic area, who share a common culture, values and norms, and who are arranged in a social structure according to relationships the community has developed over a period of time.
<b>Community Settings</b>	Workplaces, schools, healthcare settings, community-based organizations, faith-based organizations, and character-based organizations as defined by a specific community.
<b>Community-Based Organization</b>	A public or private nonprofit organization (including a church or religious entity) that is representative of a community or a significant segment of a community, and is engaged in meeting human, educational, environmental, or public safety community needs.
<b>Community Health Worker (CHW)</b>	Also referred to as lay health worker, community outreach worker, community health advisor, promotora or lay health advocate. A CHW is a lay member of the community who is trained in some way to deliver an intervention to community members in community settings. In Colorado, training is provided by community -based organizations deploying CHWs and the community college system. Typically, CHWs share ethnicity, language, SES and life experiences with the community members they serve. Historically, CHWs have worked primarily with vulnerable, underserved populations and are deployed by community-based organizations.
<b>Comprehensive Behavioral Health Risk Assessment</b>	A behavioral health tool for use of assessing risk behaviors of children and youth.
<b>Cultural Competency Plan</b>	An organization’s plan to identify and address racism, sexism, classism, and homophobia on the personal and organizational level. This includes an examination of agency strengths and weaknesses and a specific plan to increase the cultural competency of individual staff and the agency as a whole.
<b>Culturally Responsive</b>	The lifelong development of skills demonstrated by a set of behaviors, values and policies enabling an individual, agency/organization to work effectively and inclusively across diverse cultural situations. Criteria for assessing cultural competence include: whether agency board members, staff, interns and volunteers reflect the community to be served; ongoing professional development available for all of the previously mentioned groups; and opportunities for dialogue and feedback from culturally diverse clients and communities.
<b>Depression Screening</b>	A standardized and validated tool to identify youth at risk for depression.
<b>Designated Healthcare</b>	A provider who has obtained a license to practice independently with the population being

<b>Provider</b>	served and prescriptive authority (e.g., a physician, a doctor of osteopathy, or a nurse practitioner).
<b>Electronic Health Record (EHR) / Electronic Medical Record (EMR)</b>	<a href="http://www.healthit.gov/buzz-blog/electronic-health-and-medical-records/emr-vs-ehr-difference/">http://www.healthit.gov/buzz-blog/electronic-health-and-medical-records/emr-vs-ehr-difference/</a>
<b>Electronic Student Health Questionnaire (eSHQ)</b>	An electronic system that collects data from directly from School-Based Health Center users in order to assess behavioral health risks and provides clinical guidance to School-Based Health Center providers.
<b>Revenue Report</b>	An annual financial report required of all SBHC grantees to document sources and amounts of revenue to support and sustain SBHC site operations.
<b>Evaluation</b>	The systematic process of collecting and analyzing information and data about a project, intervention or initiative and using the results for decision-making purposes and to ascertain achievement and/or value of the effort. Evaluations can include needs assessments.
<b>Fiscal Year (FY)</b>	The SBHC Program funding period defined as July 1 <sup>st</sup> through June 30 <sup>th</sup> of each year.
<b>Frontier</b>	The Colorado Rural Health Center classifies frontier counties as those counties with a population density of six or fewer persons per square mile.
<b>Goal</b>	A broad statement that conveys the end toward which an effort is directed, such as to change, reduce, or eliminate a problem. A goal identifies the intended long-term results.
<b>Health Equity</b>	When all people, regardless of who they are or what they believe, have the opportunity to attain their full health potential. Achieving health equity requires valuing all people equally with focused and ongoing efforts to address inequalities.
<b>Health Literacy</b>	Is the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions ( <a href="https://health.gov/communication/literacy/quickguide/factsbasic.htm">https://health.gov/communication/literacy/quickguide/factsbasic.htm</a> )
<b>Health Promotion</b>	The provision of information and/or education that makes positive contributions to health status. Health Promotion is the promotion of healthy ideas and concepts to motivate individuals to adopt behaviors that support physical, emotional, social, spiritual and intellectual health.
<b>Indicated Prevention</b>	Identification of persons who exhibit early signs of substance abuse/associated behaviors who are targeted with special programs. In the field of substance abuse, an example of an indicated prevention service might be a program for high school students who experience truancy, failing grades, and depression.
<b>Indicators</b>	The specific items measured to depict the status of a goal or condition of interest. Indicators must be specific, observable, time-specific, and measure a characteristic or change demonstrating progress toward a goal or achievement of a specified outcome.
<b>Integrated School Health Services</b>	A community-based, collaborative approach to identifying the needs of children and youth; defining agreed-upon goals and outcomes; identifying needed resources in the educational, healthcare, and social services sectors; and linking resources as coordinated care within a school setting.
<b>Key Staff</b>	The principal staff and other individuals who contribute to the development and/or execution of a project and are involved in a substantive, measurable way, whether or not

	they receive salaries or compensation. Consultants/contractors may be considered key personnel, if they meet this definition.
<b>Lead Agency (Sponsor)</b>	The organization that serves as the main point of contact and is the primary responsible party for coordinating all activities and communications with respect to SBHC operations and interactions with CDPHE.
<b>Lead Medical Sponsor</b>	The lead medical sponsor must be a licensed medical provider in the community such as: local public health agencies, community health centers, rural health centers, hospitals, private medical practices, nurse practitioner practices, university medical centers, community mental health centers that provide primary care, managed care organizations, and independent, nonprofit medical practices.
<b>Logic Model</b>	A planning tool to describe and graphically display what your project intends to do and what it hopes to accomplish and impact. Logic models are not static documents. Logic models should be revised periodically to reflect new evidence, lessons learned, and changes in context, resources, activities or expectations.
<b>Long-Term Outcomes</b>	Measures of the long-term impact of a project as directly related to the project goal and often occurring after the project is completed. These outcomes are the ultimate reason for undertaking a project, but may not be measurable during the project period. Typically, these outcomes include long-term changes in behaviors, practices, decision-making and/or social conditions.
<b>Low-Income</b>	Income eligibility guidelines used by the US Department of Agriculture for free and reduced priced meals and/or income eligibility used for the Medicaid or Child Health Plan Plus programs.
<b>Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)</b>	A documented, signed agreement designed by two or more parties that defines the terms under which all parties will work together.
<b>Minimum Data Set (MDS)</b>	The minimum data elements required of every SBHC site funded by the SBHC Program as part of the SBHC Program evaluation.
<b>Monthly Level of Operations (MLOs)</b>	A document that shows the summary of encounter level data and confirms receipt of data that are submitted to Apex Education, Inc.
<b>Needs Assessment</b>	A systematic process to acquire an accurate, thorough picture of a community's strengths and weaknesses, including use of current and relevant data, in order to improve it and meet existing and future needs and challenges.
<b>Not-For-Profit Organization</b>	Organizations created by statute, government or judicial authority that is not intended to provide a profit to the owners or members, and are designated 501(c) 3 and 501 (c) 4 organizations by the Internal Revenue Service.
<b>Objectives</b>	The concrete, measurable steps to achieving an intended outcome/impact as guided by the project goal. Objectives must be <b>SMART</b> (Specific, Measureable [quantifiable], Achievable, Realistic and Time-Bound). Objectives state specifically what will be done, by who, by when, and the method of measurement.
<b>Operations Plan</b>	A documented plan of operation required of every SBHC site funded by the SBHC Program, which also acts as an on-line, interactive tool of the Apex Hub.
<b>Oral Health Services</b>	Oral health includes an accessible and affordable source of care provided either on-site or by referral. For school-based health center sites unable to perform as a dental home, oral health services may include preventative modalities (fluoride and dental sealants), oral health screening and assessment, and local referral systems when necessary for

	treatment.
<b>Organizational Structure</b>	The hierarchical arrangement of lines of authority, communications, rights and duties of an organization dependent upon objectives and strategy. Organizational structure determines how the roles, power and responsibilities are assigned, controlled, and coordinated, and how information flows between the different organizational levels.
<b>Outputs</b>	The direct and immediate product of an activity/effort. They can include the type, level, and extensiveness of your activity (e.g. total numbers served or total times an activity is completed).

<b>Patient Navigator (PN)</b>	Also referred to as lay navigator, health navigator or resource navigator. A PN assists individuals in reducing and eliminating barriers to health care access and in negotiating complex health delivery systems. In Colorado training programs are available to prepare PNs for this role, ranging from community college certificate programs, on-line trainings and university offerings. Typically, PNs are employed by health delivery systems including primary care, specialty care and managed care.
<b>Population-Based Approach</b>	A focus on groups of individuals rather than a single individual. Population-based interventions emphasize multi-component projects that address social norms and the needs of a group.
<b>Performance Work Plan</b>	A CDPHE template defining contractor work activities, standards, requirements and deliverables including due dates.
<b>Positive Youth Development</b>	Positive youth development is an approach, not a program, that guides communities in developing and implementing services and supports so that children and young people are engaged to reach their full potential. Positive youth development depicts children, youth and young adults as resources to cultivate, not problems to fix, by incorporating the following guiding principles: strength-based, youth engagement, youth-adult collaborations, cultural responsiveness, inclusive of ALL youth, collaboration, and sustainability.
<b>Primary Care Provider</b>	A physician, a doctor of osteopathy, a nurse practitioner or a physician assistant with prescriptive authority and eligible for reimbursement from Medicaid and the Child Health Plan Plus, through independent practice or supervision by a physician.
<b>Public Engagement</b>	Process(es) in which activities and benefits can be shared with the public. Engagement is a two-way process, involving interaction and listening, with the goal of generating mutual involvement and benefit.
<b>Quality Improvement</b>	Systematic and continuous actions that lead to measurable improvement in health care services and the health status of targeted patient groups
<b>Referral System</b>	A process of sending or directing SBHC users to an identified provider for a particular service, made available to users of the school-based health center through a contract or agreement with said service provider, and operationalized by the school-based health center through policy and protocol.
<b>Resources/Inputs</b>	Resources, also referred to as inputs, include all of the human, financial, organizational, and community resources necessary to successfully implement and complete a project.
<b>Revenue</b>	Money that is made by or paid to an organization and is used to operate a SBHC.
<b>Revised Quality Standards for Colorado School-Based</b>	A document that defines the elements of a quality school-based health center.

<b>Health Centers (a.k.a. Standards)</b>	
<b>Rural</b>	All population, housing and territory not included within an urban area.
<b>School-Based Health Center (SBHC) Program.</b>	The grant program administered by the Colorado Department of Public Health and Environment, Prevention Services Division pursuant to C.R.S. 25-20.5-501-503.
<b>SBHC Service</b>	SBHC service is defined by meeting all of the following criteria: Both billable and non-billable services that meet these criteria must be reported to the SBHC evaluator via data export. (1) User (ages 0-21 years) is enrolled in a SBHC site with a signed parental consent form on file. (2) Service is provided by a primary care provider, registered nurse, behavioral health provider, dental provider, dietician or nutritionist, patient navigator/care coordinator or health educator. Only 1:1 health education visits are reportable; group activities do not count. (3) Provider must be employed or contracted to work in a SBHC site or provide services through a formal memorandum of agreement with the SBHC site. Services provided by the school nurse or school counselor/school social worker do not count. (4) Service information is entered into the patient's electronic health record (EHR) and includes demographics, insurance status, CPT/ICD codes, provider of service and date of service. (5) Service is provided within the SBHC or provided by SBHC staff within a school or on a school campus. (6) Case conferencing with or without patient/family present is considered a SBHC service only if information is entered into the EHR and meets the above criteria.
<b>SBHC User</b>	Children and adolescents between the ages of birth to < 21 years who receive any SBHC service and have a signed, parental and/or patient consent form on file with the SBHC site. This term is sometimes used interchangeably with "SBHC enrollee."
<b>School-wide Oral Health Service</b>	For purposes of counting, a school-wide dental service is defined by meeting all of the following criteria. Both billable and non-billable services that meet this criteria must be reported to the SBHC Program as required. (1) User of the service may or may not be enrolled in the SBHC. (2) Service is provided by a dental professional, i.e., dental hygienist or dentist. (3) Service is provided outside of the SBHC site but within a school or on a school campus. (4) Service is provided as a direct result of the SBHC site, meaning SBHC staff provides the service, and/or SBHC staff coordinates the provision of the service. (5) Data about the visit is NOT entered into the patient's electronic health record used by contracted or employed SBHC staff, but is available in aggregate form. Dental services entered into a patient's EHR are considered a "SBHC service" and are reportable to the SBHC Program evaluator via a data export.
<b>Self-Pay</b>	A person who pays for his/her care directly either because he/she does not have insurance coverage or he/she elects not to use his/her insurance coverage.
<b>Short-Term Outcomes</b>	Measures of the initial impact (within one to three years) of a project as directly related to the project goal. Typically, these outcomes include increases in awareness and knowledge, and shifts in attitudes.
<b>School-Based Health Center Program Site Visit Record</b>	Documentation of on-site monitoring, technical assistance, corrective action and any other activity related to a site visit with a SBHC Program grantee.
<b>Stakeholder</b>	People who have a vested interest in the planning, development, implementation, and evaluation of a project or process.
<b>Statewide</b>	Areas extending throughout all parts of a state.
<b>Strategic Plan</b>	A plan indicating an organization's priorities, focus and resources to strengthen operations, ensure that employees and other stakeholders are working toward common goals, establish agreement around intended outcomes/results, and assess and adjust the

	organization's direction in response to a changing environment. The plan guides fundamental decisions and actions that shape what an organization is, who it serves, what it does, and why it does it, with a focus on the future. Effective strategic planning articulates not only where an organization is going and the actions needed to make progress, and how it will know if it is successful.
<b>System of Care</b>	A system of care incorporates a broad array of services and supports that is organized into a coordinated network, integrates care planning and management across multiple levels, is culturally and linguistically competent, and builds meaningful collaborations with families and youth at service delivery and policy levels.
<b>Target Population</b>	The particular group(s) of people identified as the intended recipient of an intervention/services.
<b>Third-Party Payer</b>	Generally refers to healthcare entities, other than the patient, that finance or reimburse the cost of health services. In most cases, this term refers to insurance carriers, other third-party payers, or health plan sponsors (employers or unions).
<b>Underinsured</b>	A person without adequate insurance coverage, public and/or private.
<b>Unduplicated Count</b>	To count someone or something only once per funding period. For example, each individual is counted only once when asked for the "unduplicated number of SBHC users served" regardless of how many services the individual received.
<b>Uninsured</b>	A person not covered by insurance, public and/or private.
<b>Urban</b>	An area of 50,000 or more people.
<b>Well Child Check (WCC)</b>	A comprehensive, age-appropriate preventive health assessment that follows the Bright Futures guidelines for pediatric preventive health care. It includes a health and developmental history; comprehensive unclothed physical exam; appropriate immunizations and lab tests, and health education/anticipatory guidance.
<b>Work Plan</b>	A roadmap with specific and realistic action steps, resources and timelines for the successful achievement of goals and objectives.
<b>Youth Engagement (Involvement)</b>	Youth participate in relevant and meaningful ways to assess needs and design, implement, evaluate and improve the services they receive.