

Parents Matter: Building Partnerships for Success

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Disclaimer

- ❑ We do not have any conflict of interest to report.
- ❑ But, we are not the parents of teens



Disclaimer



But give us some credit!



ODDLER
ERRIBLE TWOS
WEENS
EENAGER
ROUBLE



Today's objectives

- ❑ Review why parents matter to youth
- ❑ Learn tips for engaging parents of youth
- ❑ Discuss a family oriented approach to providing confidential adolescent care
- ❑ Understand parenting behaviors that promote healthy youth development and how adolescent providers can support those behaviors

Why do parents matter?



Research on how parents matter

- ❑ Families remain central in lives of younger and older teenagers.
- ❑ Workplace pressures have deprived our teens from 10-12 hours of parental time.
- ❑ Family closeness, connection, communication, & engagement relate to a *more* respectful, empathetic, physically healthful teen who exhibits *less* problem behavior.

Blum et al, 1997; Resnick et al 1997; Youngblade et al 2007

Research on how parents matter

How do they matter?

- Being at home at key points of the day.
- Conveying high expectations for school success and behavior.
- Restricting access to guns, alcohol, cigarettes, and drugs.
- **Instilling a sense of belonging in their children.**

Parents need to continue to be parents

- ❑ Youth require opportunities to try out new skills, but the stakes are high.
- ❑ Despite need for autonomy, youth report that their parents matter
 - Teens say that parents (47%) influence their decisions about sex more than friends (18%)
 - Teens rely on parents for making important decisions more than anyone else

With One Voice 2007. National Campaign to Prevent Teen Pregnancy.
Bostrom M. The Frameworks Institute, 2000.

Intro exercise

- Let's reflect together on working with parents. What are the:
 - Benefits?
 - Barriers?
 - Skills we need?

Family Centered Adolescent Care

▣ Our definition:

- Youth-guided
- Family-driven
- Ecodevelopmental orientation
- Confidential

About Aquí Para Ti (Here For You)

- ❑ One of Aquí Para Ti's core elements is to be culturally appropriate:
 - Familism is one of the strongest of all Latino cultural values
- ❑ To honor that, the program uses a confidential, family-centered approach, protecting patient privacy (confidentiality) while encouraging family members to work together to support the healthy development of the child.

Program Elements

- ❑ Culturally appropriate
- ❑ Confidential family-centered approach
- ❑ Resilience oriented-Youth Development Approach
- ❑ Comprehensive services & multidisciplinary team
- ❑ Community based
- ❑ Patient support and coordination of services

Patients Served

*From July 2002 to November
2009 APT has served:*

848 youth

- 68% Female*
- 68% teens (11-18)*
- 32% young adults (19-24)*
- 71.5% speak Spanish at home*

380 parents



About Aquí Para Ti (APT)

- ❑ Agency for Healthcare Research and Quality (AHRQ) has recently recognized the APT approach as innovative
- ❑ To learn more about APT, see the profile AHRQ created on our program
- ❑ <http://www.innovations.ahrq.gov/content.aspx?id=2784>

About Aquí Para Ti:

Interview with youth (random, 30)

- ❑ 93% felt “comfortable” or “very comfortable” with the youth clinic staff.
- ❑ 100% felt they could trust the providers and staff of APT and that the clinic staff listened to their needs as patients.
- ❑ 87% reported their experiences with the APT clinic were extremely different from other clinics and the teens overwhelmingly attributed these differences to recurring themes of trust in APT staff.

About Aquí Para Ti:

Interview with youth (random, 30)

- ❑ 80% reported working with APT staff on issues related to parent or family members.
- ❑ 77% of those patients felt that the solutions proposed by APT staff made sense.
- ❑ 60% of the patients who worked with APT on familial issues felt like the related problems have improved since their first visit to APT.

"me and my mom and my family are better since I came here...we solve problems better"

"in relation to my family, before we didn't talk about the things that I was doing but now we are more communicative"

"I can talk to my mom about anything now. Our relationship is stronger. We're more assertive like communication wise."

"They taught me how to not just keep inside how you feel, to talk with parents instead of only thinking and not saying things. It helped me a lot to communicate myself with my parents."

About Aquí Para Ti: Parent Focus Group (n=15)

Parents identified the core elements of APT:

- ❑ Confidential, family-centered approach

"When I came for the first time it captured my attention the way they conducted their interviews, I like the privacy, that the doctor talks with the kids, and afterwards independently talks to us"

- ❑ Comprehensive services

"They are attentive to what happens at home, in the school, and the problems that happens at school, they talk about it... they talk to the health educator or the coordinator"

- ❑ Culturally and linguistically appropriate services:

"They have a way, the touch, to communicate with someone from a small village from a Latin American country, and explain them how things are around here. This is something that is missing (other places), it is missing a lot..."

"They care for our children as if they were their own."

How can we best engage parents?



Reflection

- ❑ Think about the barriers you identified earlier to engaging parents.
- ❑ What tools would make engaging parents easier?

Getting ready...

- ❑ Look for an ally
- ❑ Have your referrals in place
- ❑ Make connections with organizations that complement your work
- ❑ Have your toolkit ready



Prepare your toolkit!

- ❑ Materials on confidentiality
- ❑ Parent questionnaires
- ❑ Material on normalizing adolescence
- ❑ Positive parenting information

The APT Parenting Toolkit

<http://www.hcmc.org/depts/hcclinics/AquiparaTiProgram.htm>

The screenshot shows a Microsoft Internet Explorer browser window displaying the Aquipara Ti Program website. The browser's address bar shows the URL <http://www.hcmc.org/depts/hcclinics/AquiparaTiProgram.htm>. The website header features the Hennepin County Medical Center logo on the left, a central image of a hospital hallway with a person in a wheelchair, and the text "Clinics & Specialties" and "Every Life Matters." on the right. Below the header is a navigation bar with links: "Hennepin A-Z", "Clinics & Specialties", "General Info", "Search", and "Home". The main content area is divided into three columns. The left column contains links for "Information for Patients, Family and Visitors", "Information for Health Care Professionals", and "A Nationally Recognized Medical Center". The middle column is titled "Aquí para Ti (APT) / Here for You Clinic for Latino Youth" and contains a paragraph about the program, followed by the location "APT is based at Hennepin East Lake Clinic, 2700 East Lake Street, in Minneapolis" and the clinic hours "Monday -- 1:30 to 4 p.m. Thursday -- 1:30 to 4 p.m." with a call to action "To make an appointment, please call: 612-545-9245." The right column is titled "What's New at APT" and lists two items: a video about translating health care and a new program for Latino parents of 10-14 year olds. Below these are two yellow boxes with the titles "Padres Informados, Jovenes Preparados" and "Informed Parents, Prepared Youth", each with a link to learn more.

Hennepin County Medical Center

Clinics & Specialties

Every Life Matters.

[Hennepin A-Z](#) | [Clinics & Specialties](#) | [General Info](#) | [Search](#) | [Home](#)

Information for Patients, Family and Visitors

Information for Health Care Professionals

A Nationally Recognized Medical Center

Aquí para Ti (APT) / Here for You Clinic for Latino Youth

Aquí para Ti (APT) Here for You is a clinic-based development program for Latino youths ages 11 to 24 and their families. APT was created in 2002 to support Latino adolescents, who are often being raised in a culture very different than that of their parents. APT is funded by the Eliminating Health Disparities Initiative of the the Minnesota Department of Health.

APT is based at
Hennepin East Lake Clinic,
2700 East Lake Street, in Minneapolis

APT Clinic Hours
Monday -- 1:30 to 4 p.m.
Thursday -- 1:30 to 4 p.m.
To make an appointment, please call:
612-545-9245.

What's New at APT

- **"Translating Health Care" Video**
- New York Times video about the challenges of delivering health care to immigrant populations. Dr. Michael Belzer, Dr. Veronica Svetaz, and Deb Boehm, RNCP interviewed
- **Nuevo programa para padres Latinos de jóvenes adolescentes 10-14**

"Padres Informados, Jovenes Preparados"
Haga clic aquí para obtener más información en español.

"Informed Parents, Prepared Youth"
Click here to learn more in English about this new program to support immigrant Latino parents in parenting their adolescents ages 10-14

Teen Parenting Toolkit

Booklets on Parenting Teens (from Shoulder to Shoulder: Raising Teens Together organization)

- **Entre Padres**
- **For Parents**

Normalizing Adolescence (from the Teenage Medical Service)

- **Early Adolescence (10-13 years)**
- **Primera Etapa de la Adolescencia (10-13 años)**
- **Middle Adolescence (14-16 years)**
- **Segunda Etapa de la Adolescencia (14-16 años)**
- **Late Adolescence (17-21 years)**
- **Última Etapa de la Adolescencia (17-21 años)**

Other Parenting Resources

The National Campaign to Prevent Teen and Unplanned Pregnancy Materials

- **Parent-Adolescent Communication about Sex in Latino Families-
A Guide for Practitioners**
- **How Can Parents Talk to their Teens? presentation**
- **Tips for Parents on Talking to their Teens**
- **What Research Tells Us About Latino Parenting Practices
and Their Relationship to Youth Sexual Behavior**

Shoulder to Shoulder Parenting Pamphlets

- **Avoid the "Freak Out" Route**
- **How to Hang with Your Teen**
- **Keeping Teens Safe**
- **Raising Teens in a New Culture**
- **Parent to Parent: Who is Your Teen Hanging Out With?**
- **Talking with Teens**
- **10 Tips to Stay Ahead of the Game**
- **"Tough Talks" with Teens**
- **Watch for Warning Signs**

Parent Questionnaire Form - English

Parent Questionnaire Form - Spanish

Confidentiality Mantra - English

Confidentiality Mantra - Spanish

Components of family centered adolescent care visit

- *Explain* confidentiality - together
- *Engage* parents and youth – try questionnaires for each
- *Address* health and developmental concerns
- *Share* parenting information
- *Support* parents, youth, & their relationship

How can we address confidentiality through a family-centered approach?



Parents need to know...

- ❑ The importance of confidential care for teens and the reasons it exists.
- ❑ Emphasize support
 - “It is important for your child to have more than one adult in their life.”
 - “It is important for you (parent) to have an ally to support you as a parent.”
 - “My role as a provider is to do both.”

Address confidentiality (*with the first HANDSHAKE!!!*)

□ Greetings!!! *ZOO SAB TXAIS TOG.*

And by the way: this is what is going to happen today

□ Confidentiality Mantra

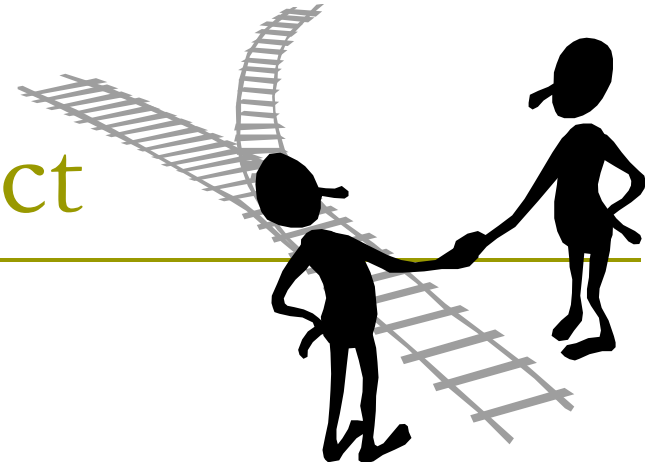
When you talk, parents listen

Research has proven this is the right approach:

- ❑ If you discuss reasons for confidentiality, even among the most conservative families, you will change their minds in 30% of them (Resources: Texas study among families from the Army)
- ❑ Talking about confidentiality or giving a written material about it is equally effective

Hutchinson et al. Pediatrics, 2005.

Begin at the first contact

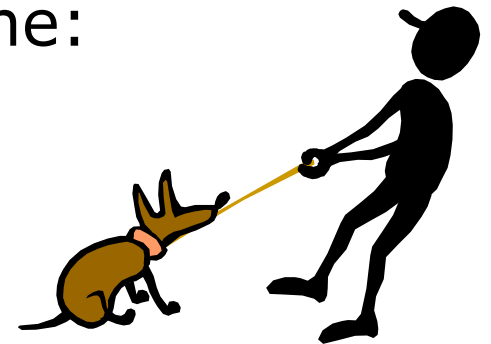


- ❑ Encourage key caregivers to come with the teen
- ❑ Discuss rules about confidential care with parents & teens at the same time
- ❑ Make it clear that this is the way you work with all teens and parents (it is not about a problem with their teen)
- ❑ If teen comes alone encourage communication between teen and parent

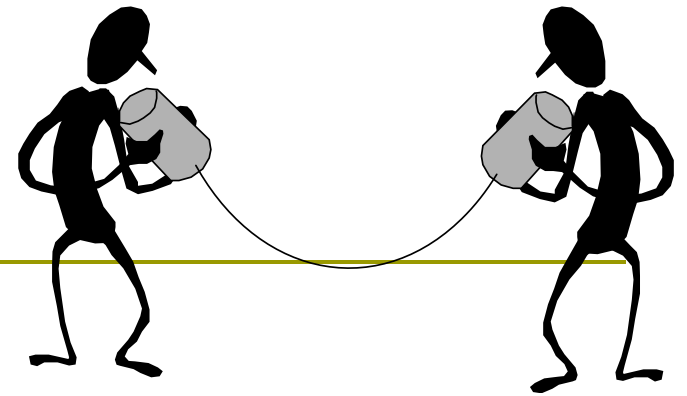
"....The fact that I am not going to tell them does not mean you should do the same"

Including parents

- ❑ Use a parent questionnaire: you will gather important information and it will make them feel included.
- ❑ Schedule a visit that focuses on parenting. You can code your time under the child's visit.
- ❑ Parents can feel threatened and judged by someone talking to their teens alone:
Roll with Resistance...

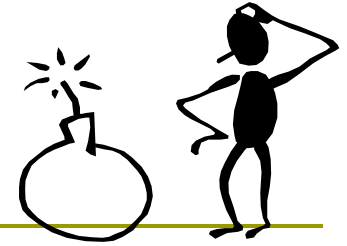


Talking to parents



- ❑ ALWAYS acknowledge their role and their good work as parents
- ❑ Put yourself in their shoes
- ❑ Watch what you say and how you say it
- ❑ Be an active listener
- ❑ Offer support & advice
- ❑ Ask about their living situation & support network

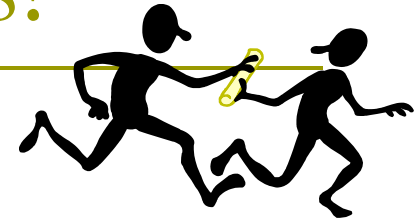
The don'ts for providers



- ❑ Be wary about putting parents and youth in the same room to discuss a problem
- ❑ If you have to, set clear rules from the beginning
 1. Constructive comments only
 2. Active listening
 3. No name calling allowed
 4. No embarrassing stories



What do parents need to know to alleviate some parenting stress?



- ❑ That adolescence is a transition towards independence (normalize adolescence for them)
 - Remind them of the 10 tasks of adolescence, and that one task for teens is to renegotiate their role with adults
- ❑ Toddler tactics do not work with teens
- ❑ This applies across cultures



Early adolescence

(10 to 13 years)

Early adolescence marks a time of rapid changes. The early adolescent begins a journey of developing his or her own identity and begins to become more independent from parents. Below are some common characteristics of early adolescence.

- Young teens may grow a lot, seemingly overnight.
- Increased need for privacy.
- Increased importance of close friends.
- Concern with body changes.
- May spend extra time in front of mirror.
- Often dresses exactly like friends.
- May spend hours on the phone.
- Very sensitive to teasing.
- May not want to join family on outings.
- May not want parents around school or at social functions.
- Can rapidly shift moods.
- Often wonders, “Am I normal?”
- Everything is “boring.”



TAMS
Teen Age Medical Service

MORE ►

The adolescent outpatient clinic of Children's Hospitals and Clinics of Minnesota



Parent tips

- Your child still needs to see that you care.
- Continue to give hugs and tell them you love them.
- Spend at least one evening per week on family activities.
- Ask your child every day about what they are doing and what they think about.
- Eat family meals together.
- Model mutual respect in the family.
- Limit criticism and nagging.
- Do not allow teasing.
- Do not tolerate put-downs.
- Respect your child's need for privacy.
- Reassure your kids that they are normal.
- Look for teachable moments.
- Give your child space when they need it but let them know you're always available. Then, be available for them.

If you need more help with parenting teens, call TAMS at (612) 813-6125 or visit these helpful websites:

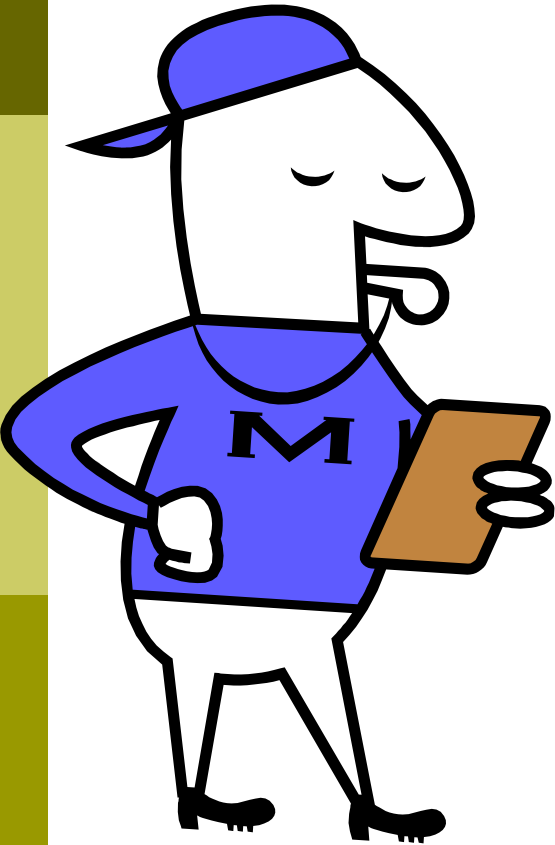
www.shouldertoshoulderminnesota.org
www.parenting.umn.edu
www.talkingwithkids.org



TAMS
Teen Age Medical Service

2425 Chicago Avenue South
Minneapolis, Minnesota 55404
(612) 813-6125

The coach concept for parents



C reate confidence

O bserve

A dvise

C almly let them go to play

H elp them debrief the experience

How can adolescent providers support positive parenting behaviors?



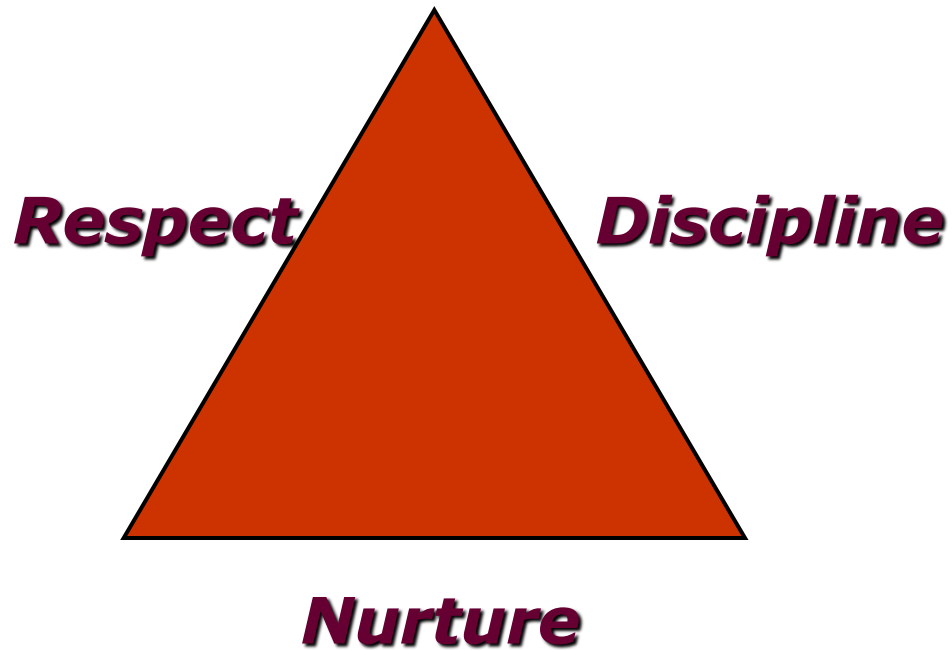
AMA Guidelines for Adolescent Preventive Services (GAPS)

- ▣ *Parents should receive health guidance at least once during their child's early adolescence, once during middle adolescence, and preferably, once during late adolescence including information about:*

Parenting behaviors that promote healthy adolescent adjustment

<http://www.ama-assn.org/ama/upload/mm/39/gapsmono.pdf>

Positive parents...



- ❑ **NURTURE** by being supportive, warm and encouraging
- ❑ **DISCIPLINE** by teaching how to behave, set and enforce limits, and monitor behavior
- ❑ **RESPECT** by encouraging teens to develop their own opinions and beliefs, model civility and allow privacy

Adapted from Shoulder to Shoulder.

<http://www.shouldertoshoulderminnesota.org/files/RAISING%20TEENS.ppt>

Parenting styles

POSITIVE PARENTING

is warm, supportive and encouraging while being firm, consistent and clear with limits and boundaries.

- **HIGH** Nurturance
- **HIGH** Expectations
- **HIGH** Respect

DOMINATING PARENTING

is harsh, punitive and rigid.

- **LOW** Nurturance
- **HIGH** Expectations
- **LOW** Respect

PERMISSIVE PARENTING

is inconsistent enforcement of rules, or no rules at all and a need to be a pal, more than a parent.

- **HIGH** Nurturance
- **LOW** Expectations
- **MODERATE** Respect

UNENGAGED PARENTING

is inconsistent presence in a child's life - teens raise themselves.

- **LOW** Nurturance
- **LOW** Expectations
- **LOW** Respect

Positive parenting is associated with optimal youth outcomes

- ❑ Higher academic performance
- ❑ Less smoking initiation
- ❑ Less drug and alcohol use
- ❑ Less delinquency
- ❑ Fewer somatic symptoms

Steinberg L et al. Child Dev, 1989; Steinberg L. et al. Child Dev, 1992; O'Byrne et al. J Adol Health, 2002; Steinberg et al. Child Dev, 1994.

Why does positive parenting work?

- ❑ It is not just what parents do - the emotional climate is key!
- ❑ Positive parenting creates an emotional context where kids are more open.

Steinberg L. J Adol Health, 2000.

What are the “best practices” for parenting teens?



The five basics of parenting adolescents



1. Love and connect
2. Monitor and observe
3. Guide and limit
4. Model and consult
5. Provide and advocate

Simpson, AR. Raising Teens.
<http://www.hsph.harvard.edu/chc/parenting/>

1. Love and connect

- ❑ Supportive relationships with parents are linked to:
 - Less risk of substance use, depression, delinquency
 - Higher levels of self reliance, school performance, success in future relationships
- ❑ Connection helps in other parenting realms



Most things about their world are changing.
Don't let your love be one of them.

Develop and maintain a relationship with youth that offers support and acceptance, while accommodating and affirming their increasing maturity.

- Watch for moments to show affection
- Expect increased criticism
- Spend time just listening
- Provide meaningful roles for teen in the family
- Spend time together

Simpson, AR. Raising Teens.

<http://www.hsph.harvard.edu/chc/parenting/>

2. Monitor and Observe

- ❑ Monitoring defined as knowing where the youth is, what he or she is doing, and with whom he or she is interacting
- ❑ Practically this means knowing:
 - WHO they hang out with
 - WHAT they're doing
 - WHERE they are
 - WHEN they'll be home

Behavioral benefits of monitoring

	Odds Ratios	P-value
Ever had sex	0.39	<.0001
Violence	0.42	<.0001
Cigarette	0.42	<.0001
Alcohol	0.48	<.0001
Marijuana	0.29	<.0001

Rai AA, et al. J Adol Health, 2003.

Why does monitoring work?

- ❑ Requires voluntary disclosure
- ❑ Teens will disclose in the context of a warm relationship
- ❑ Control of teen's behavior (curfew, dating, etc.) has an independent effect on behavior



Monitor your teen's activities. You still can, and it still counts.

Be aware of teen's activities through a process that involves less direct supervision and more communication, observation, and networking.

- Keep in touch with other adults
- Involve yourself in school events
- Monitor your teen's experiences
- Ask your teen

3. Guide and Limit

- ❑ Limit setting is associated with:
 - Less problem behaviors
 - Better academic performance & social competence
- ❑ Need to also encourage development of teen's decision making skills

Rule Setting

- ❑ Firm rules
 - Those around safety and key family values
- ❑ Flexible rules
 - Those that do not involve safety or key values
- ❑ Rules and expectations should be clear
- ❑ Discipline should be based on nurturing positive behaviors and as a tool for teaching

***Let them safely experience the consequence of their actions** *take away a privilege ***ground them** *expect them to fix it or pay for it ***give them a stern reprimand**

WHEN YOUR TEEN MISBEHAVES

***Set rules** *explain the rules and what happens if they are broken ***use do instead of don't** *ask for their help to solve problems ***use charts to track good behavior** *focus on the positive ***listen** *help them when they get frustrated ***remind them of the rules** *show them "how" ***be consistent** *remove them from situations they can't handle ***say "no" when you need to** *give them a warning ***let them do it again the right way** *ask them politely ***recognize their feelings** *relax ***ask for help when you need it**

HOW TO MANAGE CONFLICT AND TEACH RESPONSIBILITY

***Love them no matter what they do** *recognize your child's special qualities ***spend time together** *catch them being good ***be a good role model** *understand typical things children do at your teen's age ***have fun together** *keep them safe ***listen to what they say** ***remember teens have feelings** *hold them tight ***touch them gently** *keep life on a regular schedule ***expect the best behavior** *prepare them for difficult situations ***help them learn to calm down** *help your teen feel good about who they are and what they do *be clear about what you expect them to do ***don't expect perfection-expect effort** *you don't need to correct every mistake your teen makes ***be someone your teen can trust and count on** *parent with respect

WAYS TO NURTURE YOUR TEEN AND PREVENT MISBEHAVIOR



Loosen up, but don't let go.

Uphold clear but evolving boundaries, maintaining important rules and values but encouraging increased competence & maturity.

- Maintain family rules
- Communicate expectations
- Choose battles
- Use discipline as a tool, not for venting

Simpson, AR. Raising Teens.

<http://www.hsph.harvard.edu/chc/parenting/>

4. Model and Consult

- ❑ Youth pay attention to what parents do and say
- ❑ Setting a good example leads to better skills and attitudes for academics, health habits, & social skills
- ❑ Youth benefit when parents listen, offer advice, negotiate differences and problem solve

Simpson, AR. Raising Teens.
<http://www.hsph.harvard.edu/chc/parenting/>

4. Model and Consult

- ❑ Youth pay attention to what parents do and say
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Simpson, AR. Raising Teens.
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The teen years: Parents still matter; teens still care.

Provide ongoing information and support around decision making, values, skills, & goals.

- Set a good example in behavior & relationships
- Express personal positions
- Answer teen's questions truthfully
- Maintain traditions
- Give teens opportunities

Simpson, AR. Raising Teens.

<http://www.hsph.harvard.edu/chc/parenting/>

5. Provide and Advocate

- ❑ Youth benefit when parents are involved in school and community programs
 - Aids in monitoring
- ❑ Parents and youth benefit from supportive ties between parents



You can't control their world, but you can add to and subtract from it.

Make available a supportive home environment and network of caring adults.

- Network within the community
- Make informed decisions about schools etc.
- Identify people and programs to support you

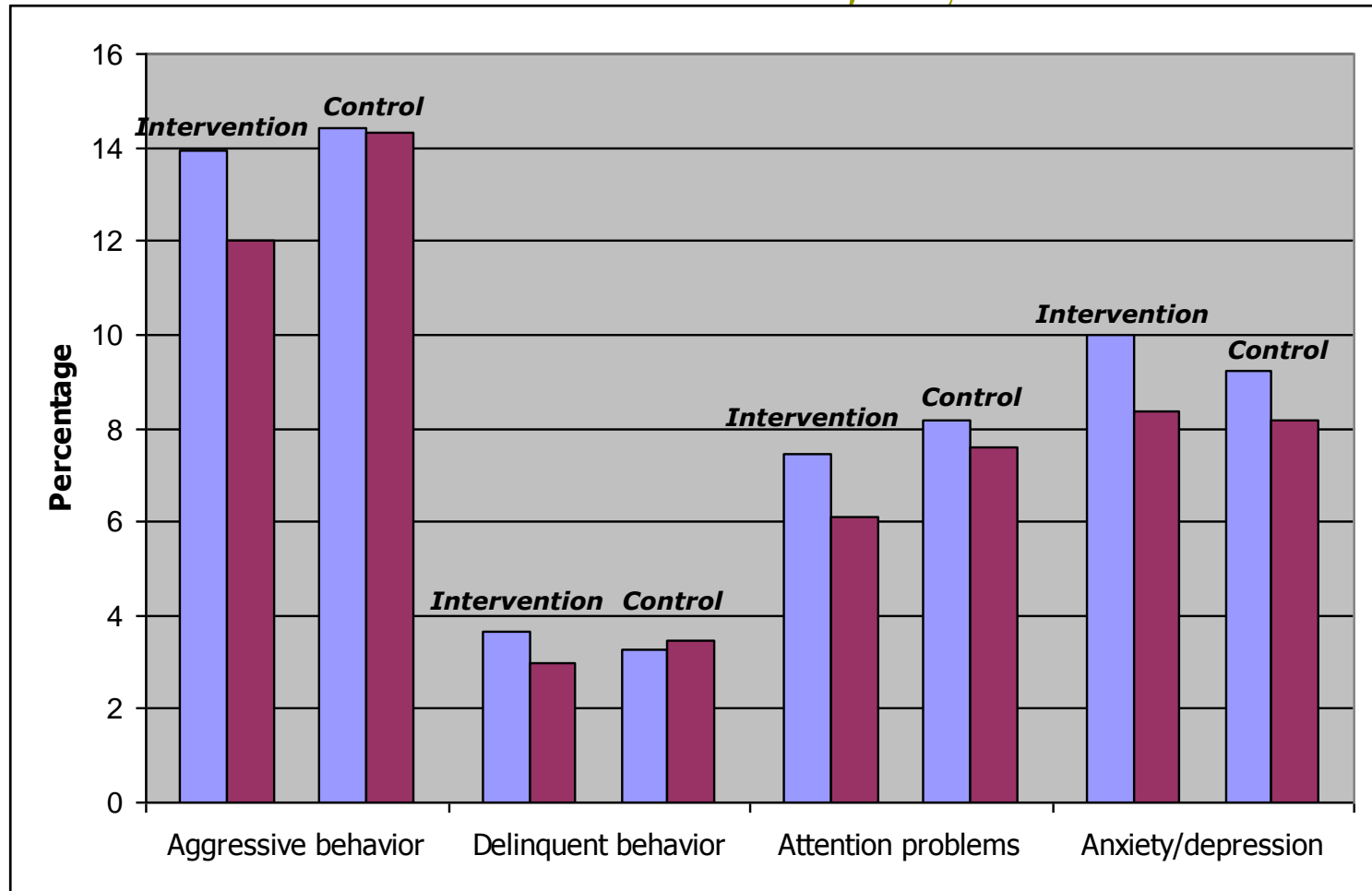
Simpson, AR. Raising Teens.

<http://www.hsph.harvard.edu/chc/parenting/>

Will talking to parents change anything?

- ❑ Parenting is a behavior, and behavioral advice from physicians matters
- ❑ Parenting interventions do change behavior
- ❑ Only one study looks at parent training through a clinical setting

Effects of a Primary Care-Based Intervention on Violent Behavior and Injury in Children



Borowsky et al. Pediatrics, 2004.

Summary



Supporting Parents: Take Home Messages

- ❑ Confidential care benefits families!
 - Share with parents why confidentiality was created to help teens
- ❑ Positive parenting style is associated with optimal adolescent outcomes
 - 5 basics of parenting adolescents
 - ❑ Love and connect
 - ❑ Monitor and observe
 - ❑ Guide and limit
 - ❑ Model and consult
 - ❑ Provide and advocate



Supporting You: Take Home Messages

- ❑ There are many barriers to working well with families in our compartmentalized health care system
- ❑ Remember you are not alone, use your:
 - Allies
 - Toolkit
 - Community connections



Other strategies

▣ Parenting Groups for Parents of Teens!!!

Amazing results, parents love it, and also provides a place to increase social capital or support for some isolated parents.

▣ Come see our poster this evening for more information.



thoughts?

thank you!

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