

Youth friendly health services in Switzerland: practice and experience

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Outline

- Youth-friendly? In Switzerland??
- The Lausanne adolescent unit
- Youth-friendly... but parent-friendly?
- What we do [quite] well and what we [still] could improve

Youth-friendly? In Switzerland??

Youths consulting at least once a year

	Age	Girls	Boys
Switzerland, 2002	15-24	80.7%	73.2%
Austria, 2002	15-24	80.2%	82.4%
Germany, 2002	15-24	94.3%	88.3%
Czech Republic, 2002	15-24	94.4%	89.8%
The Netherlands, 2002	15-24	84.7%	68.8%

Source: Eurostats

Youths at least one night hospitalized (12 m)

	Age	Girls	Boys
Switzerland, 2002	15-24	7.2%	7.9%
Austria, 2002	15-24	10.2%	9.2%
Germany, 2002	15-24	11.5%	9.5%
Czech Republic, 2002	15-24	12.0%	5.8%
The Netherlands, 2002	15-24	4.5%	1.7%

Source: Eurostats

Needs and consultations: 16-20 year-olds, Switzerland, 2002



	Needing professional help		% having consulted	
	M	F	M	F
Sleeping problems	14%	23%	8%	10%
Feeling sad, depressed	19%	35%	3%	7%
Problems with tobacco	22%	18%	4%	3%
Problems with alcohol/drugs	15%	7%	3%	3%
Problems with sexuality	11%	9%	4%	29%

Consultations with adolescents: the gap between expectations and experiences

	13 year-olds	15-year-olds
Accompanied by parents	89%	57%
Seeing doctor alone was important	33%	52%
Given the opportunity to be alone with doctor	18%	20%
Keep information confidential is important	79%	90%
Doctor spoke about confidentiality	37%	40%
Assure confidentiality regarding parents	67%	78%
Doctor explicitly assured it	26%	27%

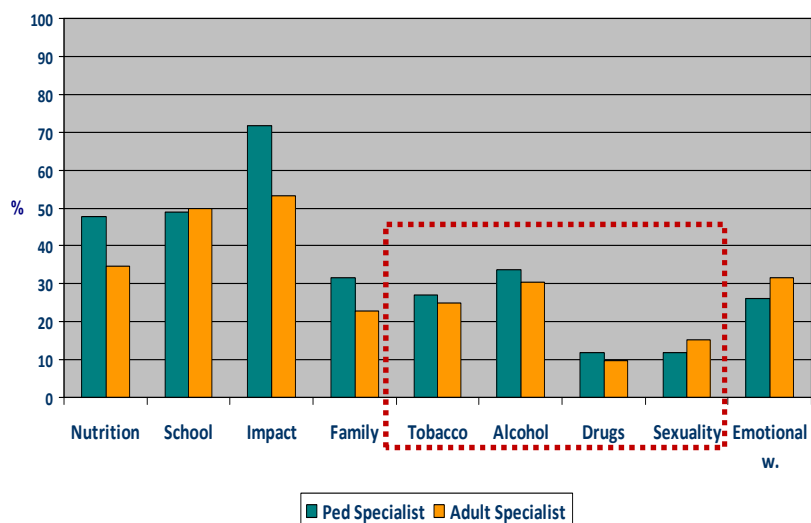
Rutishauser et al., Acta Paediatrica, 2003

Training needs in adolescent medicine of training doctors

	Perceived importance	Reported interest
Functional symptoms	71.4%	62.4%
Depression-anxiety	68.1%	53.7%
Acne	67.1%	40.2%
Obesity	64.6%	52.6%
Communication with adolescents	61.7%	40.9%

Kraus et al., Medical Education, 2003

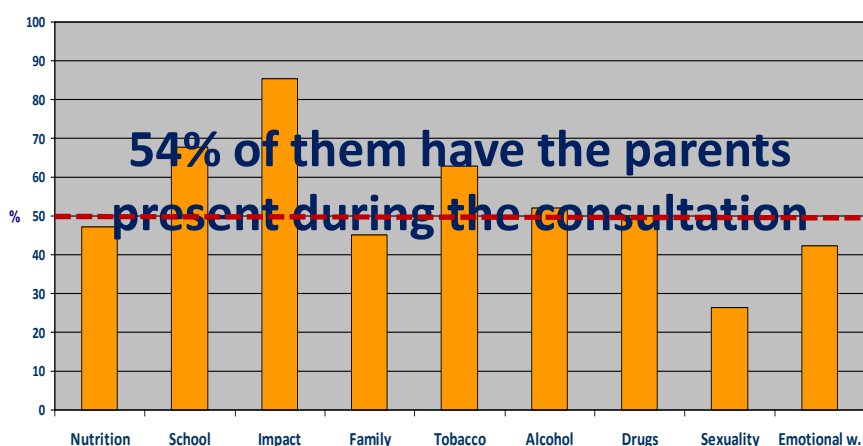
Issues discussed. Chronically ill youths, Switzerland 2007



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Suris et al., J Adolesc Health, 2009

Issues discussed by adult specialists, Switzerland 2007



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Suris et al., J Adolesc Health, 2009

The multidisciplinary unit for adolescents' health (UMSA) in Lausanne

UMSA: a few data

- 4000 consultations per year, that represent some 1100 patients
- About 80% of patients are females
- 30% of consultations are OBGYN
- 25% of consultations are ED (including obesity)
- Other consultations include:
 - chronic illnesses
 - substance use
 - psychosomatic complaints
 - vulnerable youths

UMSA: staff

- 4 secretaries/medical assistants (2.5 posts)
- 3 senior physicians (1 OBGYN) (1.5 posts)
- 2 chief residents (1.6 posts)
- 3 residents (1 OBGYN)
- 1 psychologist (90%)
- 1 dietician (25%)
- 1 family planning counselor (30%)

Original article

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Peer reviewed article

Female adolescents' views on a youth-friendly clinic

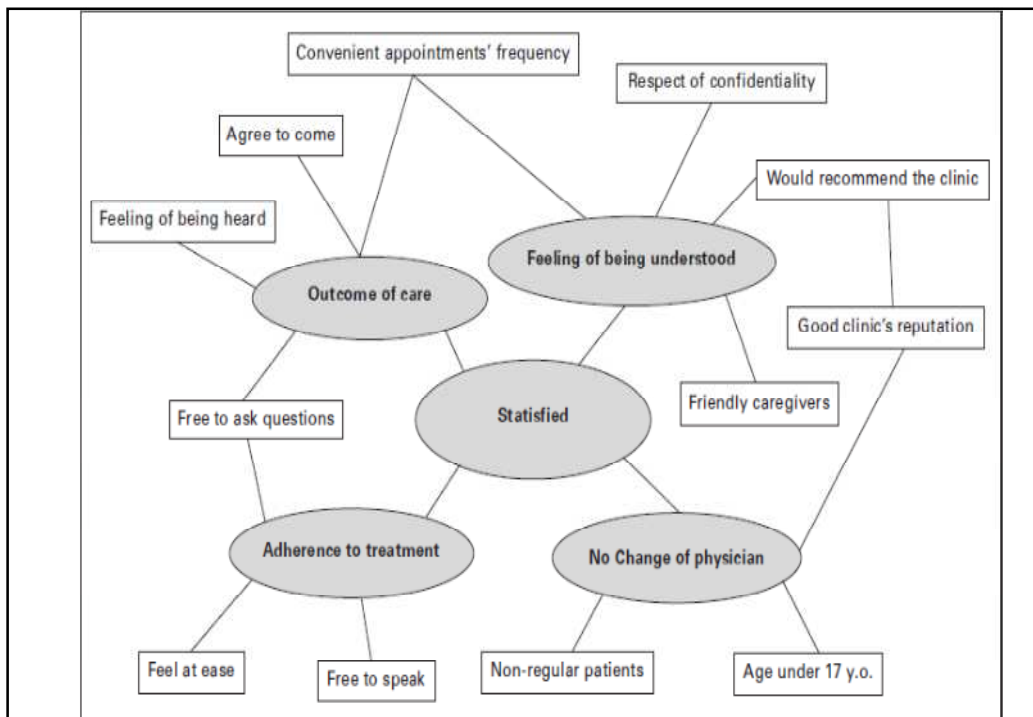
Aurélie Mauerhofer, André Bertbold, Christina Akre, Pierre-André Michaud, Joan-Carles Suris

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Factors associated with female patients' satisfaction

	Satisfied (N=301)	Dissatisfied (N=53)	P
Patient has the feeling of being heard	93.5%	72.2%	<.05
Caregiver understood the patient's problem	95.7%	66.7%	<.05
Patient had to change physician	42.5%	76.5%	<.01
Patient received the right treatment/help	90.1%	27.8%	<.001
Patient will follow the caregiver's advice	97.9%	58.8%	<.01

Mauerhauser et al., Swiss Medical Weekly, 2010



Youth-friendly.... but parent-friendly?

Factors associated with parents' feeling of being taken into consideration

	Taken into consideration	Not taken into consideration	P
Satisfaction with adolescent's care	95.5%	63.6%	.05
Meeting the patient's needs	95.6%	54.5%	.02
Feeling of being heard	95.5%	63.6%	.05
Sufficient information for parents	59.0%	20.0%	.03
Convenient frequency of appointments	95.6%	50.0%	.02
Good phone access when needed	90.3%	50.0%	.03

Mauerhauser et al., unpublished data

What the mothers had to say

- '[It is] difficult to take care of an adolescent who is impaired in terms of her health and to have the doctor ask me each time I call if my daughter agrees' (16-year-old daughter)
- 'I would like to be a little more informed of what is going on with my daughter; that way, I think I would be more inclined to face daily difficulties.' (14-year-old daughter)
- '(...) I understand the situation where an adolescent needs to be alone with the doctor, but there are also adolescents who have a very good relationship with their parents and there are enough situations where adolescents need their parents' opinion; 16 is still young!'

Factors associated with parents' feeling of having enough information

	Enough information	Not enough information	P
Satisfaction with adolescent's care	100%	79.4%	<.01
Meeting the patient's needs	100%	82.4%	.01
Feeling of being heard	100%	81.8%	.01
Sufficient time for speaking with parents	100%	84.8%	.02
Sufficient consideration of parents in treatment	94.7%	75.8%	.02

Mauerhauser et al., unpublished data

**What we do [quite] well
and
what we [still] could improve**

What we do [quite] well

- Holistic approach
- Weekly multidisciplinary meeting
- Networking
- Bi-annual retreat

Jonas, aged 14

- Sent by his pediatrician because of important overweight

Physician, dietician

- BMI: 42

Endocrinology

- Physical and verbal abuse from his step-father

Youth protection

- Addicted to online gaming (World of Warcraft)

Psychiatry

- Poor academic results

School

Camille, almost 18 year-old

- Sent by school nurse, she's tired.

Physician

- Normal physical exam
- Works all evenings and weekends
- Lives with her aunt and cousin

Youth protection, social services

- School is "supportive" even though she misses many classes

School

- Pregnant

Gynecologist, Family planning

Networking: yes, but....

- Not always clear who does what when
- It takes a lot of time and energy
- Where is the limit?

What we could [still] improve

- Having a Youth Advisory Board
- Better integrate the parents [the family] in consultation
- Having opening hours more adapted to adolescents (and to parents)
- Having a *walk in* clinic