



SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2024.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

PROGRAM INFORMATION

County: County of Henrico
Program Title: Glen Lea Telehealth Clinic
Program Category: Health & Human Services

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Program Overview

Henrico County Public Schools' Glen Lea Elementary provides students access to telehealth care in a school setting. Through telehealth technology, educators and community health providers collaborate to support students' health and wellness with medical and dental services that allow children to remain in school when it is safe to do so. Telehealth services provide a quick response to medical needs for children, reducing the number of school days missed for non-emergency medical conditions. The diagnosis can determine if the student can remain in school or if they need an early dismissal. If the student is dismissed, the family learns when they may return to school without requiring a doctor's note. While telehealth care does not replace regular visits to a student's health care provider, the service links families with key health information, early warning signs and prevention strategies. Outcomes are promising. Through February of the 2023-24 school year, 100% of students enrolled in the program who received telehealth services were able to return to their classrooms to continue instruction. One hundred percent of the student's parents or guardians actively participated during these calls, receiving valuable health and wellness information while not interrupting parents' workday.

Problem/Challenge/Situation Faced by Locality

A 2017 community health status assessment assisted community partners in determining health trends and disparities in Henrico County. Its findings showed limited access to medical care, with no health clinics in the Glen Lea attendance zone, which is centrally located within Henrico County. The one local dental office does not accept Medicaid. Additional findings showed that 45% of families did not know whether their community offered health screenings, 66% had not seen a dentist in the previous year and 45% had dental health concerns. Also, 27% of families indicated that they were unable to access urgent care and 18% of families responded that health care facilities were not accessible. Most families (61%) shared that they would use the school's health service, if available. With the understanding that a school-based telehealth clinic would

improve and expand students' ability to access health care, an implementation plan was designed to improve student health and support school attendance.

Rapid population growth in recent years has dramatically shifted demographics and socioeconomics in Henrico County. The total number of residents living in poverty increased by 113%. Forty-seven percent of HCPS students are financially disadvantaged. Glen Lea serves 417 students in pre-K through fifth grade. Many Glen Lea families live in a federally supported housing community, which includes neighborhoods with 100% poverty in households with children under the age of 5. Unemployment is 10.8% in the area and 36% of GLES students live below the poverty rate.

Because African Americans are less likely to receive quality health care, offering telehealth services can expand access to medical care directly to students in a school setting by eliminating barriers. These include parents' inability to leave work, transportation needs and distance to health care providers. The Glen Lea Telehealth Clinic brings medical services directly to the school and serves an 89% African American student population.

How Program Fulfilled Awards Criteria

The availability of telehealth services is new to the Glen Lea Elementary School community. It fills a gap in health care by providing additional access to medical care through telehealth technology. This innovative way of delivering health care at a distance supports student attendance, maintains or increases time in class and curbs learning loss while supporting the development of our students.

In addition, The Glen Lea Telehealth Clinic aligns with the school division's goals, and It supports the four pillars of HCPS' community school model by integrating student support, encouraging

active family and community engagement, fostering expanded and enriched learning time and creating opportunities and collaborative leadership and practices.

- **Integrated student support:** The Glen Lea Telehealth Clinic supports students and families by providing access to quality medical care that supports student success.
- **Active family and community engagement:** Reaching families where they are and continually educating families is key to the success of the Telehealth Clinic. Sharing information about this additional resource supports the telehealth initiative while promoting student attendance and success in school.
- **Expanded and enriched learning time:** Providing telehealth services to students supports access to quality health care in the community and promotes enrichment that supports real-world learning and problem-solving.
- **Collaborative leadership and practices:** The Telehealth Committee brings partners to the table that build collective trust in the community, building shared responsibility using the clinic's implementation strategies.

The success of the Glen Lea Telehealth Clinic supports the school division's long-term goals of providing access to medical care and pioneering the expansion of clinics throughout the division.

How Program Was Carried Out

Glen Lea Elementary's school-based Telehealth Clinic program aims to improve and expand quality health care access for students and families. All GLES students are eligible to enroll in the program. The HCPS family and community engagement specialist, school nurse, administrators and partners collaborated to educate students, families and staff members about the benefits of telehealth services. This early intervention strategy increases access to health care and supports school attendance goals by helping students stay in school, become healthy and focus on learning.

Chronic absenteeism has been a persistent challenge at Glen Lea, with 37% of students chronically absent in 2021-22 and 30% chronically absent in 2022-23. The goal of the telehealth initiative is to provide services that will help students stay healthy and, as a result, improve attendance at the school. When comparing attendance data, students who have received telehealth services during the current school year have missed 51% fewer days when compared to the same period last year. We attribute this to being able to treat students during the school day, enabling them to return to classes for instruction. Additional historical data shows that increased clinic availability results in more students returning to class from a clinic visit rather than being sent home, which was typical prior to establishing the Glen Lea Telehealth Clinic. In the 2017-2018 and 2018-2019 school years, only 60% of students returned to class after a medical visit. After the implementation of the telehealth clinic initiative in the 2022-23 school year, 86% of students returned to class after a clinic visit; currently, that number is 100%.

In addition to improving attendance at GLES, the telehealth initiative has enabled Henrico County Public Schools to develop robust partnerships with community stakeholders. Partners include the Henrico Education Foundation, the Children's Hospital of Richmond and VCU Dentistry. After learning and understanding the community's needs, a Telehealth Committee was organized to include staff and volunteers from these stakeholders. Because the stakeholders shared a common vision, work groups were created to support medical and dental services. Weekly meetings allow partners to review and discuss implementation plans and make adjustments when necessary.

Implementation strategies include ongoing collaboration and communication with the Telehealth Committee. During weekly meetings, data is reviewed, tasks are assigned, and each work group reports on progress.

To ensure effective management and delivery of services, the committee developed a set of procedures and protocols to ensure that services are integrated within the school environment with fidelity. Procedural information is easily accessed electronically and housed in the clinic. It includes student consent forms, educational materials, public relations plans and provider contact information. This also includes the clinic's workflow.

Each community partner brings its expertise to the table. HCPS reconstructed the school's space to include a private telehealth room in the clinic. Additionally, the school division supports utilities and building maintenance as in-kind donations and hired a clinic aide to support the nurse. The Henrico Education Foundation secured funders for telehealth equipment and furnishings and supported the costs of family engagement events to introduce telehealth to Glen Lea families. The Children's Hospital of Richmond and VCU Dentistry are available to support the telehealth visits and also conduct focus groups and community surveys.

Developing and growing strong dedicated partnerships among our school division, community partners, school administration, students and families are key to sustaining this project. While the majority of the costs associated with the Glen Lea Telehealth Clinic are upfront costs for construction and equipment, it is crucial to have committed partners who share the vision and will continue to grow and support this initiative.

The Telehealth Clinic workflow outlines a student's evaluation and treatments. Specifically, when a student needs to visit the clinic, the school nurse verifies program enrollment to receive telehealth services. After verifying this information, the nurse consults a pediatrician from the telehealth partner at the Children's Hospital of Richmond. The school nurse and provider work together to examine, diagnose and recommend a course of action for the student. During the telehealth visit, the parent or guardian is invited to join the virtual call to ensure they understand

the diagnosis. Notes are provided to the student's regular care provider and uploaded to the student's health file. In addition to providing a diagnosis, the telehealth provider may order tests (e.g., flu, COVID-19, strep) administered by the clinic nurse and write prescriptions.

As a result of this initiative, enrolled students have missed fewer days compared to last school year and research shows they are less likely to become chronically absent than before the school implemented telehealth services. One hundred percent of students using telehealth services at Glen Lea Elementary School returned to the classroom. Families' work days were not interrupted because of an early dismissal to visit a doctor. There were also reduced time and travel costs for the parent or guardian.

During the telehealth visit, families are active participants in discussing their child's treatment and immediately receive prescriptions and instructions from the care provider.

HCPS continues to strengthen partnerships with organizations to meet the needs of GLES students and support academic growth. The Glen Lea Telehealth Clinic has become a link among students, families and the school.

Building awareness and educating families in the Glen Lea community about telehealth services and students' opportunities to receive health care during the school day is vital to the program's success. We have learned that it is essential to use a variety of strategies and communication tools to reach our families. Strategies include:

- Emails.
- Parent survey.
- Parent testimonials
- Parent workshops (in person and virtual).
- Schoolwide events.
- Community outreach.

- Creating brochures, handouts and videos with testimonials .
- Newsletters.

Ensuring that families are aware of the Glen Lea Telehealth Clinic's benefits is integral to this initiative's success. During the school year, several events provide a chance to engage with, educate and increase the awareness of families. These include:

- Community outreach at St. Luke's Apartments (July).
- Open house and school staff training (August).
- Back-to-school night (September).
- Glen Lea Fall Festival (October).
- Virtual workshops and "Meet the Doctors" event (November).
- State-of- the-School address (January).
- The Marathon to Healthy Living (March).
- Glen Lea Care Fair (April).

After the initial setup, the Glen Lea Telehealth Clinic has become an important vehicle for students and families to access additional health resources. Planning and maintaining a robust marketing plan to educate families and enroll students each year is key. Ensuring that information is delivered to families in a variety of ways is also important to maintaining enrollment and the growth of the program.

Collecting and analyzing data to show the positive effects the telehealth clinic has had on students and families is reviewed weekly by the Telehealth Committee. Parent surveys are reviewed to ensure that families are satisfied with the telehealth clinic.

Students attending GLES are eligible to enroll in the program. Several family engagement events are scheduled to educate families, tour the telehealth clinic and enroll students. These include an open house, Glen Lea's back-to-school night and a health care fair. Virtual opportunities are also

scheduled with our doctors so families can meet them and ask questions. Creating and maintaining awareness of the telehealth initiative occurs all year. HCPS staff members continue to educate students, families and staff members about the benefits of telehealth services. The program has become a link between families and the school community.

Financing and Staffing

Operating costs in the development and implementation of the Glen Lea Telehealth Clinic are shared among the community partners. HCPS provided the space and construction in kind and continues to maintain the clinic. In addition, the school division staffs the clinic with a school nurse and a clinic aide. The HCPS Department of Technology maintains and services the equipment when needed. School-based staff members support clinic operations with miscellaneous costs, which include a phone line, fax line and supplies.

The Henrico Education Foundation raises and provides funding for the project to purchase required medical equipment and furnishings for the clinic, as well as funding for family engagement events and workshops.

Once the Glen Lea Telehealth Clinic was set up and operating, minimal infrastructure was required to maintain this additional resource for families.

Income Source	Amount
Staff salaries	\$65,000
Telehealth equipment (e.g., cart, monitor, camera and attachments)	\$15,000
Furnishings and office equipment (e.g., desks, chairs, refrigerator, scanner, phone and family engagement materials)	\$5,000

Program Results

The Glen Lea Telehealth Clinic has proven to be successful while providing additional access to health care for students. When reviewing the data and family feedback from surveys, the clinic serves as a preventative resource for families. In a recent survey, families said they were very satisfied with the telehealth services they have received. Families noted the ease and convenience of access to telehealth services and thanked the nurses and care providers for being patient and kind to their children.

Measuring the program's success enables the Telehealth Committee to track and quantify the achievement of program objectives (access to additional health care in the schools that support student attendance) and make program adjustments when necessary.

Currently, measured outcomes show that:

- 100% of students who have received telehealth visits have returned to the classroom to continue instruction. During the 2022-23 school year, 87% of students returned to the classroom after a visit. The figures show a marked improvement over previous years: in 2018-19, 61% of students returned to the classroom after a medical appointment, and in 2017-18, 62% returned.
- 85% of families have been an active part of the telehealth visit.
- The same students who have received telehealth services have missed 51% fewer days when compared to the previous school year.
- There has been no interruption in the families' day to pick up a student for early dismissal.
- There are no out-of-pocket costs to families.

Brief Summary

The Glen Lea Telehealth Clinic has provided essential healthcare services directly to students, thereby enhancing community health and reducing absenteeism. By enabling students to receive timely care, the program has ensured that children can remain in class and continue

their education whenever it is safe to do so. The initiative has also actively engaged parents and guardians, ensuring they are informed and involved without disrupting their workday. The significant reduction in missed school days — 51% fewer than the previous year — demonstrates the program's effectiveness in supporting student health and education.

The importance of the Glen Lea Telehealth Clinic extends beyond individual health benefits, addressing broader issues of healthcare availability and community wellness. The program has bridged critical gaps in access to medical care, particularly for the underserved and financially disadvantaged populations in Henrico County. By eliminating barriers such as transportation and work constraints, the clinic has made healthcare more accessible to a predominantly African American student population, fostering equity in health outcomes. The initiative aligns with the school division's goals and HCPS' community school model by integrating student support, promoting family and community engagement and enhancing learning opportunities.

The success and positive reception of the telehealth clinic highlights its role as a vital link between families, schools, and healthcare providers, paving the way for potential expansion and adoption throughout the school division, county and beyond.