

This is a preliminary summary of themes based on focus groups and interviews conducted with Iowa teens and caregivers of children 12 to 19 years old in July and August of 2019.

PROVIDER ISSUES

- Lack of knowledge of available resources
- Lack of knowledge about parent health concerns
- Inability to communicate in language English Language Learners can understand
- Discrimination/judgement
 - Racism
 - Ageism
- No time for one-on-one conversations between parent(s) and provider
- Long wait time from scheduling to appointment
- Poor follow-up regarding health concerns
- Appointments feel rushed

HEALTH ISSUES

- Von Willebrand disease
- Body dysmorphic disorder
- ODD
- Depression
- Anxiety
- Bleeding issues
- Drug and alcohol use
- Violence
- Obesity
- Hole in heart
- Eyesight problems
- Speech problems
- Suicide
- Disabilities
- Asthma
- Stress
- Sexual abuse
- Pregnancy
- STDs
- Bullying (including from teachers)
- Fear (feeling unsafe)

ACCESS ISSUES

TEENS HAVE LITTLE POWER OVER THEIR OWN HEALTHCARE

- Cannot make their own appointments
- Dismissed due to their age
- Not listened to until situations are very bad
- Unable to see a practitioner one-on-one without a caregiver present
 - Unable to talk about sensitive topics/concerns
- Disrespect/judgement
 - Age
 - Being a teen mom
- Forced to change birth control prescription

INSURANCE ISSUES

- MCO/Medicaid issues
 - Services refused due to provider not accepting Medicaid
 - MCO changes
 - Few dental providers take Medicaid
- High deductibles
- Affordability
- No coverage for eye care

SERVICES NEEDED OR DESIRED

- Improved accessibility to specialists
- Interpretation services
- Programs
 - Suicide prevention, bullying prevention, teen mental health education, teen engagement, parent education
- Improved dissemination/advertisement of resources and services
- Resources available in multiple languages
- Increased accessibility/coverage for mental/behavioral health services for teens
- Training
 - Teen engagement for providers, cultural competency for providers, suicide prevention for providers and school counselors
- Free/low cost sport/physical activities for teens
- Community collaborations to increase preventative care access (ex. libraries)