Low Utilization of The Point at Tobias

Root Cause Analysis

Policy
- Communication limitations—social media usage
- Social media, texting
- DEBI Interventions work best with incentives

Space
- Limited ability to make clinic “teen-friendly”
- Privacy issues—no wall
- Small waiting room
- One exam room, one provider

Culture
- Changing the mindset of going to the teen center vs. main hd
- Changing the negative view of the neighborhood

Information
- Can’t use social media, texting
- A lot of people don’t know about the Point
- Main hd staff aren’t promoting teen center
- No Signage

Can be changed or addressed
- Cannot be changed but mitigated
- External factor—larger systemic effort
- No control