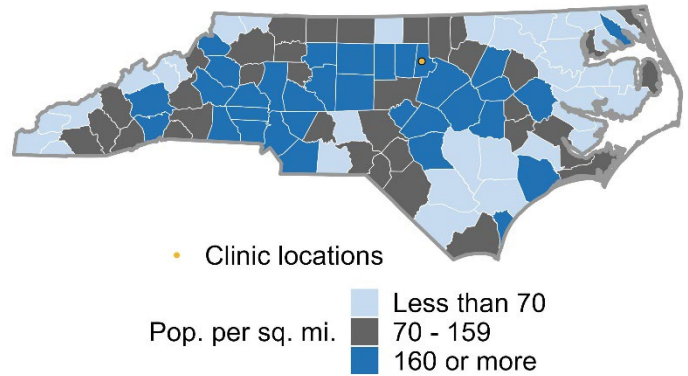


# Planned Parenthood South Atlantic

Planned Parenthood South Atlantic – North Carolina (PPSAT NC) is a nonprofit organization that has been a statewide Title X grant recipient since 2014. PPSAT NC delivers Title X services to approximately 2,000 clients through one family planning clinic in Durham, North Carolina.<sup>1</sup>





## Stats at a Glance<sup>2</sup>

- ▶ Number of family planning (FP) encounters – 319
- ▶ FP users with incomes below 100% Federal Poverty Level (FPL) – 104 (27%); all FP users with incomes below 250% of FPL – 247 (63%)
- ▶ Number of tests performed for gonorrhea – 190, syphilis – 85, and HIV – 103
- ▶ Number of female users who received a chlamydia test – 121 or a Pap test – 25



## Overview of Services Offered

As a Title X recipient, PPSAT NC provides a broad range of FP services including pregnancy prevention and birth spacing, pregnancy testing and counseling, assistance to achieve pregnancy, basic infertility services, sexually transmitted infection (STI) services, and other preconception health services. The services are voluntary, confidential, and provided regardless of ability to pay.<sup>3</sup> The infographic below is an Overview of Services Offered within the PPSAT NC network. The data shown below are not specific to any particular site but rather are representative of the broader grantee network. For information on services available at individual service sites, please refer to the [OPA clinic locator](#).

 Pregnancy assistance and counseling	 Contraceptive services	 STI services	 Other preventative health services
<ul style="list-style-type: none"> <li>● Counseling on achieving pregnancy</li> <li>● Preconception health services</li> <li>● Pregnancy testing and counseling</li> <li>○ Basic infertility services</li> </ul>	<ul style="list-style-type: none"> <li>● FDA approved long-acting contraceptives</li> <li>● FDA approved short-acting contraceptives</li> <li>● Natural family planning methods</li> </ul>	<ul style="list-style-type: none"> <li>● STI and HIV education and counseling</li> <li>● STI and HIV screening and testing</li> <li>● STI and HIV treatment</li> <li>○ STI self-testing</li> <li>● Expedited partner therapy</li> <li>● PrEP counseling and risk assessment</li> <li>● PrEP prescription services</li> <li>● PEP counseling</li> <li>● PEP prescription services</li> </ul>	<ul style="list-style-type: none"> <li>● Screening for breast cancer</li> <li>● Screening for cervical cancer</li> <li>● HPV vaccinations</li> <li>● Screening for intimate partner violence</li> <li>● Screening for mental health</li> <li>● Screening for obesity</li> <li>● Screening for smoking, drug, and alcohol use</li> <li>● Adolescent-friendly health services</li> </ul>
<p><b>LEGEND</b></p> <ul style="list-style-type: none"> <li>● Available at all service sites</li> <li>◐ Available at service sites and through referrals</li> <li>○ Available through referral only</li> </ul>			

<sup>1</sup> Source: Data collected by Mathematica in 2023 for the Title X Implementation Study.

<sup>2</sup> Source: Family Planning Annual Report (FPAR): [2022 National Summary](#).

<sup>3</sup> See the [Title X Service Grants web page](#) for more information on the requirements and regulations guiding Title X projects.

## Equity in Practice



PPSAT NC's focus on advancing health equity includes efforts to address barriers to service delivery for all patients. In order to provide Title X services, all staff are required to screen for client's income. To support staff with this sometimes uncomfortable discussion, PPSAT gives clients the option of writing their income down on a Post-it note and passing it back to the staff. This process allows everyone to be more comfortable while also meeting administrative needs and ensuring clients have access to care.

## Innovations in Practice



The PPSAT NC network uses an innovative approach to service delivery that allows for expanded telehealth services while preserving in-person care for those who prefer it. During the COVID-19 pandemic, PPSAT NC scaled up telehealth services and created clear guidelines for the types of services that could be treated via telehealth. PPSAT NC's marketing department has had a large impact on the growth of its telehealth services by developing Google and Facebook ads and using other marketing strategies. This has made it easier for providers to keep using the telehealth option and decrease barriers to accessing care while providing in-person services where needed and preferred.

## Did You Know?



PPSAT's unique approach to hiring staff has allowed the grantee to help its clinics reflect their communities. PPSAT NC has prioritized hiring staff with lived experiences, which staff appreciate. In Durham, all staff have to be bilingual or bicultural. PPSAT NC strives for patient-facing staff to always be representative of the community.



PPSAT NC's training team created a PowerPoint presentation accessible through their online learning system. The slides explain the Title X program and the staff members' job and responsibilities. This training includes steps on how to document a Title X visit in the EHR system. PPSAT NC has invested time in training their staff at the start of Title X funding and provides supplemental training as needed based on findings from the grantee's quality improvement monitoring audits.



As a Planned Parenthood affiliate, PPSAT NC has to comply with the Planned Parenthood Federation of America's medical standards and guidelines. PPSAT NC therefore conducts quarterly medical records audits for every service area. Both Title X and non-Title X clients are included in the audits. PPSAT NC has developed a process for ongoing quality improvement that involves regularly communicating audit findings to service sites and giving them opportunities to ask questions. As part of these audits, the grantee talks with staff and gets their feedback in person, then follows up on specific concerns or suggestions. The audits have played a significant role in PPSAT NC's ability to improve services for Title X clients.

## About the Title X Program

The Title X Family Planning Program, created in 1970 and authorized under Title X of the Public Health Service Act, is administered by the Office of Population Affairs (OPA) in the U.S. Department of Health and Human Services. For more information, please refer to OPA's [website](#).

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