

## **PATCH Teen Educator Program**

*A Replicable, Youth-Driven Intervention to Improve the Way Adolescents Receive, Experience, and Utilize Health Care*

### **An Innovation Station Best Practice**

**Purpose:** This document is intended to support MCH professionals to implement a practice found in Innovation Station. This resource provides the information needed to replicate the practice and is divided into two sections: the first section provides a high-level overview of the practice while the second section describes how to implement the practice. For additional information on any of the content provided below, please reach out to the practice contact located at the bottom of this document.

### **Section I: Practice Overview**

<b>Location:</b>	<b>Multi-Site; Headquartered in Wisconsin</b>	<b>Title V/MCH Block Grant Measures Addressed</b>
<b>Category:</b>	<b>Best</b>	<b>Adolescent Health Care</b> NPM 10: Adolescent Well-Visit NPM 11: Medical Home NPM 12: Transition
<b>Date Submitted:</b>	<b>July 2020</b>	

### **Practice Description**

The PATCH Teen Educator Program strives to bring youth voice to the forefront of adolescent health care conversations while providing the knowledge, skills, and opportunities they need to be drivers of change in their community. This program replication package was created for those – including community-based organizations, health care systems, public health agencies, and schools – who want to become community and replication partners by launching a PATCH Site in their own community.

### **Purpose**

The PATCH Teen Educator Program is an initiative of the Providers and Teens Communicating for Health (PATCH®) Program – a program committed to improving adolescent health outcomes alongside and in true partnership with youth – and is derived from the ongoing success, interest, and recognition of an intervention launched in Madison, Wisconsin. The goal is three-fold:

- 1) to promote open, honest, and medically accurate conversations between local adolescents and their health care providers;
- 2) to authentically engage youth in adolescent health improvement efforts; and
- 3) to provide engaged youth (i.e., Teen Educators) knowledge, skills, and opportunities that enable them to thrive and flourish into adulthood.

The PATCH Teen Educator Program is the program replication package that was created to help support partners throughout all phases of planning, implementation, and sustainability.

## Practice Foundation

Adolescence is known as a critical transitional period with unique opportunity for prevention and intervention – changing risk trajectory and health outcomes in adulthood. While health care professionals have a distinct role in positive health and development, in 2018:

- 64.8% of adolescents, ages 12 through 17 years, had one or more preventive medical visits in the past year (NPM 10).
- 42.8% of adolescents, ages 12 through 17 years, with special health care needs met the criteria for having a medical home (NPM 11).
- 46.3% of adolescents, ages 12 through 17 years, without special health care needs met the criteria for having a medical home (NPM 11).
- 20.8% of adolescents, ages 12 through 17 years, with special health care needs received services necessary to make transitions to adult health care (NPM 12).
- 14.8% of adolescents, ages 12 through 17 years, without special health care needs received services necessary to make transitions to adult health care (NPM 12).

*According to the National Survey of Children's Health; Data retrieved July 21, 2020*

### *Promoting Effective Adolescent Patient-Provider Communication*

Underlying interpersonal challenges often influence the way adolescents receive, experience, and utilize health care; many of which emanate from trust, respect, and overall uncertainty in approaching such health care interactions. The missed opportunity for productive and timely conversations during adolescence can have long-lasting impacts on individuals and systems at large. Youth and young adults are more likely to disengage, delay, or inappropriately use health services into adulthood resulting in poorer health outcomes and higher costs. Evidence- and expert opinion-based standards help guide health care quality, such as those supported by the American Academy of Pediatrics and Society for Adolescent Medicine. An abridged list is provided below.

American Academy of Pediatrics Committee on Adolescence. (2016). Achieving quality health services for adolescents. *Pediatrics*, 138(2), e20161347.

English, A., Bass, L., Boyle, A.D., & Eshragh, F. (2010). *State Minor Consent Laws: A Summary*. 3rd ed. Chapel Hill, NC: Center for Adolescent Health & the Law.

Ford, C., English, A., & Sigman, G. (2004). Confidential health care for adolescents: position paper of the Society for Adolescent Medicine. *Journal of Adolescent Health*. 35(2), 160-167.

Rosen, D.S., Elster, A., Hedberg, V., & Paperny, D. (1997). Clinical preventive services for adolescents: position paper of the Society for Adolescent Medicine. *Journal of Adolescent Health*. 21(3), 203-214.

White P.H., Cooley W.C.; Transitions Clinical Report Authoring Group; American Academy of Pediatrics; American Academy of Family Physicians; & American College of Physicians. (2018). Supporting the health care transition from adolescence to adulthood in the medical home. *Pediatrics*, 142(5), e20182587. DOI: 10.1542/peds.2018-2587.

As part of the PATCH Teen Educator Program's program model, youth facilitate two complementary adolescent-provider communication workshops using a standardized script; although, youth are encouraged and trained to add their unique insights and experiences to make the content more relatable to each audience. Each workshop is based on the following key principles:

- Teens need and deserve a good *relationship* with their health care providers.
- Teens have legal health care *rights*.
- Teens have a personal *responsibility* to learn to manage their own health care.

The 90-minute *PATCH for Providers* Workshop is designed to help health care professionals understand the concerns, fears, and preferences of youth in health care settings and provide suggestions on ways to more effectively communicate and build relationships with teens; the

60-minute *PATCH for Teens: Peer-to-Peer Workshop* is designed to empower young people to begin managing their own health care, and equip them with the knowledge and skills needed to navigate and advocate for youth-friendly services. Together, these one-time educational workshops aim to change participant knowledge, confidence, and intended behaviors – thereby improving adolescent patient-provider communication. Our intent is to foster cross-sector collaboration to reach and educate those that are directly involved in adolescent health care – including youth, their families, and health care providers. We intentionally partner with schools, community-and faith-based organizations, businesses, health care systems, and other unique sectors to help ensure all adolescents gain the knowledge and confidence to get the care they need and deserve, have a successful health care transition, and are well-prepared to manage their own health care into adulthood.

*Positive Youth Development Approach to Address Adolescent Health Improvement Efforts*  
Authentic youth engagement has been found to be a critical component in achieving positive adolescent health outcomes and public health goals. PATCH strives to bring youth voice into important adolescent health conversations while also providing the knowledge, skills, and opportunities that enable them to thrive and flourish into adulthood. Its unique youth engagement model integrates job readiness, adulthood preparation, and positive youth development approaches.

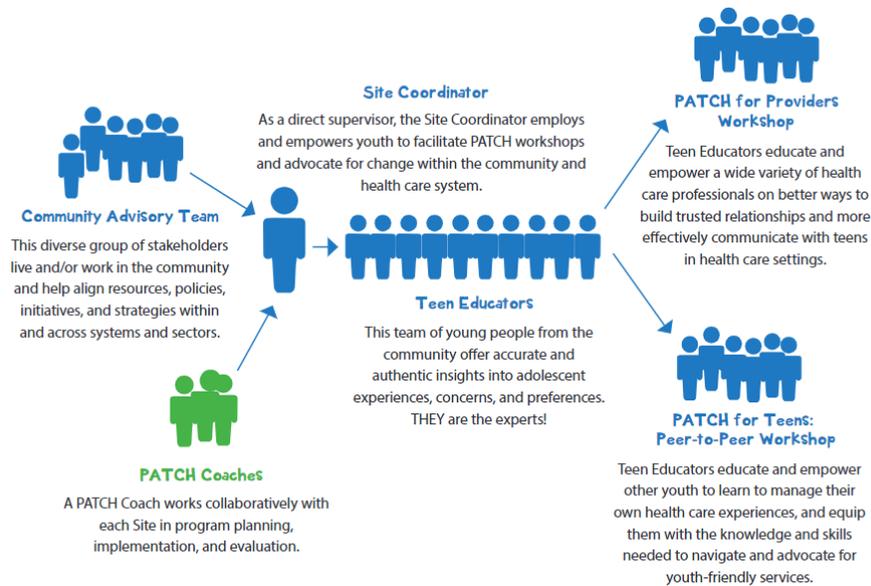
Each PATCH Site recruits and hires youth through a competitive hiring process, including application and interview phases. Selected youth commit to a 9-month Teen Educator contract. They participate in an initial 20-hour training followed by bimonthly enrichment meetings. Continual engagement promotes team bonding and provides a space to build or expand upon teen knowledge, confidence, and skills. Teens explore a variety of health and advocacy topics such as alcohol and other drugs, body positivity, effective communication, healthy relationships, mental health, public speaking, sexual health, social justice, and more. They are responsible for facilitating PATCH workshops and are empowered to advocate for change within the health care system and their community. Through this experience, PATCH Teen Educators develop lifelong skills, gain valuable leadership experience, and increase their understanding of health and wellness.

#### *Coaching and Mentorship Throughout Replication*

PATCH is committed to supporting replication partners as part of its well-developed coaching model, which is based on various implementation science theories, models, and frameworks (e.g., Dynamic Adaptation, EPIS Model, Active Implementation Framework, and RE-AIM). Communities interested in replicating the PATCH Teen Educator Program are sent a Planning Guide, which provides information regarding the intervention's theory, model, and impact. The guide also initiates conversations related to fit and feasibility within the community, such as community need, community readiness, organizational capacity, and funding. Interested parties sign a memorandum of agreement to initiate a transparent, collaborative, and personal mentorship with the PATCH Program and its staff. A PATCH Coach is designated to each PATCH Site and is responsible for training and supporting personnel throughout all stages of planning, implementation, and evaluation.

## Core Components

The PATCH Teen Educator Program is community-based in nature, so each PATCH Site develops and functions differently. However, each PATCH Site has a Site Coordinator, a Community Advisory Team, and a Teen Educator Team that facilitates *PATCH for Providers* Workshops and *PATCH for Teens: Peer-to-Peer* Workshops. Site Coordinators work closely with a PATCH Coach throughout all stages of implementation. While these core components are standardized, communities are given permission to adapt certain elements to better meet the needs of their community, as long as they maintain the integrity of the program and consult with their PATCH Coach throughout the process.



## Practice Activities

Core Component	Activities	Operational Details
<b>PATCH Coach</b>	Support, guide, and mentor	A PATCH Coach works collaboratively with each PATCH Site in program planning, implementation, evaluation, and sustainability – providing programmatic insight and advice, answering questions, providing feedback, and sharing best practices based upon the shared experiences of all Sites.
<b>Community Advisory Team</b>	Support and guide integration of the program into the community	This group of 5-12 individuals lives and/or works within the community and provides support and guidance to the Site Coordinator.
<b>Site Coordinator</b>	Plan, implement, and evaluate program	The Site Coordinator is a locally employed professional who is responsible for executing all local programming efforts, including training and managing the Teen Educator Team, scheduling and promoting workshops, and evaluating all programmatic components.
<b>PATCH Teen Educators</b>	Participate in ongoing enrichment; facilitate workshops; provide authentic youth insights	A team of Teen Educators is hired and trained by the Site Coordinator to share their authentic insight into adolescent experiences, concerns, and preferences in health care settings. As a part of their job, they facilitate PATCH workshops and are encouraged to advocate for change within the community and health care system. They also meet twice a month as a full team for ongoing enrichment and training.
<b>PATCH for Providers Workshop</b>	90-minute educational workshop facilitated by a group of 3 PATCH Teen Educators	With supervision and support from the Site Coordinator, Teen Educators educate and empower a wide variety of health care professionals on better ways to build trusted relationships and effectively communicate with teens in health care settings. Participants will: <ul style="list-style-type: none"> <li>• Discuss and value the importance of adolescent concerns, attitudes, and preferences in health care settings.</li> <li>• Describe ways to provide high-quality, youth-friendly health care services.</li> <li>• Develop confidence and skills to communicate effectively and build relationships with teens.</li> <li>• Advocate for and effectively communicate about appropriate youth-friendly health care services among the health care team.</li> </ul>
<b>PATCH for Teens: Peer-to-Peer Workshop</b>	60-minute educational workshop facilitated by a group of 3 PATCH Teen Educators	With supervision and support from the Site Coordinator, Teen Educators educate and empower other youth to learn to manage their own health care and equip them with the knowledge and skills needed to navigate and advocate for youth-friendly services. Participants will: <ul style="list-style-type: none"> <li>• Understand and value the importance of learning to manage their own health care experiences.</li> <li>• Develop confidence and skills to ensure they get the care they need and deserve.</li> <li>• Advocate for their own health and well-being in health care settings.</li> </ul>

## Evidence of Effectiveness (e.g. Evaluation Data)

PATCH is based in Wisconsin and has been a key partner in helping the state's Title V MCH Program better address adolescent health outcomes and public health goals by authentically engaging young people in public health prevention, leadership, and advocacy.

*“Providing new and innovative ways to prevention and public health work, PATCH has cultivated a space for youth from all walks of life to make their voices heard in the program, policies, and decisions impacting them and their generation. They strongly believe that young people have the ability to be incredible advocates for the health of their generation if given the space and tools to do so. Because of their extraordinary work with youth, they have been instrumental in reaching adolescent health improvement goals in Wisconsin and throughout the nation.”—Former WI Adolescent Health Consultant*

Programmatic evaluations suggest the important need of addressing the underlying misunderstandings and misconceptions hindering effective adolescent patient-provider communication and relationships in health care settings, and thus, PATCH keeps youth voice at the center of all programming. By attending a one-time, 60-to 90-minute workshop led by trained youth, both provider and teen audiences report significant changes in knowledge, confidence, and intended behavior. Youth leading those workshops indicated more noteworthy impacts of the program in terms of workforce development, and its impacts of supporting positive growth and skills for adulthood.

The PATCH Program is proud to share PATCH's evidence, impact, and lessons learned through various mediums. For most recent, as well as archived, impact reports, publications, and presentations – visit [www.patchprogram.org](http://www.patchprogram.org).

## Replication

PATCH began its replication efforts in 2014, four years after inception, when a local health insurance plan awarded funds to pilot the replication of the intervention in rural Wisconsin. A local public health employee hired, trained, and supervised a team of youth to conduct the newly revised workshops within their community. A year later, additional funds, provided by an academic endowment fund, broadened replication into an urban Wisconsin community. These two pilot projects examined the factors necessary for full-scale program replication including time, cost, feasibility, and adaptations needed based on different populations and settings. The findings led to minor program updates and a well-developed coaching model, ensuring communities implementing the intervention have the proper foundation and support to be successful. The first non-Wisconsin community began implementation in 2017.

To date, the PATCH Teen Educator Program has been launched in eight communities across four different states (Wisconsin, Indiana, New York, and Oklahoma). PATCH Sites have varied in geography (rural and urban), organizational structure (government and non-profit), capacity, and overall reach. A PATCH Coach has supported each PATCH Site in adopting and adapting the program to address their own unique needs and priorities. For example, one site hired and trained a team of systems-involved youth (i.e., those within foster care or juvenile justice systems) as PATCH Teen Educators, while others have integrated the intervention into existing public health initiatives. Nonetheless, each have had all a PATCH Coach, Community Advisory Team, Site Coordinator, and a Teen Educator Team that facilitated both *PATCH for Providers* and *PATCH for Teens: Peer-to-Peer Workshops*.

## Section II: Practice Implementation

### Internal Capacity

At a minimum, PATCH Sites must hire a Site Coordinator and a Teen Educator Team. PATCH Sites may choose to also bring on an intern (paid or unpaid) for programmatic support.

- **Site Coordinator:** A Site Coordinator is required to implement the PATCH Teen Educator Program and may range from 0.5 – 1 FTE depending on program size and reach. FTE percentage may fluctuate based on program cycle. The Site Coordinator must work well with various populations to be successful due to the diversity in roles and responsibilities (i.e., building authentic relationships with teens, maintaining meaningful connections with community stakeholders, and working with a variety of health care professionals).
- **Teen Educator Team:** A team of 8 – 13 youth (recommended ages 14-18) from the community is hired and trained to lead PATCH workshops and advocate for change within the community and health care system. Each Teen Educator is expected to fulfill a commitment to one program year (e.g., nine-months).

### Collaboration/Partners

PATCH Sites tend to have many stakeholders and supporters who are invested in the program's success and may provide program guidance, financial support, promotional services, and workshop opportunities. However, a more formalized group of individuals living or working in the community helps guide and support the PATCH Site's efforts at a community level. PATCH Coaches work with Site Coordinators to ensure their Community Advisory Team is representative of the community in terms of race, religion, sexual and gender identities, ethnicities, socioeconomic status, ability status, age, and organizational affiliation, as well as inclusive of individuals from within public health, care delivery, education, youth programming, academia, advocacy, businesses, and more. The formal structure depends on the needs of the PATCH Site but, most importantly, is the ongoing commitment to improve adolescent health alongside youth. Their authentic stories, experience, perspectives, and insights help spark productive conversations, fresh thinking, and create bold and lasting change for their generation and generations to come.

## Practice Cost

The average cost to launch and implement a PATCH Site in year one is approximately \$14,000. This includes the PATCH Teen Educator Program licensing fee, initial implementation materials, training, and coaching for one year. Additional resources are needed to cover staff salaries and stipends, office and meeting space, supplies, transportation, lodging, meals, and materials. In sequential years, the program start-up costs no longer apply and the cost to maintain a PATCH Site varies based on program size and reach. Existing PATCH Sites have utilized different approaches to cover program costs, including grants, sponsorships, partnerships, and in-kind space and/or materials.

Funding & Budget Considerations		
Activity/Item	Brief Description	Cost
<b>Program Start-Up Costs</b>		
PATCH Teen Educator Program	Includes licensing fee, one (1) PATCH Implementation Manual, 16-hour in-person Site Coordinator Training, <i>PATCH for Providers</i> Workshop facilitation materials for 100 participants, and <i>PATCH for Teens: Peer-to-Peer</i> Workshop facilitation materials for 100 participants.	\$7,500 (one-time fee)
Travel & Lodging for Site Coordinator Training	Covers travel, lodging, and meals for (2) PATCH Coaches to lead Site Coordinator Training (a requirement for all first-year program sites).	\$500 - \$1,500 (est. range)
<b>Additional Program Components (Cost as agreed upon in MOA will vary by year)</b>		
Implementation Manuals	Required for all Site Coordinator Training participants	\$500 each
PATCH Coaching	Level of coaching is agreed upon between the PATCH Program and PATCH Site	\$900 - \$3,600 (est. range)
<b>Estimated Site Costs to Implement the Program (Cost will vary based on program size and reach)</b>		
Staff Salary & Benefits	A Site Coordinator is required at each PATCH Site and may range from 0.5 – 1 FTE; FTE portion may shift based on program cycle; staff time required will vary based on program size and reach.	Varies based on Site
Teen Educator Stipends	Teen Educators must be paid a minimum of \$10/hr. based on cost of living.	\$2,500 - \$7,500 (est. range)
Teen Educator T-Shirts	Official PATCH Teen Educator T-shirts are provided to all PATCH Teen Educators to be worn during work-related events.	\$300 (est.)
Operating Funds	Funds for day-to-day implementation such as promotional materials, equipment, travel, lodging, food, swag, workshop materials, etc.	\$2,500 - \$8,500 (est. range)

## Practice Timeline

Phase	Activities	Operational Details
<b>Exploration and Assessment</b>	Determine contextual fit and feasibility factors	Communities interested in replicating the PATCH Teen Educator Program are sent a Planning Guide which provides information regarding the intervention's theory, model, and impact. It also initiates conversations related to fit and feasibility within the community, such as community need, community readiness, organizational capacity, and funding.
<b>Planning and Pre-Implementation</b>	Understand program requirements and expectations; Secure needed resources; Developing a solid organizational and staffing structure; Respond to the vision, goals, priorities, and strengths of the local community; Address emergent challenges; Complete Site Training	Interested parties sign a memorandum of agreement to initiate a transparent, collaborative, and personal mentorship with the PATCH Program and its staff. All first-year PATCH Sites participate in a 3 day, 16-hour, in-person PATCH Site Training (we come to you!). This training allows the PATCH Site to formally meet PATCH Program staff, gain a comprehensive understanding of the PATCH Teen Educator Program, and help the PATCH Coach and PATCH Site Coordinator develop a foundation for effective coaching and mentorship. A Welcome Packet is provided to Sites in advance to help them work through initial planning and pre-implementation needs for training (e.g., decision checklist, hiring a Site Coordinator and convening a Community Advisory Team). The level of coaching and support in sequential programming years is agreed upon by both parties when annually renewing the memorandum of agreement. Sites are also provided a detailed implementation manual – available by print and electronically.
<b>Implementation</b>	Plan, implement & evaluate programming with support and guidance from assigned PATCH Coach	The PATCH Teen Educator Program is community-based in nature, so each PATCH Site develops and functions differently. Site Coordinators work closely with a PATCH Coach throughout all stages of implementation. PATCH Sites examine program goals and capacity and create a detailed timeline for corresponding efforts. PATCH Coaches are able to recommend program year timeline based on lessons learned and previous success. Each PATCH Site is also encouraged to use other PATCH resources to enhance reach and impact of their efforts, such as strategically disseminating the <i>PATCH for Teens</i> and <i>PATCH for Parents</i> Toolkits which were designed as extensions of the PATCH Teen Educator Program. The <i>PATCH for Teens</i> Toolkit improves the feasibility and reach of the <i>PATCH for Teens: Peer-to-Peer</i> Workshop, and the <i>PATCH for Parents</i> Toolkit is intended engage and educate parents, guardians, and caregivers on teen rights and responsibilities in health care settings, and help them to support young people in becoming responsible managers of their own health.
<b>Sustainability</b>	Monitor, learn from, and improve upon ongoing implementation	PATCH is intentional in creating a community of practice – sharing successes, challenges, best practices, lessons learned, additional resources, and programming updates among Sites. Apart from monthly Coaching Calls with each Site, PATCH Staff manages an interactive online forum

	(PATCH Chat) and hosts two virtual meetings per calendar year to support collective learning among Sites.
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### Resources Provided

Additional information can be found at [www.patchprogram.org](http://www.patchprogram.org). Contact PATCH Staff ([staff@patchprogram.org](mailto:staff@patchprogram.org)) for a planning guide or to set up a conversation.

### Lessons Learned

Initial implementation of this program model began in 2010 with a single \$10,000 grant. PATCH Staff are thankful for the ongoing support from various non-traditional partners (public health, care delivery, education, youth programming, academia, advocacy, businesses, and more!) who have undoubtedly contributed to the program’s growth, success, and sustainability. Although not an exhaustive list, the following are some key lessons we have learned over the years.

- Teens change, and so must we to better meet their needs and priorities!
- While time consuming, capacity building (e.g., the development of infrastructure and key community partnerships) and pre-implementation phases are critical. Thus, multi-year funding commitments give Sites the best chance for success.
- Youth can be incredible advocates if given the tools, space, and resources to do so.
- The intentionality and approach to youth engagement has led to more authentic, positive, and sustained youth engagement.
- A well-developed coaching model, in addition to a thorough implementation manual, has been critical for successful implementation of the model.
- Since interpersonal communication plays such a critical role in the delivery of quality care, communities are interested in how this intervention might support existing adolescent health priorities and quality improvement efforts (e.g., health care transition, medical home, and preventive care, teen birth rate, injury prevention, and vaccinations).

### Next Steps

Evaluation, monitoring, and ongoing quality improvement efforts are extremely important and central to our work. We strive to keep the program relevant in an ever-changing society, and aim to meet the growing demands of a heterogeneous adolescent population. We take into consideration evaluation data, recent evidence-base, and community/key stakeholder input. Our original Wisconsin-based PATCH communities serve as our model while we explore ongoing adaptation, pilot new material and programs, and continually improve upon our current efforts.

PATCH Staff has an interest in:

- Implementing and assessing all of PATCH’s complementary educational components in a single community (health care provider, teens, and parents);
- Statistically comparing effectiveness of efforts across unique communities once more Sites are established and in sequential years of programming;
- Determining broader and long-term impacts of its efforts;
- Trans-creating and piloting materials in Spanish; and
- Continuing to disseminate evidence, impact, and lessons learned through various mediums.

In Wisconsin, our goal is to implement the PATCH Teen Educator Program in all five Wisconsin public health regions, as well as the strategically disseminate and integrate the *PATCH for Teens* and *PATCH for Parents* Toolkits into existing efforts. Furthermore, we intend to re-

convene a statewide PATCH Symposium, which joined PATCH Teen Educators and health care professionals together to learn, share and grow as adolescent champions and advocates.

### Practice Contact Information

*For more information about this practice, please contact:*

PATCH Program Staff at [staff@patchprogram.org](mailto:staff@patchprogram.org) or  
visit [www.patchprogram.org](http://www.patchprogram.org)