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MCH Innovations Database Practice Summary & Implementation Guidance

PATCH Teen Educator Program

A replicable, youth-driven intervention to improve the way adolescents receive, experience, and utilities health care.



Location

Wisconsin



Topic Area

Family/Youth Engagement,
Primary/Preventative Care



Setting

Community



Population Focus

Adolescent Health



NPM*

NPM 10: Adolescent Well-Visit
NPM 11: Medical Home
NPM 12: Transition



Date Added

July 2020

**As a health care communication program, this program has the possibility to complement other adolescent health strategies and activities (such as physical activity). Yet, the ones listed here are ones that are most often used.*

Contact Information

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Section 1: Practice Summary

PRACTICE DESCRIPTION

As an initiative of the Providers and Teens Communicating for Health (PATCH) Program, the PATCH Teen Educator Program seeks to improve adolescent health and wellbeing alongside and in true partnership with youth. The goal is to empower young people to actively participate in their health care with a deliberate focus on enhancing health care communication and building strong patient-provider relationships.

This community-based program complements existing adolescent health care initiatives (such as those improving the quality of health care services and supporting health care transition) by providing teen-centered education, awareness, and encouragement to youth and health care professionals, alike. *Additional programming is also available to incorporate families and guardians.*

CORE COMPONENTS & PRACTICE ACTIVITIES

Core Components & Practice Activities		
Core Component	Activities	Operational Details
Recruitment & Hiring	Recruit and hire well-rounded, passionate, dedicated, diverse, and representative team of youth	Completed on an annual basis through a competitive hiring process; team consists of approximately 8-12 youth who commit to an extended contract
Onboarding & Training	Ensure youth receive the necessary knowledge and skills to do their job well	A 20-hour training designed for team bonding and laying the foundation for a successful youth-adult partnership
Enrichment Meetings	Provide ongoing engagement and additional education about topics important for the job and to their daily lives, as well as check-in on job responsibilities	Organized and hosted by the Site Coordinator, group meetings occur twice a month for two hours at a time
PATCH Workshops	Deliver teen-facilitated workshops within the local community	With the support and supervision of the Site Coordinator, Teen Educators facilitate PATCH workshops in their local



community. The *PATCH for Parents* Toolkit may also be used to incorporate families and guardians.

HEALTH EQUITY

The PATCH Teen Educator Program cultivates a space for youth from all walks of life to participate and share their insights. The representation and blending of diverse backgrounds, experiences, and perspectives enhances PATCH's relevance and innovation in addressing health equity.

In Wisconsin, we place an emphasis on hiring and engaging those that experience the highest health disparities including youth of color, LGBTQ+ youth, youth with special health care needs, and youth from rural areas. The training and activities in the program also provide youth with the knowledge and support to understand health equity and its impacts on populations. Young people have the ability to be incredible advocates for the health of their generation if given the space and tools to do so.

EVIDENCE OF EFFECTIVENESS

Our ongoing evaluations of the PATCH Teen Educator Program suggest the important need of addressing the underlying misunderstandings and misconceptions hindering effective adolescent patient-provider communication and relationships in health care settings. By attending a one-time, 60-to 90-minute workshop led by trained youth, both teen and provider audiences report changes in knowledge, confidence, and intended behavior. Youth leading those workshops indicate 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 impact reports, publications, and presentations visit www.patchprogram.org.



Section 2: Implementation Guidance

COLLABORATORS AND PARTNERS

Each PATCH Site (a community replicating the PATCH Teen Educator Program) has a Site Coordinator who supervises and supports a team of Teen Educators to facilitate *PATCH for Providers Workshops* and *PATCH for Teens: Peer-to-Peer Workshops*.

Practice Collaborators and Partners		
Partner & Collaborator	How are they involved in decision-making throughout practice processes?	Does this stakeholder have lived experience/come from a community impacted by the practice?
PATCH Coach	A Coach is assigned to each Site by the PATCH Program to assist in program planning, implementation, and evaluation. PATCH mentors each Site to ensure the cultivation of strong and meaningful youth-adult partnerships, as well as to maintain fidelity to PATCH's youth-driven programming.	The Coach is responsible for creating a Community of Practice among replication partners.
Community Advisory Team (CAT)	They offer support and guidance to the Site Coordinator	These individuals work and/or live within the community.
Site Coordinator	The Site Coordinator is responsible for executing all PATCH programming efforts in their community. They are advised by the CAT and their PATCH Coach and may work in partnership with an intern. They are a direct supervisor to the team of Teen Educators	It is expected that organizations hire a Site Coordinator who has lived experience and comes from the community.
Enrichment Experts	Guest speakers are invited into specific enrichment meetings to provide youth with new perspectives,	These individuals work and/or live within the community.



	resources, connections, and information.	
Teen Educators	Teen Educators, ages 14-18, are hired by the Site Coordinator to share their authentic insights into adolescent health care experiences, concerns, and preferences. As part of the job, they attend ongoing enrichment opportunities, facilitate workshops, and are encouraged to advocate for change within the health care system and their community.	PATCH intentionally brings diverse youth voices together – representing various identities, such as those related to age, race, ethnicity, socioeconomic status, geographic location, family life, religion, ability, gender, and sexual identity.
Health Care Professionals	Teen Educators, with supervision from the Site Coordinator, educate and empower a wide variety of health care professionals on better ways to build trusted relationships and more effectively community with teens in health care settings.	These individuals work and/or live within the community.
Young People	Teen Educators, with supervision from the Site Coordinator, educate and empower other youth to learn to manage their own health care experiences, and equip them with the knowledge and skills needed to get the health care they need and deserve.	These peers often live within the community.

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, PATCH Sites have varied in geography (rural and urban), organizational structure (government and non-profit), capacity, and overall reach. With support from PATCH Staff, communities have adapted the program to



their specific needs and priorities (e.g., hiring and training systems-involved youth as Teen Educators or simply integrating programming into existing public health initiatives).

Health care and public health entities continually express interest the PATCH Teen Educator Program as it seemingly provides a creative and youth-driven approach to addressing other public health priorities (e.g., health care transition and trauma-informed care).

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 – 12 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).

PRACTICE TIMELINE

It is up to each Site to create their own program timeline. The PATCH Program runs on a July 1 – June 30 program year, so any evaluation and quality improvement efforts will reflect this schedule.

Phase: Planning/Pre-Implementation		
Activity Description	Time Needed	Responsible Party
<p><i>Determine contextual fit and feasibility:</i> PATCH Staff is happy to discuss its history, development, theory, and model with interested parties. For those looking to replicate, these initial conversations also help determine fit, feasibility, readiness, capacity, and funding.</p>	Varied	Replication Partner / Host Organization Leadership; Support provided by PATCH Program Staff
<p><i>Secure needed resources; Develop a solid organizational and staffing structure; Hire and train Site Coordinator; Address emergent challenges:</i> Interested parties sign a memorandum of agreement to initiate a transparent, collaborative, and personal mentorship with PATCH Program staff. A Site Coordinator Training helps lay the foundation for successful implementation and for effective coaching and mentorship between the PATCH Coach and locally employed Coordinator.</p>		



Phase: Implementation

Activity Description	Time Needed	Responsible Party
<p><i>Plan, implement & evaluate programming with support and guidance from a PATCH Coach:</i> Determine program goals and capacity and create a detailed timeline for corresponding efforts. PATCH Coaches can recommend program year timeline based on lessons learned and previous success. This includes: recruiting, hiring, onboarding, and training of Teen Educators; coordinating Enrichment Meetings; creating community connections; organizing workshop opportunities; supporting and celebrating youth.</p>	Ongoing	Replication Partner / Host Organization Leadership; Support provided by PATCH Program Staff

Phase: Sustainability

Activity Description	Time Needed	Responsible Party
<p><i>Monitor, learn from, and improve upon ongoing implementation:</i> PATCH is committed to creating a community of practice for those implementing the program - to shares successes, challenges, best practices, lessons learned, additional resources, and programming updates.</p>	Ongoing	Replication Partner / Host Organization Leadership; Support provided by PATCH Program Staff

PRACTICE COST

The average cost to launch a PATCH Site is approximately \$14,000. This includes the PATCH Teen Educator Program one-time licensing fee, initial implementation materials, training, and coaching for year one. Additional resources are needed to cover staff (Coordinator & teen) 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, reach, and coaching needs. Existing PATCH Sites have utilized different approaches to cover program costs, including grants, sponsorships, partnerships, and in-kind space and/or materials.



Budget

Activity/Item	Brief Description	Quantity	Total
Program Start-up Costs			
Replication Package	Includes licensing fee, one PATCH Teen Educator Program Manual, 16-hour in-person Site Coordinator Training, PATCH for Providers Workshop facilitation materials for 100 participants, and PATCH for Teens: Peer-to-Peer Workshop facilitation materials for 100 participants	1	\$7,500
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).	1	\$500 - \$1,500
Implementation Manuals	Required for all Site Coordinator Training participants	1 per additional Trainee (as needed)	\$500
Avg. Start-Up Cost = \$14,000 one time			
Annual Coaching Costs (cost as agreed upon in MOA will vary by year)			
PATCH Coaching	Level of coaching is agreed upon annually between the PATCH Program and PATCH Site. (Full Coaching of 48 hours for \$3,600 is required for all first year program sites).	1	\$900 - \$3,600
Annual Coaching Cost: between \$900-\$3,600			
Estimated Annual Implementation Costs (will vary based on program size and reach)			
Salary & Benefits for Staff	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.	1	Varies based on Site



Teen Educator Payments	Teen Educators should be compensated for their expertise and must be paid a minimum of \$12/hr based on cost of living; approx. 6-8 hours/month per youth	Avg 8 – 13 Teen Educators	\$6,500 - \$15,000
Enrichment Speaker Payments	Enrichment speakers are key to Teen Educators' learning, growth, and connections and should be compensated for their contributions; approx. 5-10 speakers at \$100-\$200 per session	Avg. 5-10 Guest Speakers	\$500 - \$2,000
Teen Educator T-Shirts	Official PATCH Teen Educator T-shirts should be provided to all PATCH Teen Educators to be worn during work-related events; \$22-\$26 each	Avg 8 – 13 Teen Educators	\$200 - \$400
Operational Funds	Funds for day-to-day implementation such as promotional materials, equipment, travel, lodging, food, swag, workshop materials, etc.		\$2,500 - \$8,500
Annual Implementation Cost: Varied			

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!
- Youth can be incredible advocates if given the tools, space, and resources to do so.
- While time consuming, capacity building (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.
- 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

PATCH Staff are continuously learning and striving to apply the most advanced information and research to be a revolutionary leader in public health. We value integrity and actively assess program's alignment with evidence, guidelines, standards, and emerging trends. We recognize, value, and celebrate the fact that youth change and thus, our programming and efforts need to adapt, too. We strive to keep the program relevant in an ever-changing society and aim to meet the growing demands of today's youth. PATCH uses a variation of the Plan-Do-Study-Act cycle to quality improvement and is informed by our ongoing collection of process, outcome, and impact data. PATCH Staff annually reviews and revises (as deemed necessary) the program's strategic plan, programming, and materials. 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.

Moving forward, we hope to add to the published evidence base with support from experts in the field. More importantly, we look forward to encouraging, supporting, and collaborating with others who are interested in such efforts. Together for adolescent health!

RESOURCES PROVIDED

- N/A

APPENDIX

- N/A

