

Providers and Teens Communicating for Health (PATCH) Program: Core PATCH Package

An Innovation Station Promising 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

Location:	Wisconsin	Title V/MCH Block Grant Measures Addressed
Category:	Promising	NPM #10: Percent of adolescents with a preventive services visit in the last year
Date Submitted:	10/2017	NPM #12: Percent of children with and without special health care needs who received services necessary to make transitions to adult health care

Practice Description

The Core PATCH Package provides communities a foundation and platform to improve health care transition and overall health care experiences for young people through an innovative, youth-driven, multipronged, community-based approach. Becoming a PATCH Site encourages communities to engage and connect with various stakeholders; to align resources, policies, initiatives, and strategies within and across systems and sectors; and to build skills for convening, planning, and implementing shared/collective impact efforts.

Purpose

Research shows significant barriers that influence an adolescent’s willingness to appropriately use health care services. Many have concerns and fears about confidentiality, stigma, and judgmental attitudes of health care providers that directly influence their health care experiences and overall health outcomes. Furthermore, the need and guidance to begin health care transition is often not given enough attention which has shown to have adverse and long-term impacts on individuals and health care systems at large.

The Core PATCH Package has three priority populations: Teen Educators, health care professionals, and adolescents. Additional PATCH programming and resources are available for health care professionals, youth, health teachers, and parents and guardians.

Practice Foundation

The Core PATCH Package is founded on the Social Ecological Model, Positive Youth Development Framework, and the Activated Health Education Model and is influenced by evidence-based guidelines, standards, recommendations, and information published by the government, provider associations, task forces, and other reputable organizations.

Core Components

The Core PATCH Package is community-based in nature, so each PATCH Site develops and functions differently. However, the following components are key for a successful program: PATCH Coaching Model, PATCH Teen Educator Model, PATCH for Providers Workshops, and PATCH for Teens: Peer-to-Peer Workshops.

Practice Activities

Core Component	Activities	Operational Details
PATCH Coaching Model	Support, guidance, and mentorship	A PATCH Coach works collaboratively with each PATCH Site in program planning, implementation, and evaluation.
Community Advisory Team	Support and guide the integration of program into community	This diverse group of stakeholders live and/or work in the community and help align resources, policies, initiatives, and strategies within and across systems and sectors.
Site Coordinator	Plan, implement, and evaluate program	The Site Coordinator is responsible for implementing the Core PATCH Package in their community as is a direct supervisor to the Teen Educator Team.
PATCH Teen Educator Model	Ongoing authentic youth engagement allows youth to facilitate workshops and advocate for change within the community and health care system	This team of young people from the community is hired and trained to offer accurate and authentic insights into adolescent experiences, concerns, and preferences. THEY are the experts!
PATCH for Providers Workshop	Educational workshop	Teen Educators educate and empower a wide variety of health care professionals on better ways to build trusted relationships and more effectively communicate with teens in health care settings.
PATCH for Teens: Peer-to-Peer Workshop	Educational workshop	Teen Educators educate and empower other youth to learn to manage their own health care experiences, and equip them with the knowledge and skills needed to navigate and advocate for youth-friendly services.

Note: Teens change, and so do we! Additional PATCH programming and resources have become available to support and customize the Core PATCH Package (e.g., *PATCH for Teens* and *PATCH for Parents* Toolkits) since the program's initial acceptance into the Innovation Station. For more information visit www.patchprogram.org.

Evidence of Effectiveness (e.g. Evaluation Data)

In Wisconsin, PATCH is seen as a promising and innovative strategy to help address Maternal and Child Health (MCH) priorities and has been a key component of state-based MCH efforts and built into robust Collaborative Improvement and Innovation Network (CoIIN) strategies.

Communities implementing the Core PATCH Package have reported significant impacts on Teen Educators in the areas of personal and social advocacy and adulthood preparation. Programmatic evaluations have also indicated significant increases in knowledge, self-efficacy, and behavioral intentions of both health care professional and youth audiences. Health care professionals have also demonstrated promising growth in clinical behavior change at 8-weeks post-workshop.

Replication

PATCH launched its first year of programming in Madison, Wisconsin in 2010. In 2014, PATCH began replication efforts by piloting an expansion site in rural Wisconsin. The lessons learned from this pilot led to the development of a full replication site in 2016. PATCH went national in 2017 with its first non-Wisconsin PATCH Site and as of January 2019, seven communities across the nation have been trained and certified as PATCH Sites.

Section II: Practice Implementation

Internal Capacity

At a minimum, 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 Core PATCH Package and may range from 0.5 – 1 FTE depending on program size and reach. FTE percentage may fluctuate based on program cycle.
- **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).

Prior to implementation, the PATCH Program highly recommends that each PATCH Site takes the time to map their community – understanding the people, relationships,

physical structures, organizations, and institutes that might help or hinder the program's success. This process is intended to illuminate the community's needs, priorities, resources, and readiness to address the issues of adolescent health through PATCH. Furthermore, each Site should determine the capacity and scope of its program based on desired outcomes, staff, time, and funding.

Collaboration/Partners

It is likely that PATCH Sites will have many stakeholders and supporters who are invested in the program's success. A Community Advisory Team is a select group of 5 – 12 individuals (depending on the needs and size of the community) who serve as an advisory committee, not a governing board, to the program. PATCH Coaches work with each Site to help form and engage these partners in the program.

The PATCH Program, at large, is made possible because of the support from numerous individuals, organizations, and sectors who have rallied around its vision of youth empowerment and advocacy. Local, state, and national stakeholders include youth, health care professionals and systems, public health, policy makers, parents/guardians, schools, and community leaders. The ability to convene such diverse, multidisciplinary advisory bodies and partnerships has had a collective impact on the implementation, quality, and growth of the program.

Practice Cost

The average cost to launch and implement a PATCH Site in year one is approximately \$14,000. This includes the Core PATCH Package 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.

Funding & Budget Considerations		
Activity/Item	Brief Description	Cost
Program Start-Up Costs		
Core PATCH Package	Includes licensing fee, one (1) PATCH Implementation 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.	\$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)
Additional Program Components (Cost as agreed upon in MOA will vary by year)		
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)
Estimated Site Costs to Implement the Program (Cost will vary based on program size and reach)		

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 at \$10/hr or similar 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

PATCH Coaches work year-round with each individual Site to help set a solid foundation for successful implementation. Their role is to provide programmatic insight and advice, answer questions, provide feedback, and share best practices based upon the shared experiences of all Sites.

Practice Timeline				
Phase	Description of Activity	Timeframe	# of hours needed to complete/oversee activity	Person(s) Responsible
Planning/ Pre-implementation	Includes community mapping and strategic program planning process, staff hires, PATCH Site Training, etc.	VARIES BY SITE		
Implementation	Implement Teen Educator Model & PATCH Workshops through the support of the PATCH Coaching Model	A program year typically aligns with the community's academic calendar (e.g., 9-months)	VARIES BY SITE (Appx. 0.5 FTE)	Site Coordinator
Sustainability	Community Outreach & Partnerships	Ongoing	VARIES BY SITE	Site Coordinator
	Ongoing Evaluation & Quality Improvement Efforts	Ongoing	VARIES BY SITE	Site Coordinator

Resources Provided

www.patchprogram.org

Lessons Learned

PATCH, originally known as the Wisconsin Adolescent Health Care Communication Program (WAHCCP), began in 2010 with a single \$10,000 grant. Over the years, program staff have been able to capitalize on the lessons learned to grow and sustain this innovative program. Additionally, the committed investment and authentic insights from teens and key stakeholders has led to exponential growth and development. In the 9+ years, the program has changed its name, mission, structure, capacity, and overall work to meet the growing demands of today's youth and society.

Although not an exhaustive list, some of our key lessons learned include:

- The importance of youth engagement and the balance in our employment/empowerment approach.
- The need to develop key community partnerships for program success.
- The ability to be creative and innovative in program development, marketing, sustainability, and implementation.
- The foundational program components and necessary steps for successful program replication (e.g., a specific Core PATCH Package community readiness assessment, Replication and Coaching Model, etc.).
- The importance of pilot projects and overall evaluation, quality improvement, and monitoring of the program.

Next Steps

Evaluation, monitoring, and ongoing quality improvement is critical due to the innovative and youth-driven nature of the program. As a result, PATCH Staff annually review and revise (as necessary) the program's strategic plan, programming, and materials. We strive to keep the program relevant in an ever-changing society, and aim to meet the growing demands of today's youth. We take into consideration evaluation data, literature, 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. To stay up-to-date on our newest endeavors, please visit www.patchprogram.org.

Practice Contact Information

For more information about this practice, please contact:

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