PATCH FOR PROVIDERS - LOGIC MODEL

SITUATION Regular preventive care (e.g., well-visits) for adolescents is one cost-effective strategy for improving population health. However, research indicates unique challenges that influence the effectiveness of adolescent preventive care. Adolescents often approach the health care system with confusion and uncertainty as well as a fear of being judged or lectured, which often leads them to either lie by omission or falsify information, directly impacting quality of care. Unfortunately, health professionals often receive little or no training on how to build stronger relationships with this population and improve adolescent willingness to engage in open and honest conversations. **The PATCH for Providers workshop aims to mediate these** challenges by empowering health professionals to build stronger relationships with their adolescent patients, prioritize adolescent health care rights, and take responsibility for creating an atmosphere where teens can begin to successfully manage their own health and health care.



INPUTS

PEOPLE

- PATCH Program Leadership Staff
- PATCH Program Coaches
- PATCH Site Coordinators
- Teen Educators
- Health Professionals
- Community Partners
- University Partners
- Health Systems
- Program Advisors and Consultants
- Volunteers and Interns
- Funders
- Continuing Education Organizations

OTHER

- Time
- Facilities / Space
- Technology
- Scripts
- Facilitation Materials
- Resources

STRATEGIES

GOAL

Engage, educate, and empower healthcare providers on ways to better connect with teens – especially when talking about more personal or "sensitive" topics

LEARNING OBJECTIVES

Participants will:

- Understand adolescents' concerns, attitudes, and preferences in health care
- Explore ways to provide high-quality, youth-friendly health care services
- Acquire knowledge, skills, and confidence to build relationships and communicate effectively with teen patients

LESSON ACTIVITIES

- Relationship = Personal assumptions, judgments and biases about teens; Tips to better connect and communicate with teens; HEADSS model in adolescent questioning; Key aspects of a teen health care visit
- Rights = Teen rights in health care settings;
 Scenarios in which confidentiality may be broken; Impact of mandated reporting and confidentiality on teen healthcare experiences;
 Establishing confidentiality during a teen visit with parent and patient
- **Responsibility** = Goal setting and practice change; Additional learning and clinic resources (i.e. Playbook, Pocket Card, Brochures)

OUTCOMES

IMMEDIATELY POST-WORKSHOP

- Increased knowledge and skills in areas of relationship (i.e. nonjudgmental care and effective communication techniques), rights (i.e. confidentiality laws), and responsibility (system barriers and advocacy techniques related to implementing best practices)
- Increased self-efficacy in utilizing above knowledge and skills to improve care for teen patients
- Increased behavioral intentions to incorporate above knowledge & skills into health care practice

8-WEEKS POST-WORKSHOP

- Demonstrated clinical behavior change related to above knowledge and skills
- Self-reported improved communication and relationships with adolescent patients

IMPACT

SHORT TERM IMPACT

- More discussions and actions to establish and protect adolescent health care rights
- Time set aside at every visit for teen patients to talk to health professional alone
- Use of best practices for youth friendly clinical services
- Broader network of professionals working to empower teens to begin to manage their own health care experiences
- Policy changes at the provider and clinic levels

LONG TERM IMPACT

- Improved communication, respect, and trust among teen patients and health professionals
- Enhanced patient-provider relationships
- Engaged, educated and empowered teen patients
- Policy changes at the system, state, and national levels

ASSUMPTIONS

- Theory of Planned Behavior: Attitude toward behavior, subjective norm and perceived/actual behavioral control > Intention > Behavior
- · Health care providers value the ability to offer comprehensive, medically accurate, age-appropriate health care to adolescents
- This one-time workshop is considered an introduction to adolescent health; Participants will utilize materials and resources to enhance practice

EXTERNAL FACTORS

- Variations in parental involvement in adolescent health care
- Individual health care professional beliefs and values
- Individual health care clinic/office internal policies
- Health education and delivery policies at local, state, and national levels