



## Considering PATCH? Here's all you need to know...

**The Providers and Teens Communicating for Health (PATCH) Program** is an innovative, youth-driven program working to ensure all adolescents are able to receive high-quality, youth-friendly health care services in their community. This guidebook explains what it means to invest in PATCH and provides key information for launching a PATCH Program in your community. It will help you:

- \* **Determine alignment with PATCH Mission, Vision & Values**
- \* **Explore community readiness**
- \* **Understand Key program components and timelines**
- \* **Plan for budgetary needs**

Please contact us anytime with questions or needs. PATCH staff is here to help!

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# Why invest in PATCH?

Adolescence\* is the critical transition period from childhood to adulthood characterized by rapid physical, cognitive, emotional, and social growth. Many unique public health and social challenges begin to develop or peak during this phase, including issues related to mental health, substance abuse, sexual and reproductive health, safety, nutrition, and physical activity. Unfortunately, at the time when many of these issues are central to their lives, young people face unique challenges and barriers accessing and receiving youth-friendly health care that addresses their unique perceptions, abilities, and needs.

PATCH firmly believes that all young people deserve quality, youth-friendly healthcare services and has developed programming and resources to help communities reach this goal. PATCH works to improve the knowledge, confidence, and behaviors of youth and health care professionals alike, and works to build stronger patient/provider relationships between these two populations.

## Launching your PATCH Program

The **Core PATCH Package** helps communities set a solid foundation for a successful program and includes the three intervention components listed below.

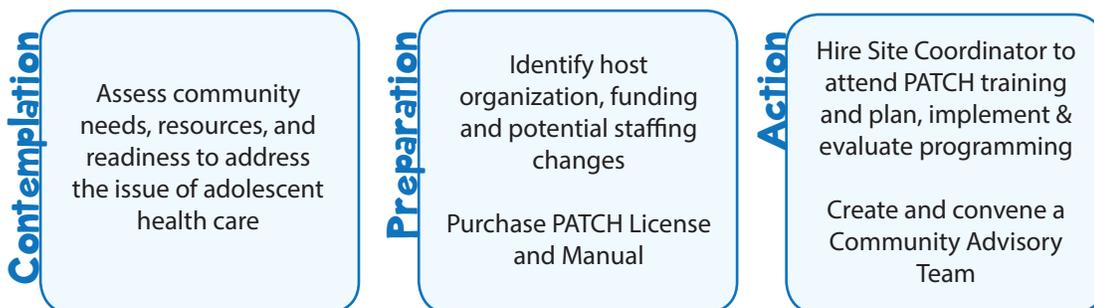
**PATCH Teen Educator Model** - Through a year-long, youth-driven curriculum, a Site Coordinator hires and trains a group of high school youth to be PATCH Teen Educators who will be engaged, educated, and empowered to facilitate PATCH workshops and advocate for change in the community and health care systems.

**PATCH for Providers Workshops** - PATCH Teen Educators facilitate an interactive and practical presentation to a range of healthcare providers offering better ways to connect with young patients and ensure youth-friendly services.

**PATCH for Teens - Peer to Peer Edition** - PATCH Teen Educators equip peers with the knowledge and skills needed to navigate and advocate for youth-friendly services, while motivating their generation to be active participants in health care.

Due to the growing demands of today's youth and society, PATCH is continually developing and piloting new add-on components. Please inquire and we'll be happy to help customize your PATCH experience!

## Stages of Program Implementation



\*Adolescence as ages 10-24

## What's the impact?

PATCH has been piloted in diverse communities throughout Wisconsin and has shown promising impact. Teen Educator alumni have grown into thriving, connected, and productive members of society, while workshop participants have shown increases in knowledge, confidence, and behavioral intentions. Actual behavior change has also been demonstrated by health care professionals. As PATCH continues to grow, we are excited to further evaluate the impacts that PATCH has within your community!

# Mission, Vision & Values

All stakeholders must stand behind the PATCH vision and mission, and embody the same values and beliefs upon which the PATCH model is built.

## Vision...

A supportive environment in which all adolescents are able to reach their optimal health, safety, and economic security.

## Mission...

To improve adolescent health and wellbeing by engaging, educating, and empowering youth and adults as trusted partners in care.

## Theory of Change... Inform, Involve, Inspire, and Innovate

## PATCH Values...

**Advocacy.** We actively empower people of all ages to raise their voices for positive change.

**Collaboration.** We work collaboratively with youth and adults as individuals, and throughout communities to improve health and support a strong public health system for adolescents.

**Communication.** We are open, honest, and timely in our communication and believe this to be a key aspect of strengthening relationships between youth and adults in healthcare settings.

**Individuality.** We value the diversity and identities of all individuals regardless of age, race, ethnicity, socioeconomic status, geographic location, family life, religion, ability, gender, and sexual identity.

**Innovation.** We are continuously learning and strive to apply the most advanced information and research to be a revolutionary leader in public health.

**Integrity.** We act with a consistency of character and are accountable for our actions.

**Passion.** We are committed in our hearts and minds to make positive changes, and promote a positive, energizing, optimistic, and fun environment.

**Respect.** We approach all people with significance, understanding, compassion, and dignity.

**Social Justice.** We seek fairness and justice for all individuals in society.

**Storytelling.** We capitalize on the power of storytelling to make positive change.

**Teamwork.** We leverage and celebrate the abilities of all team members as we work together toward our vision and mission.

**Wellness.** We value the journey through which people become aware of, and make choices toward, achieving their full potential; a multidimensional and holistic process encompassing environment, lifestyle, mental, and spiritual wellbeing.

## PATCH Believes In...

**Being youth-driven.** Teens are the population best equipped to provide accurate, authentic advice and insight into the needs, concerns, and preferences of their generation.

**Emphasizing prevention.** Teens are in a stage of rapid psychosocial development and experimentation, making them particularly susceptible to behavior-based illnesses; many of which are preventable. Prevention saves lives and money.

**Strong patient-provider relationships.** Teens will make healthier decisions and will seek the care that they need if they are able to have open and honest conversations with a trusted healthcare provider.

**Access to quality health care, resources & education.** Teens have the right and responsibility to access confidential, comprehensive, and developmentally-, age- and culturally-appropriate support, resources, and services.

**Equality and equity.** All teens have the right to high-quality healthcare that reflects knowledge of, sensitivity to, and respect for their differences, identities, and unique needs.

**Erasing stigma.** Teens have the right to experience health care as a natural part of living including judgement-free care and conversations based on sex-positivity and mental health parity.

**The power of diverse voices.** Teens have the ability to create change by sharing stories and life experiences related to age, gender, sexual identity, race, ethnicity, socioeconomic status, education, geography, family life, religion, and abilities.

**Youth empowerment.** Teens have the ability and right to make choices about their own bodies and deserve the opportunity to develop skills needed to become life-long advocates for themselves and others.

# Community Readiness

## Is PATCH the right fit for your community?

It's important to make sure that there is a clear understanding of the needs, resources, and readiness to address the issue of adolescent health care in a community before launching a PATCH Program. This is instrumental for success and will ultimately determine if PATCH is the right fit and to what extent the PATCH Program can be implemented in your community, including target population(s), scope, and reach.

Many communities conduct a community health assessment on a regular basis, however, additional research may be needed. Consider carefully documenting this process, collecting both quantitative (e.g., incidence and prevalence data) and qualitative data (e.g., community attitudes) on the issues that PATCH might address within a community. This will serve as baseline data, or starting points, to measure progress.

### To determine if PATCH is the right fit to address the unmet needs of your community, consider asking:

- What are your community's main health priorities?
- What is the status of adolescent health in your community?
- What healthcare services are available? Who do they serve?
- What percentage of youth seek health care? Where do they go? What type of care do they receive (e.g., preventive care, sports physicals, emergency care)? Do they experience particular problems or barriers when accessing care?
- What are youth's perceptions of health care in your community? Are they able to advocate for their needs? Do they know how to navigate the system? What's their level of health literacy?
- What other organizations are addressing this issue, if any?
- What would be the acceptability of PATCH to the community – among the target population, as well as other key organizational actors? Is your community open to addressing politicized health issues?
- Who are the willing partners? Do you have support in schools? Clinics/hospitals?
- Describe your community in terms of racial, religious, geography, culture, etc. How do these characteristics play a role in adolescent health?

### To identify who may be best suited to implement the program and how much they can accomplish, consider asking:

- What is the organization's infrastructure and capacity?
- What types of resources are available?
- Is there availability of ongoing funding?
- Is PATCH compatible with the direction and priorities of the organization?
- Would the program pose any conflicts of interest to the organization?
- In what context would the program be administered?

**\* Please note that these lists are only a starting point and do not contain an exhaustive list of questions. See Additional Resources or contact us for help with your community assessment if needed.**

### Additional Resources

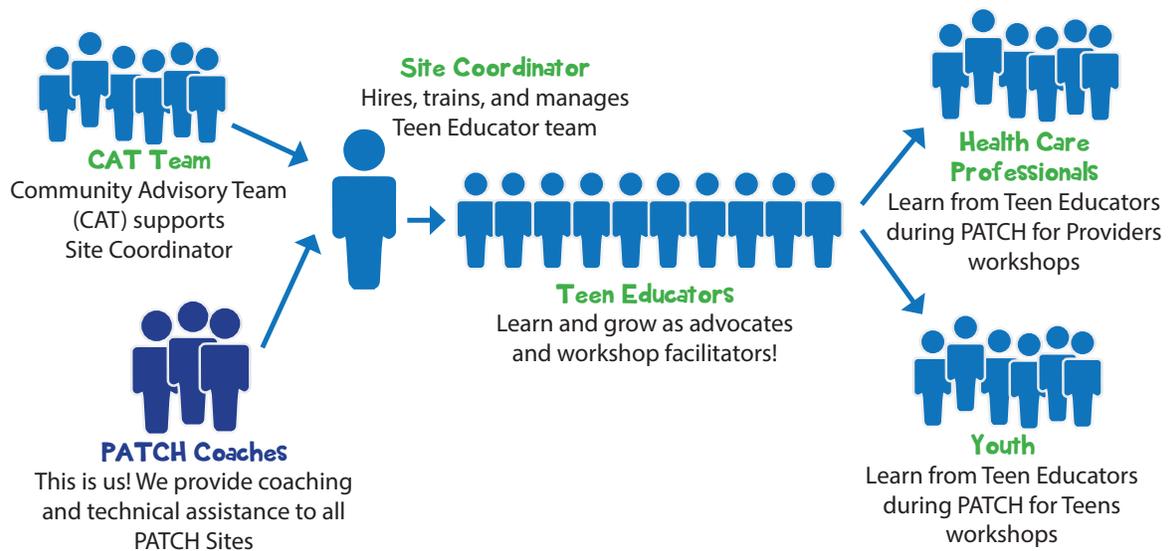
- *KU Work Group for Community Health and Development. (2015). Chapter 3: Assessing Community Needs and Resources. Lawrence, KS: University of Kansas. Retrieved from the Community Tool Box: <http://ctb.ku.edu/en/table-of-contents/assessment/assessing-community-needs-and-resources> (Simplified: <http://ctb.ku.edu/en/assessing-community-needs-and-resources>)*
- *Colorado State University, Tri-Ethnic Center for Prevention Research. (2014). Community Readiness for Community Change (2nd ed.). Retrieved from [http://triethniccenter.colostate.edu/docs/CR\\_Handbook\\_8-3-15.pdf](http://triethniccenter.colostate.edu/docs/CR_Handbook_8-3-15.pdf)*

# YOUR Local Program

PATCH has been utilized to help reach many local goals like...

- Improving adolescent patient-provider relationships
- Increasing the number of adolescents who are savvy healthcare consumers
- Improving well-visit rates
- Increasing the number of adolescent-friendly systems and providers
- Improving the transition of healthcare from pediatrics to adulthood
- Increasing the number of active and supportive parents/guardians in adolescents' healthcare experiences and decisions
- Increasing the number of adolescent-informed/youth-friendly policies at local, organizational, community and societal levels!

## PATCH Site Architecture

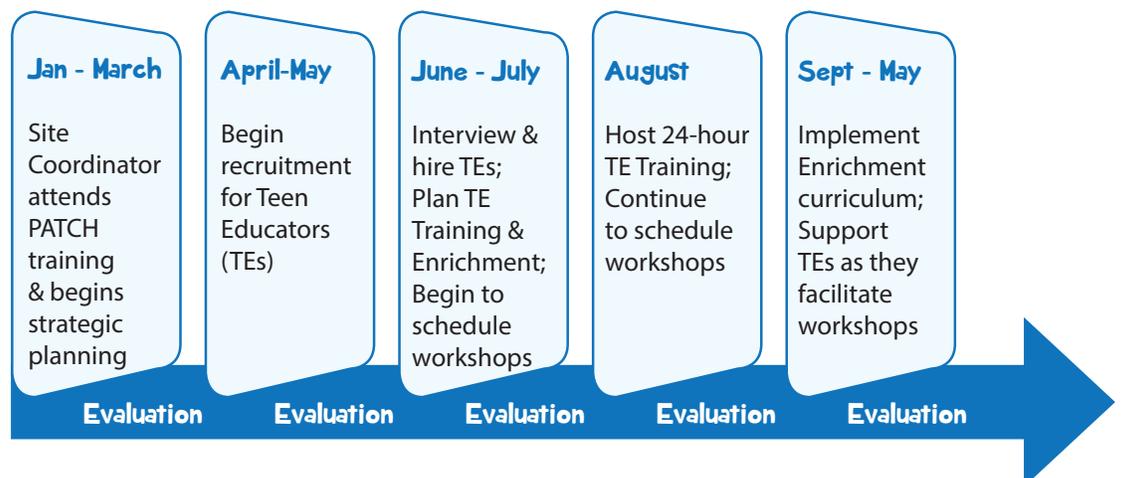


## All new PATCH Sites Must...

- Celebrate the Mission, Vision, and Values of the PATCH Program
- Maintain program fidelity and practice meaningful adaptations as necessary
- Receive ongoing Technical Assistance and Coaching from the PATCH Program
- Administer comprehensive process and outcome evaluations
- Sign MOU and Trademark agreements as provided by the PATCH Program
- Uphold the integrity of the PATCH Program in all activities

## Program Timeline

The PATCH Program year is usually in alignment with community's school year calendar. The below outlines an example for a September – May school year.



# Budget Considerations

The cost of implementing a PATCH Site will fluctuate based on geographic location (staffing salary and stipends), technical assistance and coaching needs (tier system), and extent to which PATCH is implemented (scope and reach). The chart below indicates an estimated breakdown of costs that sites are likely to incur.

Input	Explanation	Cost
<b>Year 1 Program Start-up Costs (required for all new program sites)</b>		
PATCH Core Package – Start-up kit for implementation	Includes licensing fee, one facilitator manual, 16-18 hour in-person training, and workshop implementation materials for 100 participants	\$7,500
Travel & Lodging for Site Coordinator Training	Travel & lodging for PATCH Coaches to attend on-site Site Coordinator training (Site Coordinator training is required for all year 1 facilitators)	\$350 - \$1,000 (est. range)
<b>A la carte Program Components (cost will vary based on year of implementation*)</b>		
PATCH Coaching and Technical Assistance (TA)	Coaching and TA required for all sites: <ul style="list-style-type: none"> <li>• TA up to 48 hrs (required for year 1)</li> <li>• TA up to 36 hrs (recommended for year 2)</li> <li>• TA up to 24 hrs (recommended for year 3)</li> <li>• TA up to 12 hrs (required minimum - all years)</li> </ul>	Breakdown: 48 hrs - \$3,600 36 hrs - \$2,700 24 hrs - \$1,800 12 hrs - \$900
Facilitator Manual	Full manual required for implementation by any year 1 facilitator (\$500); updates required at annual renewal for all facilitators (\$50)	\$50 - \$500
Workshop Implementation Materials	PATCH implementation materials (Provider Playbooks, Teen Playbooks, and related Emoji sets) are required for all workshops and must be purchased separately based on program reach	Playbooks - 100 @ \$2.50 each 500 @ \$2.00 each Emoji Set - \$12.50 each
Teen Educator T-shirts	PATCH Teen Educators should facilitate all workshops in official Teen Educator T-shirts	\$22 each
<b>Estimated Site Costs to Implement the Program (cost will vary based on program size and reach)</b>		
Salary & Benefits for Staff	A Site Coordinator is required and may range from .5 – 1 FTE; FTE portion may shift based on program cycle; staff time required will vary based on program size and reach	\$18,000 - \$40,000 (est. range)
Teen Educator Stipends	Teen Educator payment at \$10/hr (or similar based on cost of living); cost will vary based on size of team, scope of program, and reach	\$2,500 - \$7,500 (est. range)
Other Travel & Lodging	Workshop implementation may require travel for Teen Educators depending on size and reach	\$500 - \$4,000 (est. range)
Site Coordinator Budget	Funds for day-to-day implementation needs such as snacks or meals, bus passes, team-building, coordination of CAT team, etc	\$1,000 - \$2,000 (est. range)
Promotional Materials & Swag	Promotional materials such as educational brochures, PATCH lip balm, apparel, bags, etc (available for purchase online)	\$100 - \$500 (est. range)
Other	Other equipment or materials may be needed for successful implementation based on program site	\$100 - \$500 (est. range)

\* Program year (1, 2, 3, 4+) is based on the experience of the Site Coordinator. All Site Coordinators are required to go through PATCH training. Thus, if there is staff turnover, training and TA costs will return to the "year 1" rate.

# Contact Us, Anytime!



Whether you're interested in implementing a single site or multiple locations, our staff is here to help ensure a successful and sustainable program. Please contact us today for more information!

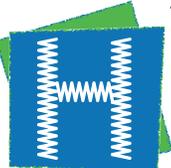
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