Providers and Teens
Communicating for Health

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www.patchprogram.org
Purpose

• Initiate a PATCH (Providers and Teens Communicating for Health) Program in Central Wisconsin

• Analyze the impact of provider and peer PATCH workshops

• Increase provider knowledge of adolescents’ concerns and preferences and teach them the confidence and skills to communicate effectively with teens

• Increase teens’ desire and ability to manage their own healthcare and help them explore steps to ensure they’re getting the care they need and deserve
• 10 Teen Educators from local high schools
• Paid position ($10/hr)
• Two-weekend training, bi-monthly enrichment
• Trained to deliver two types of workshops – PATCH for Providers and PATCH for Teens: Peer-to-Peer
Methods

PATCH for Teens: Peer to Peer Workshop
- Participants will understand the importance of learning to manage their own healthcare.
- Participants will explore steps they can take to make sure they’re getting the care they need and deserve.
- Participants will gain new skills to help them advocate for their own health and well-being.

PATCH for Providers Workshop
- Participants will understand adolescent’s concerns, attitudes, and preferences in healthcare settings.
- Participants will explore ways to provide high-quality, youth-friendly health care services.
- Participants will acquire confidence and skills to communicate effectively and build relationships with teens.
Methods

• Survey – Immediately post-workshop + 8 week post-workshop
  - Assess participants’ degree of knowledge, confidence, and behavior/intended behavior both before and after the workshop
  - Determine longer term impacts of the workshop
Methods

Community Advisory Team → Teen Educators → Site Coordinator → PATCH Coaches → PATCH for Providers Workshop Participants → PATCH for Teens: Peer to Peer Workshop Participants
Methods

Community Advisory Team

PATCH Coaches

Site Coordinator

Teen Educators

PATCH for Providers Workshop Participants

PATCH for Teens: Peer to Peer Workshop Participants

Image: Group of people posing for a photo.
**PATCH for Teens Peer-to-Peer Workshop Evaluation**

**Directions:** Please answer each question based on what you really think. **Circle [one] of the choices.** Since we are not asking for your name, nobody will know your answers.

**Example**

<table>
<thead>
<tr>
<th>Applies are good for my health</th>
<th>Yes</th>
<th>Maybe</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broccoli is red</td>
<td>Yes</td>
<td>Maybe</td>
<td>No</td>
</tr>
</tbody>
</table>

**Because of PATCH, I now KNOW...**

<table>
<thead>
<tr>
<th>The type of relationship I have with my health care providers matters</th>
<th>Yes</th>
<th>Kind Of</th>
<th>No</th>
<th>Already Knew</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why it is important to be open and honest with health care providers</td>
<td>Yes</td>
<td>Kind Of</td>
<td>No</td>
<td>Already Knew</td>
</tr>
<tr>
<td>Teens have legal health care rights</td>
<td>Yes</td>
<td>Kind Of</td>
<td>No</td>
<td>Already Knew</td>
</tr>
<tr>
<td>I have a personal responsibility to be involved in my health care</td>
<td>Yes</td>
<td>Kind Of</td>
<td>No</td>
<td>Already Knew</td>
</tr>
<tr>
<td>Learning to manage my own health care is an important part of becoming an adult</td>
<td>Yes</td>
<td>Kind Of</td>
<td>No</td>
<td>Already Knew</td>
</tr>
</tbody>
</table>

**Because of PATCH, I am (more? same? or less?) CONFIDENT in my ability to...**

<table>
<thead>
<tr>
<th>Talk openly and honestly with health care providers</th>
<th>More</th>
<th>Same</th>
<th>Less</th>
<th>Not Sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocate (speak up) for myself in health care settings</td>
<td>More</td>
<td>Same</td>
<td>Less</td>
<td>Not Sure</td>
</tr>
<tr>
<td>Be involved in my own health care</td>
<td>More</td>
<td>Same</td>
<td>Less</td>
<td>Not Sure</td>
</tr>
<tr>
<td>Get the health care I need and deserve</td>
<td>More</td>
<td>Same</td>
<td>Less</td>
<td>Not Sure</td>
</tr>
</tbody>
</table>

**Because of PATCH, I PLAN to...**

<table>
<thead>
<tr>
<th>Talk openly and honestly with health care providers</th>
<th>Yes</th>
<th>No</th>
<th>Not Sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Build better relationships with my health care providers</td>
<td>Yes</td>
<td>No</td>
<td>Not Sure</td>
</tr>
<tr>
<td>Advocate (speak up) for my health care rights</td>
<td>Yes</td>
<td>No</td>
<td>Not Sure</td>
</tr>
<tr>
<td>Talk to my parents, guardians, or a trusted adult about health care</td>
<td>Yes</td>
<td>No</td>
<td>Not Sure</td>
</tr>
<tr>
<td>Be more involved in my own health care</td>
<td>Yes</td>
<td>No</td>
<td>Not Sure</td>
</tr>
<tr>
<td>Learn more about how I can manage my own health care</td>
<td>Yes</td>
<td>No</td>
<td>Not Sure</td>
</tr>
<tr>
<td>See a health care provider regularly</td>
<td>Yes</td>
<td>No</td>
<td>Not Sure</td>
</tr>
</tbody>
</table>

Please rate each statement by indicating a response for both PRIOR and AFTER.

- **My understanding of teen preferences and concerns in health care settings**
  - PRIOR to attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High
  - AFTER attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High

- **My understanding of how to best communicate with teens about their health**
  - PRIOR to attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High
  - AFTER attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High

- **My confidence in being able to provide care that addresses the needs, preferences, and concerns of teens**
  - PRIOR to attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High
  - AFTER attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High

- **My confidence in being able to have open and honest conversations with teens about more personal or “sensitive” topics**
  - PRIOR to attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High
  - AFTER attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High

- **My confidence in being able to discuss, establish, and protect a teen’s right to confidentiality**
  - PRIOR to attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High
  - AFTER attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High

- **My confidence in being able to educate, engage, and empower teens to be active participants in their health care**
  - PRIOR to attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High
  - AFTER attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High

- **My confidence in being able to build more trusting relationships with my teen patients**
  - PRIOR to attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High
  - AFTER attending this workshop
    - 1 = Very Low
    - 2 = Low
    - 3 = Average
    - 4 = High
    - 5 = Very High

Please rate the likelihood of these two statements:

- I will utilize the knowledge and resources I gained from this workshop.
  - 1 = Very Low
  - 2 = Low
  - 3 = Average
  - 4 = High
  - 5 = Very High
  - NA

- I will change the way I interact with and care for teens because of this workshop.
  - 1 = Very Low
  - 2 = Low
  - 3 = Average
  - 4 = High
  - 5 = Very High
  - NA

**Turn me over!**
Results

PATCH for Teens: Peer-to-Peer Workshop

Because of PATCH, I plan to...

- Talk openly and honestly with healthcare providers
- Build better relationships with my healthcare providers
- Advocate (speak up) for my healthcare rights
- Talk to my parents, or a guardian, about healthcare
- Be more involved in my own healthcare
- Learn more about how I can manage my own healthcare
- See a healthcare provider regularly

Options: Not Sure, No, Yes
Results

PATCH for Teens: Peer-to-Peer Workshop

Because of PATCH, I am (more? Same? Or less?) confident in my ability to:

- Talk openly and honestly with healthcare providers
- Advocate (speak up) for myself in healthcare settings
- Be involved in my own healthcare
- Get the healthcare I need and deserve
Results

PATCH for Teens: Peer-to-Peer Workshop

Because of PATCH, I now know...

- The type of relationship I have with my healthcare providers matters
- Why it is important to be open and honest with healthcare providers
- Teens have legal healthcare rights
- I have a personal responsibility to be involved in my healthcare
- Learning to manage my own healthcare is an important part of becoming an adult

Green bar: Yes
Yellow bar: Kind of
Red bar: No
White bar: Already knew
Results

PATCH for Providers Workshop

Rate each statement by indicating a response for both PRIOR and AFTER...

- The likelihood that I will change the way I interact with and care for teens
- My confidence in being able to build and maintain trusting relationships with teen patients
- My confidence in being able to build healthy and trusting relationships with teen patients
- My confidence in being able to build more trusting relationships with teen patients
- My confidence in being able to build more trusting relationships with teen patients
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Conclusions

**Teen participants demonstrated increased:**
- Understanding of the importance of patient/provider communication
- Self-efficacy
- Confidence in talking to providers about sensitive health topics

**Provider participants demonstrated increased:**
- Knowledge of adolescent concerns and preferences
- Understanding of best-practices to ensure honest conversations about health history
- Knowledge of minors’ rights in Wisconsin
References


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Questions?

MEDICAL COLLEGE OF WISCONSIN

WALSH SCHOOL DISTRICT

THE WOMEN'S COMMUNITY, INC.
"A Tradition of Serving Families Since 1976"

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