

PATCH for Providers

Helping teens get the health care they need and deserve!



www.denverhealth.org



@denverhealthschoolbasedhealth



Providers And Teens Communicating for Health

www.patchprogram.org



@thepatchprogram

Continuing Education Credits

In support of improving patient care, this activity has been planned and implemented by School-Based Health Alliance and Moses/Weitzman Health System, Inc. and its Weitzman Institute and is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

This series is intended for Dentists, Nurses, Nurse Practitioners, Pharmacists, Physicians, Physician Assistants, Psychologists, Registered Dietitians, and Social Workers.

Please complete the survey and claim your post-session certificate on the Weitzman Education Platform after today's session. **Please note:** Pharmacists must claim credits within two week's following today's session or we will not be able to award ACPE credits.



Disclosures

- With respect to the following presentation, there has been no relevant (direct or indirect) financial relationship between speakers (or other activity planners) and any ineligible company in the past 24 months which would be considered a relevant financial relationship.
- The views expressed in this presentation are those of the speakers and may not reflect official policy of Moses/Weitzman Health System.
- We are obligated to disclose any products which are off-label, unlabeled, experimental, and/or under investigation (not FDA approved) and any limitations on the information that are presented, such as data that are preliminary or that represent ongoing research, interim analyses, and/or unsupported opinion.



Today's Goals

- Apply key components of the PATCH (Providers and Teens Communicating for Health) model by identifying at least one strategy to incorporate youth voice or teen educator engagement into clinical practice or school-based health center programming.
- Describe at least three barriers that influence adolescents' willingness to access health care services, including concerns related to confidentiality, stigma, and perceived judgment from providers.

PATCH Staff



Maria Sandoval

**PATCH Denver
Coordinator**

**Denver Health Social
Work Program
Coordinator**



DENVER HEALTH PEDIATRICS
AT DENVER PUBLIC SCHOOLS
SCHOOL-BASED HEALTH CENTERS



Erica Koepsel

**PATCH Director of Youth
Engagement**



Teen Educators



**Ella
Dickard, 15**



**Kingston
Findlater, 18**



**Charlie
Moats, 17**

School Based Health Alliance: Hallways to Health

“Young people are effective advocates for and consumers of their own health care. As key stakeholders...youth can shape programs, policy, and outreach activities that affect the health of their peers in their schools, communities, and nationwide.”

-The School-Based Health Alliance

"Managing our own health care – like driving a car – is an important part of becoming an adult. At the end of the day, it's just making sure we're physically and mentally well so that we can do so many amazing things in life!"

- PATCH Teen Educator

PATCH Mission...

To improve adolescent health and wellbeing alongside and in true partnership with youth.



... Because THEY are the experts.



DENVER HEALTH PEDIATRICS
AT DENVER PUBLIC SCHOOLS
SCHOOL-BASED HEALTH CENTERS

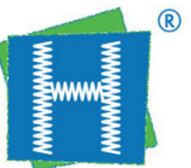


PATCH Vision...

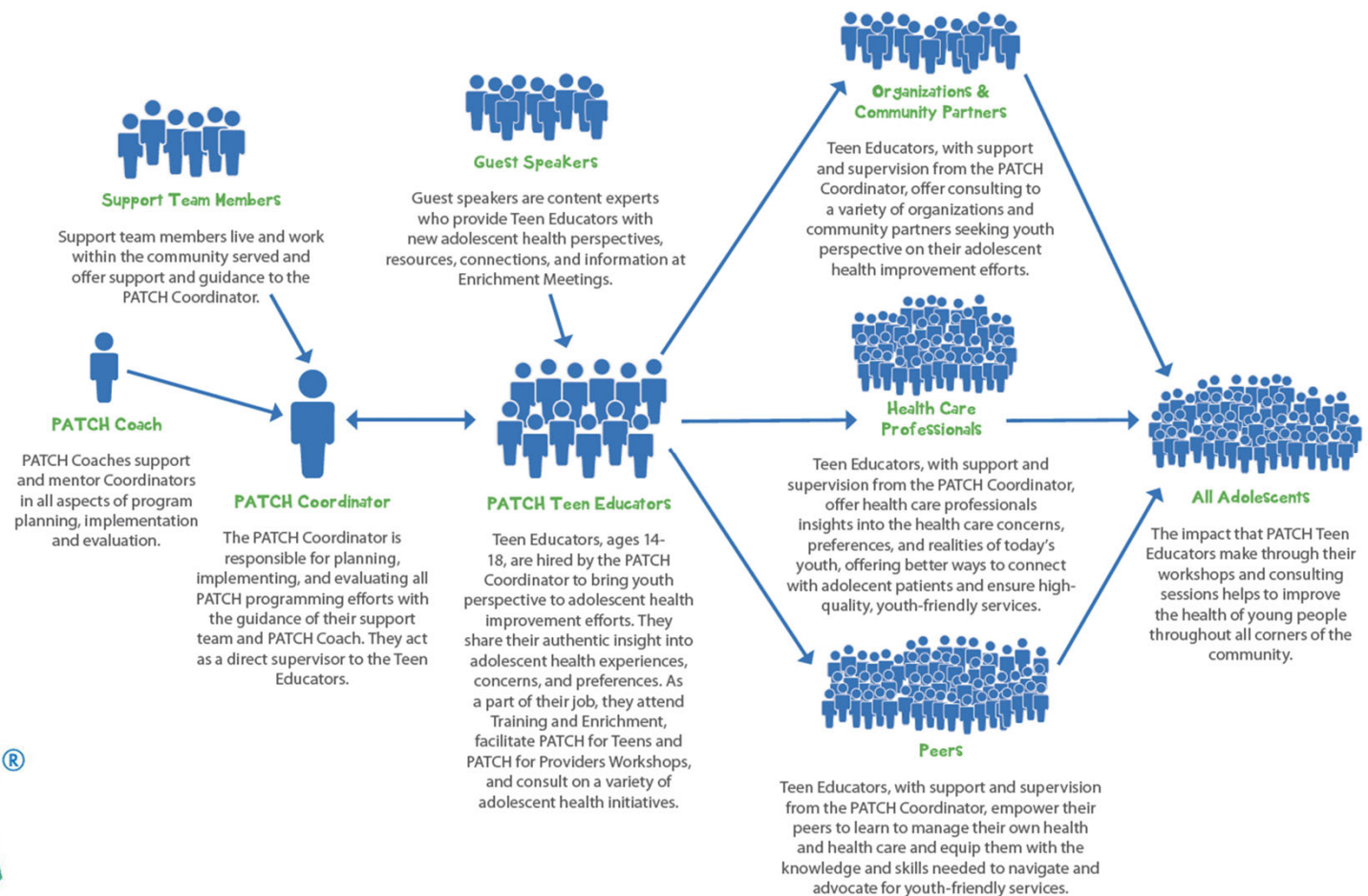
A supportive environment in which all youth are healthy, connected, and thriving.



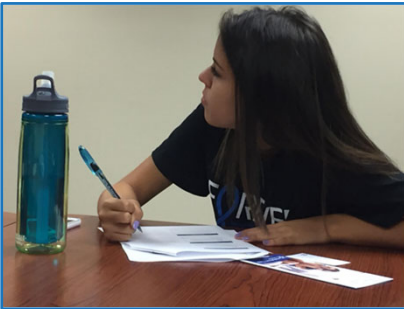
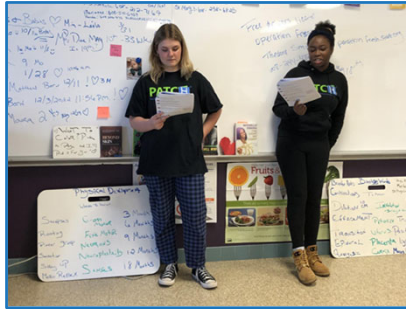
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PATCH  [®]
Providers And Teens Communicating for Health

PATCH Youth Programs



How It Works



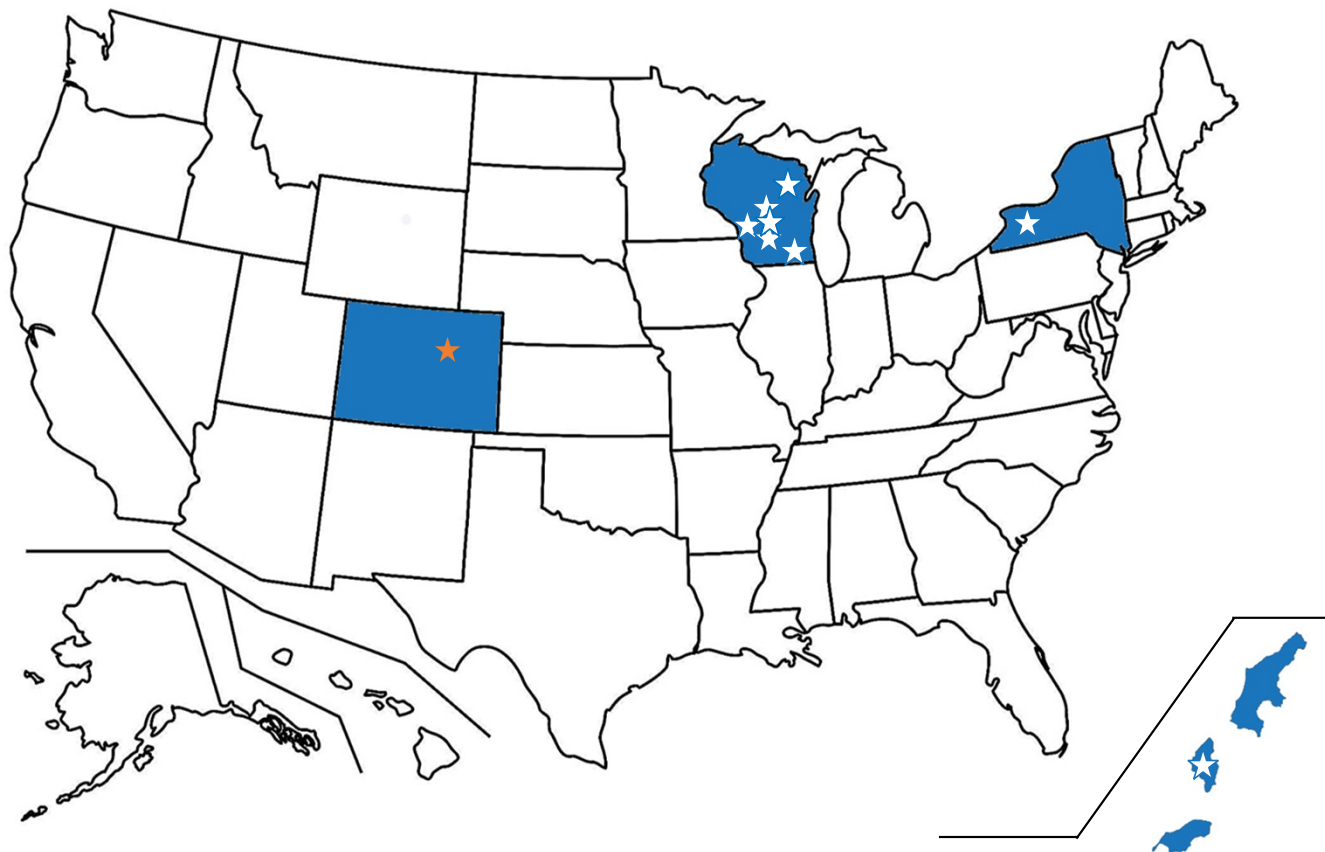
- Hiring & Training of Teen Educators
- Ongoing Enrichment for Teen Educators
- PATCH for Provider Workshop Implementation
- PATCH for Teens Workshop Implementation
- Process & Outcome Evaluation
- Ongoing Improvements and Dissemination



Providers And Teens Communicating for Health

PATCH Youth Programs

PATCH Wisconsin
Teen Consultant Program

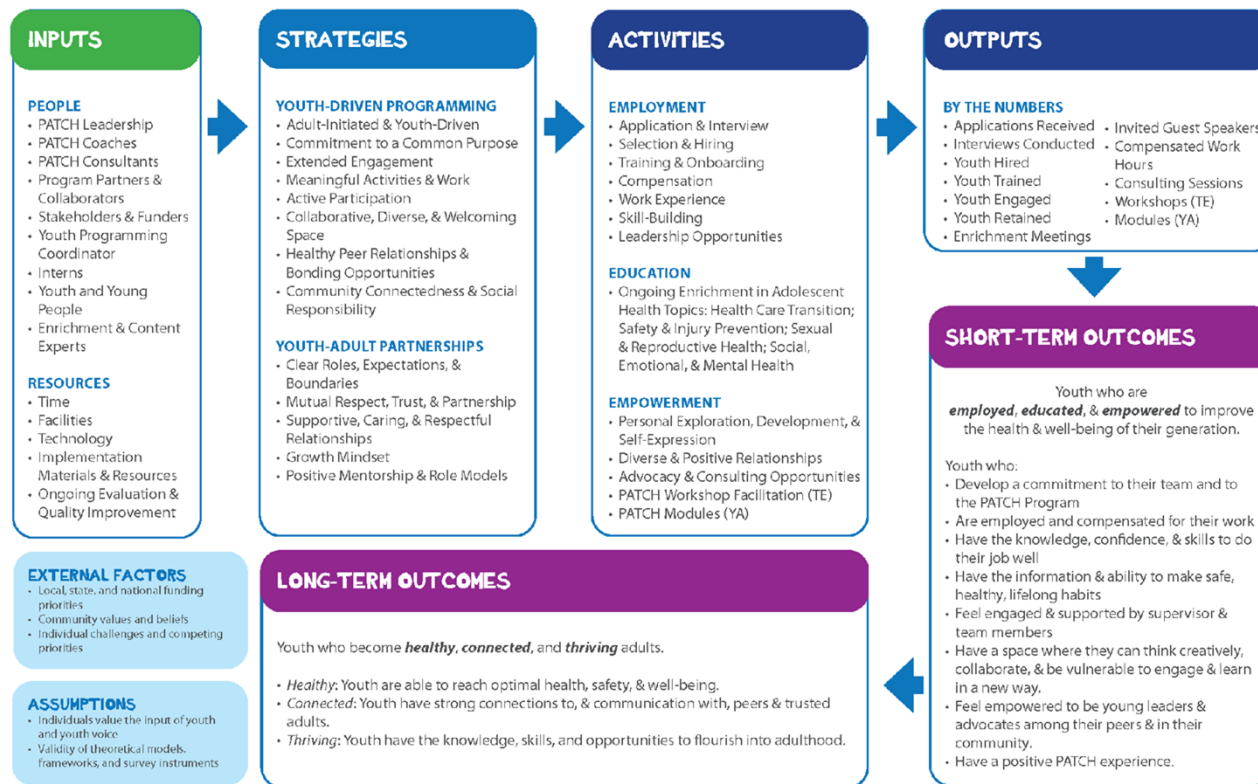


PATCH Madison
PATCH Wausau
PATCH CNMI

PATCH Buffalo
PATCH La Crosse
PATCH WoCo

PATCH Milwaukee
PATCH Denver
PATCH Northwoods

PATCH Model for Youth Engagement aka why PATCH works



- Youth-Driven Programming
- Youth Adult Partnerships
- Employment Model
- Education & Training Approach
- Empowerment Focus



Community Impact

PATCH has given me so much confidence in public speaking, a new and unique community of friends, opportunities in the public health world, insight, knowledge, compassion, and so many other things I'll never be able to put into words. It's made me my best me.

My favorite thing about PATCH is getting to interact with many different people, from different backgrounds, with different views. I like discussing important issues with people who are just as passionate and knowledgeable as I like to be. It makes me feel safe and gives me hope for the future.

I was truly given the opportunity to use my voice to be an advocate in my community!



PATCH at Denver Health

The program benefits both SBHC department and broader Denver Health system with built in:

- SBHC Champions
 - Adolescent Health Advocates
 - Youth-Driven Programming
 - Teen Consultants
 - Peer Educators
 - Youth-Adult Partnerships
 - Networking Opportunities
 - Community Partnerships
- What adults gain through PATCH:
 - Insight into teen experiences and fresh perspectives.
 - Opportunities to mentor, guide, and grow alongside teens.
 - Stronger, more inclusive programs and community initiatives.
 - Inspiration from witnessing teens step into their confidence and make an impact.
 - What Teens Gain Through PATCH:
 - Safe spaces to explore identity and learn from peers.
 - Confidence, skills, and the tools to take initiative and make change.
 - Meaningful relationships and ways to impact their communities.
 - Recognition for their unique perspectives and contributions.



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AT DENVER PUBLIC SCHOOLS
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PATCH + School Based Health =

- Evidence-Based Program
 - Gold standard of youth engagement practices
 - Data to support impact
 - Continuous improvement through data
 - Resource Optimization
 - Proven success
- Cost Effective
 - \$15-20K annually
 - Part-time coordinator position (due to support from national PATCH team)
- Sustainable
 - Flexibility within fidelity
 - Funding through existing grant(s) (i.e. CDHPE, AMCHP, Title Grants)
 - Strong stakeholder and organizational buy-In
- Aligned Goals
 - To improve health care access
 - Support the ongoing health and wellbeing of teens



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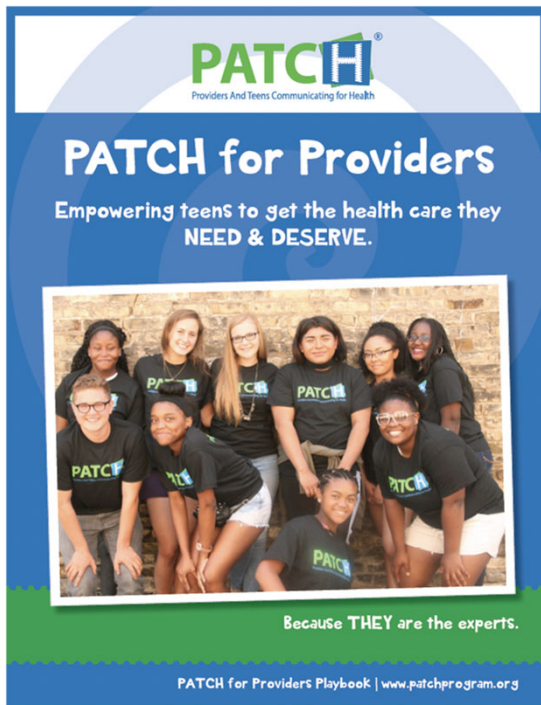
PATCH for Providers



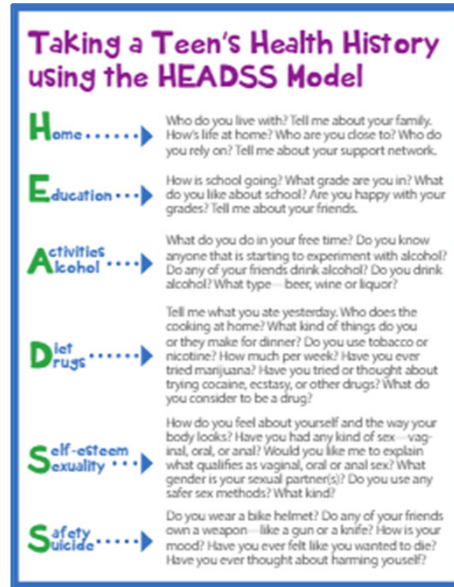
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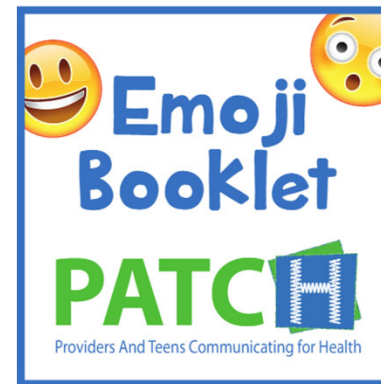
Workshop Materials



Playbook



**Laminated
Pocket Card**



**Emoji
Booklet**

**Use this QR code
to get resources
electronically.**



**Password:
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The Three “R’s”

#1 RELATIONSHIPS

A healthy patient-provider RELATIONSHIP is built on good communication, respect, trust, and honesty.

#2 RIGHTS

All people, including teens, have legal health care RIGHTS and should be reminded of them at each visit.

#3 RESPONSIBILITY

Providers have a RESPONSIBILITY to educate, engage, and empower teens to participate in their health care.





Providers And Teens Communicating for Health

SILENTLY READ AND REFLECT ON EACH STATEMENT. AFTER READING, DISCUSS YOUR REACTIONS WITH THOSE AROUND YOU.

1. Being emotional, moody, and impulsive is a normal part of being a teen.
2. All teens deserve to receive the same care.
3. I should use medically accurate terminology when talking with teens.
4. The more knowledge a teen has, the more likely they are to avoid risky behavior.
5. Teens want to know their diagnosis

TALK WITH SOMEONE AROUND YOU...

Did anything from this activity surprise you?

Did anything confuse you?

Do you have any questions as a result of this activity?



Providers And Teens Communicating for Health

RELATIONSHIP

**A healthy patient-provider
RELATIONSHIP is built on
good communication, respect,
trust, and honesty.**

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to get resources
electronically.**



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Relationship

Why PATCH?

Teens are at an exciting, yet challenging, time in life. They are experiencing new things and trying to figure out what it means to become a young adult. Learning how to manage their own health and health care is one of the many life skills they can learn during this time that will set them up for success as they get older.

But, many have concerns and fears about confidentiality, stigma, and judgemental attitudes health care professionals that directly influence their health care experiences and outcomes. Plus, the guidance to begin health care

The relationship you develop with your teen patients is important. But we also know connecting with youth may not be easy. There are a lot of factors that influence our willingness to open up to you.

Tips for developing a more open and trusting relationship with us:

- 1 DO determine our goals for the visit.
- 2 DO personally connect with us.
- 3 DO ask open-ended questions.
- 4 DO believe us.
- 5 DO criticize the activity or behavior, not us.
- 6 DO NOT make assumptions.
- 7 DO use the phrase, "MANY young people..." instead of "most" or "all."

YOU CAN FOLLOW ALONG!



#1. DO determine our goals for the visit

**#2. DO personally connect
with us.**



#3. DO ask open-ended questions.

#4. DO believe us.



**#5. DO criticize the activity,
not the teen.**

**#6. DO NOT make
assumptions.**

#7. DO use the phrase, ‘MANY young people’ instead of ‘most’ or ‘all.’

#8. DO be aware of unique challenges.

#9. DO be honest with us.

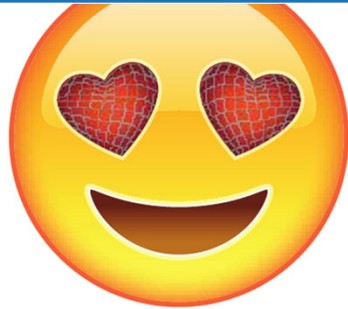
#10. DO be patient with us...



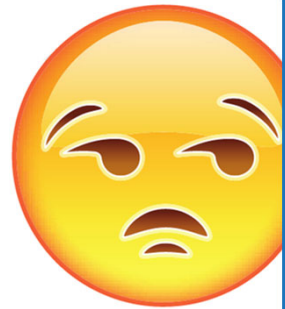
Providers And Teens Communicating for Health

RIGHTS

**All people, including teens,
have legal health care RIGHTS
and should be reminded of
them at each visit.**



**#1. Teens have a right to
confidential health care.**





**#2. Teens understand they
have a right to confidential
health care.**



To my Teen Patients/Clients,

I hereby pledge that as a dedicated health care provider, I will honor the privacy of teens and respect their right to confidentiality. Confidentiality means that anything told to me by a teen cannot and will not be repeated to anyone else outside of my health care team, unless there is a reason to believe that the teen, or someone else, might be in harm or danger.

By ensuring confidentiality, I hope that teens will feel safe and comfortable talking to me about personal, and sometimes more sensitive, topics such as drug and alcohol use, mental health, depression, body image, sexual activity, sexual orientation, relationships, and anything else that may affect their ability to stay healthy and safe.

Sincerely,



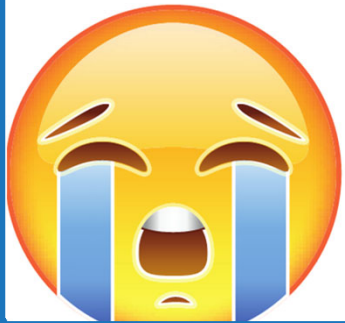
Confidentiality Contract

- Use a confidentiality contract.
- Explain what services we CAN consent to confidentially.
- Tell us what is NOT confidential up front.



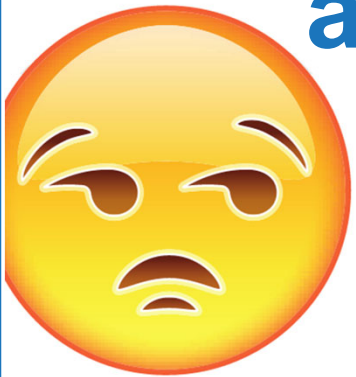


#3. If a support person, such as a parent, partner, or friend comes to an appointment with a teen they should be allowed to stay for the whole visit.





**#4. Once offered privacy,
teens are likely to open up
about more sensitive topics.**



Taking a Teen's Health History using the HEADSS Model

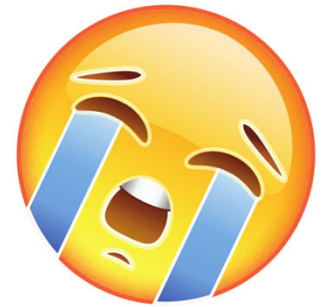
- H**ome.....▶ Who do you live with? Tell me about your family. How's life at home? Who are you close to? Who do you rely on? Tell me about your support network.
- E**ducation....▶ How is school going? What grade are you in? What do you like about school? Are you happy with your grades? Tell me about your friends.
- A**ctivities
Alcohol.....▶ What do you do in your free time? Do you know anyone that is starting to experiment with alcohol? Do any of your friends drink alcohol? Do you drink alcohol? What type—beer, wine or liquor?
- D**iet
Drugs.....▶ Tell me what you ate yesterday. Who does the cooking at home? What kind of things do you or they make for dinner? Do you use tobacco or nicotine? How much per week? Have you ever tried marijuana? Have you tried or thought about trying cocaine, ecstasy, or other drugs? What do you consider to be a drug?
- S**elf-esteem
Sexuality....▶ How do you feel about yourself and the way your body looks? Have you had any kind of sex—vaginal, oral, or anal? Would you like me to explain what qualifies as vaginal, oral or anal sex? What gender is your sexual partner(s)? Do you use any safer sex methods? What kind?
- S**afety
Suicide.....▶ Do you wear a bike helmet? Do any of your friends own a weapon—like a gun or a knife? How is your mood? Have you ever felt like you wanted to die? Have you ever thought about harming yourself?

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electronically.**

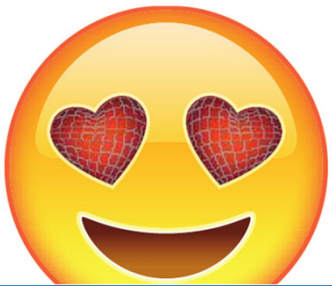


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**#5. Keeping information
confidential is in your control.**



TALK WITH SOMEONE AROUND YOU...

**What are you going to take away from this
conversation about rights?**



RESPONSIBILITY

**Providers have a
RESPONSIBILITY to educate,
engage, and empower teens to
participate in their health care.**



Providers And Teens Communicating for Health



What's wrong with this?!

Made assumptions about Skylar.

Asked personal questions while parent was still in the room.

Didn't make Skylar the center of the visit!



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What's wrong with this?!

Didn't pick up on important cues about life at home.

Didn't establish confidentiality.



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What's wrong with this?!

How rude!

Should have asked for more information about the relationship.



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What's wrong with this?!

Didn't give Skylar the chance to ask questions

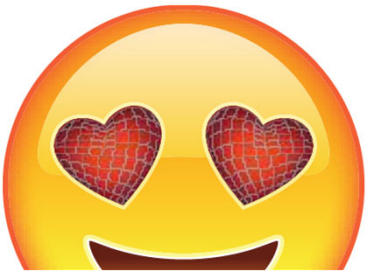
Should have given Skylar the choice to bring parent back in the room



Providers And Teens Communicating for Health



As a provider, I need to be comfortable talking about any health topic or situation.



TALK WITH SOMEONE AROUND YOU...

What are you going to do with the information from today?

How can you change the way you interact with teens?

What can you advocate for in your workplace to improve adolescent health care experiences?

Responsibility

Until now, we've most likely had other people taking care of all this health care stuff for us – filling out paperwork, making our appointments, and keeping track of our medical history. But as teens, we really should begin to learn how to manage our own care and be involved in the decisions that impact our health and well being.

We need your help!

Many teens do not realize or understand the importance of health care. And sometimes, we just don't even know where to begin. Will YOU take responsibility for helping US take more responsibility when it comes to our health?



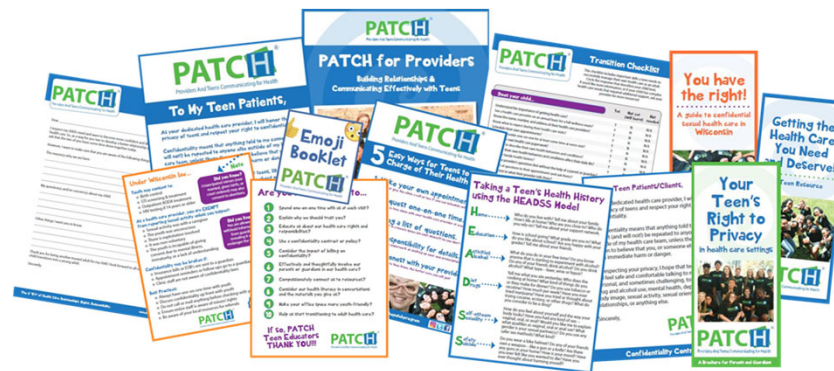
What are you going to work on?

- ☐ Educate teens about their health care rights.
- ☐ Spend one-on-one time with teens at each visit.
- ☐ Consider the impact of billing on confidentiality.
- ☐ Make office space and waiting areas more teen-friendly.
- ☐ Effectively involve parents/guardians in a teen's health care.
- ☐ Make teens the center of their health care visits.
- ☐ Explain step-by-step what you are doing during a visit.

☐	_____
☐	_____
☐	_____
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PATCH Programs & Resources

- Youth Engagement Programs
 - Whhg#Igx fdwru#Surjudp
 - Whhg#Frqvxodqw#Surjudp
- Youth Engagement Support
 - \rxwk#Iqjdjhp hqw#Jhvrxfhv
 - Wudbqbjv# #Frdfklbj
- Curricula
 - SDWFK #iru#Sduhqw
 - SDWFK #iru#Whhqv
 - SDWFK #iru# \rxwk#Dgyrfdwhv
- Resources
 - Srwwhuv
 - Eurfkxuhv
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Questions?!?

Keep In Touch!

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AT DENVER PUBLIC SCHOOLS
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Providers And Teens Communicating for Health

**Don't forget to complete our
evaluation!**

Keep In Touch!
PATCH Denver Coordinator
maria.sandoval@dhha.org



References

Adolescent Reproductive Sexual Health Education Project

Advocates for Youth - <https://www.advocatesforyouth.org/>

American Academy of Pediatrics Bright Futures: Guidelines for Health Supervision of Infants, Children, and Adolescents - [https://brightfutures.aap.org/Bright%20Futures%20Documents/BF4 AdolescenceVisits.pdf](https://brightfutures.aap.org/Bright%20Futures%20Documents/BF4%20AdolescenceVisits.pdf)

Goldenring JM, Cohen E. Getting into adolescent heads. *Contemp Pediatr*. 1988;5:75.

Guttmacher Institute - <https://www.guttmacher.org/factsheet/adolescent-reproductive-health>

