



SERVICE PROGRAM FOR OLDER PEOPLE

Group Protocol

Name of the group: Navigating the Healthcare System

Purpose of the group: *Community Rehabilitation and Support (CRS): Basic Living Skills Training (BLST)*- To simplify and explain the complexities of the healthcare system in order for participants to better advocate for themselves during appointments with providers. To foster empowerment in participants to take the lead in their own healthcare and increase or improve their health literacy.

Criteria to be admitted to the group: Participants who are eligible for PROS services and identify with one or more difficulties that negatively affect wellness, including but not limited to chronic mental illness, medical co-morbidities, difficulties discussing concerns with medical and psychiatric providers, difficulties navigating between specialists, etc.

Intended objectives/outcomes: Participants will feel empowered to take the lead in maintaining their wellness and improve ability to make plans with regard to healthcare. Participants will feel more able to effectively assert their concerns about their health and well-being, feel more comfortable communicating with providers, and have a better understanding of the terms and tools utilized in promoting wellness.

Minimum/maximum number of group members: 3/12

Expected sessions required to complete group objectives: 12-14 (some sessions can be condensed)

Criteria to be terminated from the group: Per SPOP-PROS protocol, non-attendance or achievement of the stated objectives of the group

Signature of group leader

Date

Signature of Program Director

Date



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Group Curriculum

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Resources:

- All sessions (general reference/ guidance)- from the National Alliance for Caregiving/ MetLife: <https://www.metlife.com/assets/cao/mmi/publications/Guides/mmi-navigating-health-care-system.pdf>
- Sessions 4-5, personal health record- from the Dept. of Health and Human Services, FDA: <http://www.fda.gov/downloads/AboutFDA/ReportsManualsForms/Forms/UCM095018.pdf>
- Session 6, checklist- from the American Health Information Management Association: http://myphr.com/Resources/MX10172%20Patient%20Resource%20Guide_FINAL.pdf
- Session 7- from the Agency for Healthcare Research and Quality: <http://www.ahrq.gov/patients-consumers/patient-involvement/ask-your-doctor/index.html>
- Sessions 9-10, health care proxy info and form- from the NYS Dept. of Health: <https://www.health.ny.gov/publications/1430.pdf>
- Sessions 11-12, advance directives- from the NYS Office of the Attorney General: https://www.ag.ny.gov/sites/default/files/pdfs/publications/Planning_Your_Health_Care_in_Advance.pdf
- Sessions 11-12, living will form- from the National Hospice and Palliative Care Organization: http://www.caringinfo.org/files/public/ad/New_York.pdf
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Sessions:

1. Introduction- what is the "system"? What do I already know, and what do I want to learn?
 - a. "Know Your Healthcare Savvy" quiz
 - b. Discussion
2. Dealing with multiple providers- who is involved in my care? What is their function?
 - a. PCP (primary care physician)
 - b. Psychiatrist
 - c. Specialists
3. Dealing with multiple providers (continued)
 - a. What if I get sick/ relapse?
 - i. Emergency room
 - ii. Inpatient unit (medical and psych)
4. Creating a personal health record- you are the "golden thread"
 - a. What is the purpose?
 - b. Who should have a copy and why!

- c. Introduce FDA form
- 5. Creating a personal health record (continued)
 - a. Filling out the form together exercise
- 6. How to ask questions at appointments/ in the hospital setting
 - a. What information do I need to bring?- give out checklist
- 7. How to ask questions (continued)
 - a. Role play activity
- 8. Advanced directives- what are these?
 - a. Planning ahead in a time of calm vs. crisis
 - b. Health Care Proxy- introduce/ overview
 - c. Living Will- introduce/ overview
- 9. Health Care Proxy
 - a. Who can I list?
 - b. Where should I keep it?
 - c. Introduce form
- 10. Health Care Proxy (continued)
 - a. Filling out form together exercise
- 11. Living Will
 - a. What are my wishes?
 - b. Where should I keep it?
 - c. Introduce form
- 12. Living Will (continued)
 - a. Filling out form together exercise
- 13. Care Coordination
 - a. Health Homes
 - b. Who can help me advocate for my needs?
- 14. Wrap up/ review