

RN Health Advocacy

Healthcare Improvement
One Patient at a Time



Presenters



MaryPat Randall, RN, MSN

RN Health Advocate

Healthcare Coordinates LLC

Jane Miller, RN, MSN

Former Manager, HealthPlus

Disease Management Program

Contributors



Evelyn Richardson, RN, BSN

Co-Owner, Healthcare Coordinates LLC

Patti Pumford, RN, iRNPA

Owner, Compassion RN Patient
Advocates LLC

Objectives



- * Scope of Practice of RNPA
 - * Education Programs
 - * Healthcare Timeline & ASAP
 - * Legal Issues
- * Five Healthcare Metrics
- * Transforming Individual Issues to Improvement for All

Why *Independent* RN Patient Advocacy?



- * System Complexity, Costs & Errors
- * Insurance & Hospital Bias
- * Provider Communication
- * Family's Representative

What is an RNPA?



- * Independent
- * Coordinate Services
- * Educate and Empower Patient
- * Guide through Healthcare System
- * Protect Patient Rights

Isn't That What All RNs do?



- * Ideally, YES! But...
- * Not Employee of Healthcare System
- * Work For/Answer to Patient & Family
- * To Extent of Education & Experience
- * Unique Perspective

Patient Perspective



- * Why hire an RNPA?
- * What did the RNPA do for me?
- * What value were RNPA services?
- * Would I recommend RNPA services?

Health Advocate Options



- * Non-RN Patient Advocates
- * Healthcare Navigators
- * RN Patient Advocates
- * Guardian Nurses
- * IKOR
- * Healthcare Coordinates LLC

Health Advocacy Programs



- * University of Arizona
 - * RN Patient Advocates LLC
- * University of Miami Health Adv.
- * University of Toronto Patient Adv.
- * On-Line & Agency Programs

Payment Mechanisms



- * Private Pay
- * Insurance (Case Managers)
- * HSA/MSA Reimbursement
- * Employee Benefit (HEAL)
- * Contract

RNPA Services



- * RN Home Visit
- * Health Assessment
- * Medication Review
- * Healthcare Timeline
- * All Service Action Plan

Healthcare Timeline



- * Condensed Medical History
- * A Certain Nancy Drewness
- * Questions & Comments
- * Electronic Options

All Support Action Plan (ASAP)



- *Patient's own chart
- *Patient and Family Focus
- *Strengths, Concerns,
- *Priorities and Goals
- *Accountability

RNPA Services (cont.)



- * Symptom & Question List
- * Disease & Health Education
- * Coordination of Healthcare
- * Community Resources
- * Follow-up

In One Patient's Words



Healthcare Coordinates was there as my advocate when I needed it most. They followed up by insisting on a second test for my ejection fraction. The test came out “normal” and saved me the agony of a surgery to implant a cardiac defibrillator, and saved the system \$40,000. This allowed me to return to work sooner. I feel fine and it could have been a lifelong ordeal.

D.W.

Health Advocacy Metrics



- * Cost
- * Hospitalization/Rehospitalization
- * # Medications
- * Activities of Daily Living
- * % Patient Objectives Met

In Another Patient's Words



I feel better after having your input. I think we may be on the right track. We just want Dad to be as comfortable and calm as possible, and if there is any way he can enjoy the rest of his life, we'd like that.

K.C.

Transform one patient's issue into system improvement for all



- * Bedside Role Modeling & Education
(RN, NP Hospitalist, MD)
- * Reports to Facility, Provider, Insurer
(Letter, Patient Safety Department)
- * Identify Treatment & System Trends
(BP, Vertigo, *De-Hospitalization*)

Transform one patient's issue into system improvement for all



- * Utilize Community Connections
(Boards, County Commissioners)
- * Quality Improvement Organizations,
Legislators, Professional Associations!
(MPRO, RN-AIM, NAHQ)

REMEMBER



- * Every provider, agency and funder is providing the best care they can, based on their own perspective and what they know to be true.
- * An Independent RN Health Advocate is best able to see all perspectives and truths, communicate patient's needs, coordinate care, empower the patient, and speak up effectively and professionally.

Conclusion



Health Advocacy is one of the fastest growing careers in healthcare for many complex reasons.

Registered Nurses are by far the best professionals to provide this essential service.

HC Advisory Board



- * Marcia Bartlett, RN, MPA, Priority Health Insurance, Physician/Provider Liaison
- * Carolyn Blaum, MD, MS, Director of Geriatrics, U of M School of Medicine
- * Doug Lape, M.S., Ed.D, PhD, Ret. Cadillac Superintendent of Schools & NMC Vice President Facilities & Technology & Chief Financial Officer, Caregiver
- * Jim McDonnell, CBC, Principal, Ford Insurance, Employee Benefits Advisor
- * Elaine McIntosh, RN, NP, MSN, Ret. Director of U of M Nurse Managed Clinics
- * Barbara Mikowski, RN, Geriatric Support Coordinator, Catholic Human Services
- * Jane Miller, RN, MSN, Ret. Health Plus Health Plan Disease Management Programs, Northern RN-AIM Region President
- * Robert Miller, MBA, Human Resources Consultant, Hitachi.
- * Julie Smith, RN-C, MSN, Executive Director of Community Links
- * Aaron Stander, Consumer of healthcare services and Author *Color Tour*

Healthcare Coordinates LLC



Healthcare Coordinates LLC

P.O. Box 466

Traverse City, MI 49685

231-590-8624 231-632-5106

healthcarecoordinates@gmail.com

www.healthcarecoordinates.com

*Helping you find YOUR way
through the healthcare system*