Navigating the Health Care System

If you are interested in teaching all or part of this unit, please contact Kate Blackburn at kate.blackburn@nemours.org for more information.

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Overview
Nemours Children’s Health System developed a health unit entitled *Navigating the Health Care System* to engage, educate and empower adolescents to be their own health care advocates. The unit was piloted and refined in collaboration with schools and other community sites in Delaware over the course of several years. During the 2014-2015, 2015-2016, and 2016-2017 academic years, evaluation of the health unit showed significant knowledge gains among students as well as high teacher/presenter and student satisfaction. Nemours is seeking expansion partners to help us grow our reach, bringing the health unit to adolescents across the nation.

Significance
Adolescent health literacy and advocacy is emerging as a top need for youth health care.

Who is this offering intended for?
It is intended for high school adolescents.

What are the costs?
There are no fees to utilize the health unit.

How can this supplement be used?
This unit was developed to be delivered either as a full four-module classroom-based health unit or as smaller supplemental content to enhance existing curricula. For instance, each module can be taught individually or in 10–15 minute segments that highlight specific topic areas.

What type of content is included in the modules?
- **Module 1:** Definitions (Health, Health Care, Self-Advocacy, Health Literacy), Primary Care Provider, Emergency Department vs Urgent Care vs Primary Care Provider, self-advocacy, and personal/family medical history
- **Module 2:** Symptoms, diagnosis, medications and vaccinations
- **Module 3:** Health insurance and adolescents’ right to privacy
- **Module 4:** Practical application of the skills covered through real-life scenarios and role-plays

How do I get trained to present the unit?
Instructors can be trained on the entire four-module unit via a 1- to 1.5-hour webinar in which trainers will review the modules in detail, highlighting key points, activities and health care themes. Supplemental training videos are also available to train instructors on individual segments of the modules.

What types of instructor materials will be provided?
Materials available on Google Drive:
- teacher guide
- student workbook
- PowerPoint slides
- classroom activities
- videos

How do I access materials?
After the training, you will be granted access to the materials located on Google Drive. The materials are located in folders by module. Each folder contains the module overview, the PowerPoint associated with the module, and the activity toolkit. The activity toolkit contains the videos (embedded in the PowerPoints), activities, handouts and other supplemental materials. There is also a folder which contains review activities such as Jeopardy, ZAP (a memory review game) and a teach-back activity. You will also be given access to a standalone video library that contains other optional videos to enhance the content being taught.

What’s expected of expansion partners?
Each expansion partner will sign a Memorandum of Understanding (MOU) that will serve as a partnership agreement between your organization and Nemours. Key expectations of expansion partners include:
- recruiting sites, instructors and participants/students
- serving as Nemours’ point of contact for all sites using the health unit as part of the MOU between your organization and Nemours
- coordinating training for presenters
- coordinating presentation of health unit sessions with sites and instructors
- submitting demographic data to Nemours at least once per year

How do I get started? How can I learn more?
Please contact Kate Blackburn at kate.blackburn@nemours.org or (302) 298-7604.
Module 1

Introduction – Finding Appropriate Care

Module Content

- Define key unit vocabulary words.
- Identify different types of doctors.
- Determine where to go for appropriate care.
- Examine family health history.

Common Core State Standards

- CCSS.ELA-Literacy.SL.9-10.1 Initiate and participate effectively in a range of collaborative discussions with diverse partners on grades 9-10 topics, texts and issues, building on others’ ideas and expressing their own clearly and persuasively.
- CCSS.ELA-Literacy.SL.9-10.4 Present information, findings and supporting evidence clearly, concisely and logically such that listeners can follow the line of reasoning; and the organization, development, substance and style are appropriate to purpose, audience and task.

Materials

- Module #1: Introduction PowerPoint
- Student Workbooks

Activities

- “Where Do I Go?” Scenario Cards
- “Where Do I Go?” Wall Signs
- My Family Health History: Family Member Interview Worksheet
Module Content

- Identify symptoms, diagnoses and allergies.
- Define basic types of medications.
- Read/interpret a medicine label.
- Identify vaccinations.

Common Core State Standards

- CCSS.ELA-Literacy.SL.9-10.1 Initiate and participate effectively in a range of collaborative discussions with diverse partners on grades 9-10 topics, texts and issues, building on others’ ideas and expressing their own clearly and persuasively.
- CCSS.ELA-Literacy.SL.9-10.4 Present information, findings and supporting evidence clearly, concisely and logically such that listeners can follow the line of reasoning; and the organization, development, substance and style are appropriate to purpose, audience and task.

Materials

- Module #2: Understanding Your Medical History PowerPoint
- Student Workbooks

Activities

- Example OTC Drug Facts Label Worksheet
- Reading an OTC Drug Facts Label Practice Worksheet
- Example Prescription & OTC Drug Labels
Module Content

- List types of health insurance.
- Read/interpret health insurance card.
- Outline basics around minor confidentiality and privacy.

Common Core State Standards

- CCSS.ELA-Literacy.SL.9-10.1 Initiate and participate effectively in a range of collaborative discussions with diverse partners on grades 9-10 topics, texts and issues, building on others’ ideas and expressing their own clearly and persuasively.
- CCSS.ELA-Literacy.SL.9-10.4 Present information, findings and supporting evidence clearly, concisely and logically such that listeners can follow the line of reasoning; and the organization, development, substance and style are appropriate to purpose, audience and task.

Materials

- Module #3: Insurance and Privacy PowerPoint
- Student Workbooks

Activities

- Example Insurance Cards
Module Content

- Determine how to schedule an appointment.
- Complete medical forms.
- Navigate a health care visit.

Common Core State Standards

- **CCSS.ELA-Literacy.SL.9-10.1** Initiate and participate effectively in a range of collaborative discussions with diverse partners on grades 9-10 topics, texts and issues, building on others’ ideas and expressing their own clearly and persuasively.
- **CCSS.ELA-Literacy.SL.9-10.4** Present information, findings and supporting evidence clearly, concisely and logically such that listeners can follow the line of reasoning; and the organization, development, substance and style are appropriate to purpose, audience and task.

Materials

- Module #4: Making/Navigating Your Visit PowerPoint
- Student Workbooks

Activities

- “Scheduling an Appointment: Important to Share?” Worksheet
- “Completing Registration Forms” Scenarios (Chris, Levi, Elle)
- “Completing Registration Forms” Checklist