Navigating the Health Care System is a four-module health literacy curriculum designed by Nemours Children’s Health System for use with high-school-aged adolescents in classroom and community settings. It is designed to prepare students to be responsible for managing their own health care as they transition into adulthood.

Inspired by the curriculum’s strong evaluation outcomes, Nemours is making the curriculum available at no cost to partners across the nation.

Read on to learn more.
The American Academy of Pediatrics, American College of Physicians, and American Academy of Family Physicians recognize that all adolescents require guidance, education and planning to manage their own health care as they become adults.¹

Health literacy is an important life skill. As health literacy increases, people are more likely to seek preventive services and enter the health system healthier, have lower rates of preventable hospital and emergency department visits, and are less likely to report their health as poor.²

² https://health.gov/communication/literacy/quickguide/factsliteracy.htm
Defining Health Literacy

For the purpose of NTHCS, health literacy is defined as:

1. Knowing what to expect as you move through the health care system and as you interact with health care professionals

2. Having the skills to successfully navigate the health care system, including:
   • Skills for communicating effectively with care providers
   • Skills for self-advocacy
Contents

• Introduction (slides 1-4)
• Nemours Children’s Health System & NTHCS Context (slides 6-10)
• The Highlights of Using NTHCS (slide 11)
• Background & Evaluation (slides 12-14 & slides 15-22)
• Materials & Structure (slides 23-27)
• Overview of the 4 Modules (slides 28-42)
• Partnering with Nemours (slide 43)
• Accessing the Curriculum (slides 44-52)
• For More Information / Contact Information (slide 53)
Nemours is a nonprofit pediatric health system dedicated to:

• life-changing medical care and research.
• training tomorrow’s pediatric experts.
• **helping kids grow up healthy.**
• advocating for kids nationally.

Where we offer care:

• Delaware
• Florida
• Georgia
• New Jersey
• Pennsylvania
Navigating the Health Care System is one of many programs / resources Nemours offers for those working with children and teens.
Healthy Living & Learning
Resources for child care and K–12 programs

Your child. Our promise.

Nemours Children’s Health System offers resources on wellness and prevention, nutrition and early literacy for teachers, parents and students to ensure the best possible health and learning outcomes for children. These tools are available across digital, print and training platforms, and many are free.

Nemours has been providing pediatric care for more than 75 years. To us, caring for children is about more than life-changing medical attention and research – it’s about helping kids grow up healthy.

Kathy Ingram, director, Multi-Sector Development, directs Nemours resources for school and child care programs. Please contact her at (908) 497-4700 or kathy.ingram@nemours.org to talk through your needs and available Nemours resources.
HEALTH EDUCATION, NUTRITION & PHYSICAL ACTIVITY

Help and Resources for PreK-12 Educators

Nursing the Classroom offers educators free health-related lesson plans for preschool through 12th grade. Each teacher's guide includes discussion questions, classroom activities and references, printable handouts, and quizzes with answer keys—all aligned to National Health Education Standards. Visit: classroom.kidshealth.org

Tools for Child Care and Early Education Providers

Join thousands of child care and early education providers helping kids develop healthy habits for life. Visit healthychildhealthfuture.org to find tools and materials around healthy eating, physical activity, screen times, and breastfeeding support and make an action plan for meeting best practices.

Nurture Healthy Habits for Life

Wellness policy helps child care providers create an environment that nurtures healthy habits for life. Nemours created a booklet that defines why a wellness policy is important in the child care environment. It also gives recommendations on nutrition and activity standards, implementation, and measures for long-term positive outcomes.

Empower Teens to Navigate the Health Care System

Nemours has developed a health unit called Navigating the Health Care System to engage, educate, and empower teens in their own health care advocacy. Instructors can be trained on the entire four-module unit in a 1- to 1.5-hour webinar. Trainers will review the modules in detail, highlighting key points, activities and health care lessons.

EARLY LITERACY

Preparing the Youngest Learners

Nemours Reading BrightStart! Language and Literacy Toolkits for Infants and Toddlers (Birth to 18 months and 18–36 months). This system includes reliable and developmentally appropriate materials that help infant and toddler caregivers teach critical language and literacy skills. The Infants and Toddlers Toolkits provide development, strengthen relationships, and build vocabulary. The combination of activities, books, and sensory materials provide a strong framework caregivers need to prepare our youngest learners for lifetime school readiness.

Cutting Edge Curriculum for the PreSchool Classroom

Nemours BrightStart! The Complete Program for Early Literacy Success, Level One and Level Two. This supplants oral language and literacy program uses an exciting multisensory approach to enhance instruction in preschool and kindergarten classrooms. The program, based on proven research strategies and best practices, promotes foundational literacy skills for emergent and beginning readers.

Help Parents Keep Their Young Child on Track

Nemours Reading BrightStart! is a great way for parents to learn about milestones that support reading readiness. Our three-step course helps parents discover when their child is on the path to reading success and connects them to books and activities for their child's age and skill level. Learn more at readingbrightstart.org.

Training to Nurture Reading Success

Putting education on the cutting edge of early literacy, Nemours Reading BrightStart! conducts curriculum training and professional development workshops on best practices that prepare young children for reading success. All professional development courses incorporate adult learning principles designed to give you knowledge and skills to apply immediately to your work setting.

HEALTH CARE MANAGEMENT

Expert Care for Students Without Leaving School

School-based telemedicine from Nemours CareConnect helps keep kids healthy and in school with on-demand video visits from pediatric specialists. CareConnect reaches kids when they are in schools, using secure, high-quality online video and audio. With prompt, specialized care, children return to the classroom faster. A record of the CareConnect visit is provided for their primary care physician and/or medical home.

Conveniently Connect to Student Health Records

NemoursChart is an easy-to-use, Internet-based tool that lets community providers and school nurses connect to Nemours from their offices. With NemoursChart, designated individuals in a school or child care program can securely access selected portions of their students’ medical records electronically (with prior parent consent). Learn more at nemours.org/nemourschart.

Nemours
Children’s Health System
Monthly Newsletter
Available from Nemours at no cost
Strong evaluation outcomes from a statistically meaningful sample size
Aligned with National Health Education Standards
Pre/post tests available, but not required
Training can be done via a DIY approach, or by Nemours
Technical assistance available for questions
Student workbooks available in digital and PDF formats
All materials are available online, via download
• Social workers at Nemours created an early version of this curriculum for use with patients with chronic health conditions, to prepare them to manage their own care as they became teens and aged out of pediatric care.

• Recognizing that health literacy is a life skill needed by ALL teens and adults, not just those with chronic health conditions, Nemours Health & Prevention Services began to create a version of the curriculum that could be used with teens in school and community settings.
The curriculum was designed to address national and state education standards (Delaware). Nemours employees began piloting the course in 2014 in collaboration with schools and other community sites in Delaware. Feedback from participants, presenters, and parents was used to refine the content.

Response to the lessons from students, teachers and parents has been consistently positive and evaluation outcomes have been strong.
The curriculum includes 4 modules:

1. Definitions (health, health care, self-advocacy, health literacy), types of care (emergency department, urgent care, primary care provider), self-advocacy, and personal/family medical history
2. Symptoms, diagnosis, medications and vaccinations
3. Health insurance and adolescents’ right to privacy
4. Practical application of the skills covered through real-life scenarios and role-plays

Available, but not required:

- Pre/post tests are available
- Wrap-up activities to be used after Module 4
Pre/post test differences: Overall, post-test knowledge scores were significantly higher than pre test scores

<table>
<thead>
<tr>
<th></th>
<th>2014/2015 Results</th>
<th>2015/2016 Results</th>
<th>2016/2017 Results</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pre-test</td>
<td>Post-test</td>
<td>Pre-test</td>
</tr>
<tr>
<td>Mean (SD)</td>
<td>% correct</td>
<td>N</td>
<td>Mean (SD)</td>
</tr>
<tr>
<td>Overall</td>
<td>10.88 (2.38)</td>
<td>64%</td>
<td>13.99 (2.74)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>986</td>
<td></td>
</tr>
<tr>
<td>Overall</td>
<td>10.82 (2.34)</td>
<td>63.6%</td>
<td>13.64 (2.99)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>949</td>
<td></td>
</tr>
<tr>
<td>Overall</td>
<td>10.63 (2.81)</td>
<td>62.5%</td>
<td>13.60 (3.27)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>922</td>
<td></td>
</tr>
</tbody>
</table>
Significantly higher post test scores regardless of teacher type (health, physical education, school nurse and health services/technical education)

<table>
<thead>
<tr>
<th>Teacher Type</th>
<th>Pre-test</th>
<th>Post-test</th>
<th>Significance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mean (SD)</td>
<td>% correct</td>
<td>N</td>
</tr>
<tr>
<td>Health Teacher</td>
<td>10.62 (2.39)</td>
<td>62%</td>
<td>605</td>
</tr>
<tr>
<td></td>
<td>10.71 (2.37)</td>
<td>63%</td>
<td>752</td>
</tr>
<tr>
<td>Health Sciences/Career Technical Ed Teacher</td>
<td>12.11 (2.12)</td>
<td>71%</td>
<td>179</td>
</tr>
<tr>
<td></td>
<td>11.30 (2.08)</td>
<td>67%</td>
<td>169</td>
</tr>
<tr>
<td>School Nurse</td>
<td>10.36 (2.10)</td>
<td>61%</td>
<td>158</td>
</tr>
<tr>
<td></td>
<td>11.03 (2.75)</td>
<td>65%</td>
<td>28</td>
</tr>
<tr>
<td>Physical Education Teacher</td>
<td>11.32 (2.23)</td>
<td>67%</td>
<td>161</td>
</tr>
</tbody>
</table>

Data in cells for Mean (SD); % correct, N, and Significance: Top number 2014/2015 school year, Bottom number 2015/2016 school year
Evaluation Results (DE)

I think this lesson on health care was helpful

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>49.2%</td>
</tr>
<tr>
<td>Agree</td>
<td>15.0%</td>
</tr>
<tr>
<td>Disagree</td>
<td>2.9%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

I think other kids my age should learn the information I learned this week

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>43.7%</td>
</tr>
<tr>
<td>Agree</td>
<td>49.2%</td>
</tr>
<tr>
<td>Disagree</td>
<td>2.4%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

(Neutral responses not shown. Data does not add to 100%.)
Evaluation Results (DE)

At my next doctor's appointment, I will know what to do better than I did before this lesson

I feel the information presented was too confusing for kids my age
I think the following things were helpful in learning this material

- **Student Workbook**
  - Strongly Agree: 31.1%
  - Agree: 54.7%
  - Neutral: 10.9%
  - Disagree: 3.2%
  - Strongly Disagree: 0.7%

- **Powerpoints**
  - Strongly Agree: 33.1%
  - Agree: 58.7%
  - Neutral: 6.7%
  - Disagree: 1.6%
  - Strongly Disagree: 0.1%

- **Activities**
  - Strongly Agree: 36.2%
  - Agree: 54.5%
  - Neutral: 7.6%
  - Disagree: 1.7%
  - Strongly Disagree: 0.1%

- **Videos**
  - Strongly Agree: 31.5%
  - Agree: 57.7%
  - Neutral: 8.1%
  - Disagree: 2.8%
  - Strongly Disagree: 0.1%
National expansion began informally in the 2016/2017 academic year. Organizations in three states (Wisconsin, Illinois and Texas) used the lesson plans and submitted pre/post data. Participants’ scores rose from an average pre-course score of 65 percent correct to an average score of 81 percent post-course score- an average improvement of 16 percentage points.
## Evaluation Results (WI, IL, TX)

### 2016-17 Results (WI, IL, TX)

<table>
<thead>
<tr>
<th>Site</th>
<th>Pre-Test</th>
<th>Post-Test</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mean (SD)</td>
<td>% correct</td>
</tr>
<tr>
<td>1</td>
<td>12.90 (2.61)</td>
<td>75.80%</td>
</tr>
<tr>
<td>2</td>
<td>11.73 (2.00)</td>
<td>69.00%</td>
</tr>
<tr>
<td>3</td>
<td>10.83 (3.06)</td>
<td>63.70%</td>
</tr>
<tr>
<td>4</td>
<td>11.50 (2.77)</td>
<td>67.60%</td>
</tr>
<tr>
<td>5</td>
<td>10.42 (2.11)</td>
<td>61.20%</td>
</tr>
<tr>
<td>6</td>
<td>9.75 (1.23)</td>
<td>57.30%</td>
</tr>
<tr>
<td>7</td>
<td>10.25 (2.4)</td>
<td>60.20%</td>
</tr>
<tr>
<td>8</td>
<td>12.72 (.90)</td>
<td>74.80%</td>
</tr>
<tr>
<td>9</td>
<td>10.6 (2.84)</td>
<td>62.30%</td>
</tr>
<tr>
<td>10</td>
<td>9.87 (2.11)</td>
<td>58.10%</td>
</tr>
</tbody>
</table>
In Spring 2018, the Nemours National Office of Policy and Prevention (national focused) began working with Nemours Health & Prevention Services (Delaware focused) to spread use of the curriculum beyond Delaware, providing free materials, training, and assistance to organizations/individuals interesting in implementing the lesson plans.

As of January 2019, the NTHCS user community includes 124 registered users, representing 38 US states/territories.
1. Training Materials for Presenters
   - Facilitator’s Guide- includes screen shots, sample scripts, links to other materials needed, and video examples of activities being presented
   - Nemours available to orient and/or train via webinar

2. Presentation Materials- Organized by Module
   - Slide Deck for Each Module
     - Detailed script & speaker’s notes on each side
   - Participant Workbook
     - Option for presenters to assign and collect activities electronically, via “electronic workbook”
   - Activities
     - Handouts and answer keys for activities in module
     - Optional alternate versions
     - Videos (also embedded in slides)
   - Optional Review Activities to Follow Module 4

3. Evaluation Materials
   - Pre/Post student knowledge survey and quiz- available for use but not required
Sample screens from “electronic workbook”- to assign, complete and return activities:
Information, brochure, and sample workbook pages available at:

https://www.movinghealthcareupstream.org/navigating-the-health-care-system/

Register to view, download and use materials, at:

https://www.movinghealthcareupstream.org/sign-in-or-register/
Course Addresses Common Core State & National Health Education Standards

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 other’s 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

National Health Education Standards

- **Standard 1**: Students will comprehend concepts related to health promotion and disease prevention to enhance health.
- **Standard 2**: Students will analyze the influence of family, peers, culture, media technology and other factors on health behaviors.
- **Standard 3**: Students will demonstrate the ability to access valid information, products and services to enhance health.
- **Standard 5**: Students will demonstrate the ability to use decision-making skills to enhance health.
Structure

• Can be used in a variety of settings
• Four modules, each can be presented in approximately 45 minutes
• Activities can be pulled out and used separately if desired- not necessary to present each module from start to finish
1. Definitions (health, health care, self-advocacy, health literacy), types of care (emergency department, urgent care, primary care provider), self-advocacy, and personal/family medical history

2. Symptoms, diagnosis, medications and vaccinations

3. Health insurance and adolescents’ right to privacy

4. Practical application of the skills covered through real-life scenarios and role-plays
Module 1

• Introduction of unit vocab (health, health care, health literacy, self advocacy)

• Identify different types of doctors

• Determine where to go for appropriate care

• Examine Family Health History
Module 1

Concept Maps
Module 1

Does everyone make their PB&J the same way?

How would someone know how to make your PB&J?

How does this activity relate to self-advocacy and communication?
Module 1

- Family Health History Analysis & Interview
- Small group discussion & class discussion
Module 2

• Identify symptoms, diagnoses, and allergies

• Define basic types of medications

• Read/interpret a medicine label

• Identify vaccinations
Module 2

- “Reading OTC Labels” Activity
- Small group & whole class discussion
• “Vaccine Facts & Myths” Activity

• Individual decision making & class discussion
Module 3
• What types of insurance exist? How do I get insurance? How do I read an insurance card?

• “Reading Insurance Cards” Activity

• Privacy/Confidentiality

• Small group & whole class discussion
Module 3

A. State of Delaware Medical Assistance Program
   - ID#: 0123456789
   - Name: Sam Plecard
   - Birth Date: 01/01/1976
   - Card Issue #: 0001

B. BlueCross BlueShield of Kansas City
   - ID#: VD368906099
   - Suffix: 00
   - Group #: 27568030
   - Plan: PPO
   - Customer Service:
     - Phone: 816-335-3939 / 888-988-9884

C. Aetna
   - Customer Name: AHF MC NAP
   - ID #: Aetna Open Access
   - GRP: RX
   - Name: PCP

D. CVS Caremark Prescription Card
   - John Q Proof
   - ID: 123456789
   - RXBIN: 610029
   - RXPCN: CRK
   - RXGRP: CMCDX
   - Issuer: 80840
• Identify important information to share when making an appointment

• How to schedule an appointment

• Completing medical forms

• Small group & whole class discussion
<table>
<thead>
<tr>
<th>Nemours</th>
<th>Partner Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orient and onboard new partner organizations</td>
<td>Create plan for local roll out</td>
</tr>
<tr>
<td>Provide as-needed consult to partners on questions related to use of NTHCS</td>
<td>Ensure all presenters are familiar with materials and trained / prepped to facilitate lessons</td>
</tr>
<tr>
<td>Share relevant resources and updates with the user community</td>
<td>Schedule and coordinate presentations</td>
</tr>
<tr>
<td>Monitor for ways to enhance process and materials, implement enhancements as rapidly as possible</td>
<td>Provide feedback to Nemours on how its going, thoughts on how to improve, etc. (optional)</td>
</tr>
</tbody>
</table>
Step One: Go to https://www.movinghealthcareupstream.org/navigating-the-health-care-system/

Step Two: Below the “Full Curriculum” box, click on “Access Full Curriculum”

See screen shot on next slide.
Accessing the Curriculum

Navigating the Health Care System

Navigating the Health Care System is a four-visit health literacy curriculum designed by Nemours Children’s Health System for use with high-school-aged adolescents in classroom and community settings. It is designed to prepare students to be responsible for managing their own health care as they transition into adulthood.

Inspired by the curriculum’s strong evaluation outcomes, Nemours is seeking expansion partners to help bring the curriculum to adolescents across the nation. Nemours is making the curriculum available at no cost.

Read on for details.

- NTHCS Brochure
- Informational Webinar
- Sample Student Workbook Pages
- Full Curriculum

Click to Access Curriculum
Step Three: You will be taken to the Sign In or Register page. Complete the fields in the New User Registration.
Step Four: You will receive an email at the email address you provided in the Registration form. The email will provide a password as well as a link back to the Log In or Register page. Use the link to return to the Log In or Register Page. Log In by entering the User Name you created when you registered and the Password that was emailed to you.

See screen shot on next slide.
Accessing the Curriculum
After logging in, you will be taken to the curriculum landing page. The page has welcome messaging at the top, and curriculum materials at the bottom.

See screen shots on next 2 slides.
Accessing the Curriculum

Top of curriculum landing page:
Accessing the Curriculum

Bottom of curriculum landing page:
Accessing the Curriculum

Step Five: Download and review the materials presented in the boxes at the bottom of the curriculum landing page—shown in screen shot on proceeding page.

We recommend that you use the Facilitator’s Guide as your dashboard for reviewing the content and preparing to present it. We are happy to schedule calls or webinars to walk you through the materials if needed.

Please contact NTHCS@Nemours.org if you have any problems registering on the site or accessing the curriculum materials.
For More Information:

**Email:** NTHCS@Nemours.org

**Phone:** Kate Blackburn at 302.298.7604

**Web:**
https://www.movinghealthcareupstream.org/navigating-the-health-care-system/

**LinkedIn Group:**
https://www.linkedin.com/groups/13662832/

**Twitter:** @MHCUpstream (broader than health literacy)