

Nemours® Children's Health System

# Navigating the Health Care System

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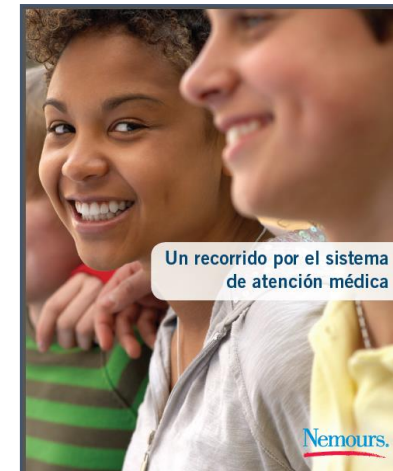
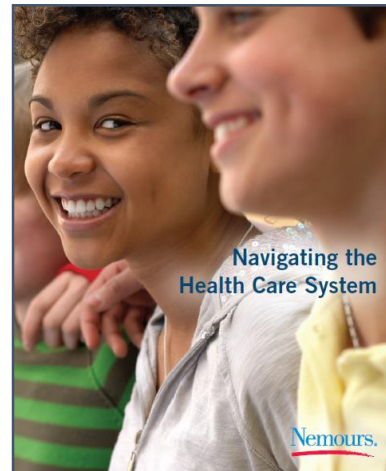
An Adolescent Health Literacy Curriculum

# Navigating the Health Care System is...

**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.



# Why Health Literacy?

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.<sup>1</sup>

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.<sup>2</sup>

<sup>1</sup> American Academy of Pediatrics; American Academy of Family Physicians; American College of Physicians; Transitions Clinical Report Authoring Group, Cooley WC, Sagerman PJ. Supporting the health care transition from adolescence to adulthood in the medical home. *Pediatrics*. 2011;128(1):182-200.

<sup>2</sup> <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

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# Nemours<sup>®</sup> Children's Health System

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

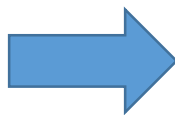
## Your child. Our promise.

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 (904) 697-4191 or [kathy.ingram@nemours.org](mailto: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

*KidsHealth in the Classroom* offers educators free health-related lesson plans for preschool through 12th grade. Each Teacher's Guide includes discussion questions, classroom activities and extensions, printable handouts, and quizzes with answer keys — all aligned to National Health Education Standards. Visit: [classroom.kidshealth.org](https://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 [healthykidshealthyfuture.org](https://healthykidshealthyfuture.org) to find tools and materials around healthy eating, physical activity, screen time, 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 to be their own health care advocates. Instructors can be trained on the entire four-module unit via a 1- to 1.5-hour webinar. Trainers will review the modules in detail, highlighting key points, activities and health care themes.

## EARLY LITERACY

### Preparing the Youngest Learners

**Nemours Reading BrightStart! Language and Literacy Toolkits for Infants and Toddlers (Birth to 16 months and 16–36 months):** This system includes flexible and developmentally appropriate materials that help infant and toddler caregivers teach critical language and literacy skills. The Infant and Toddler Toolkits promote 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 future school readiness.

### Cutting-Edge Curriculum for the Preschool Classroom

**Nemours BrightStart! The Complete Program for Early Literacy Success, Level One and Level Two:** This supplemental 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 free screener helps parents discover where 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](https://readingbrightstart.org).

### Training to Nurture Reading Success

Putting educators 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 where 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

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

**Nemours.**

**Children's Health System**

# Monthly Newsletter



[KidsHealth for KIDS](#) | [KidsHealth for TEENS](#)

[Welcome](#) | [Sesame Street](#) | [How the Body Works](#) | [Homework](#) | [Special Needs](#)

### Categories

- Child Care & Preschool Resources
- Teacher's Guides: *K to Grade 2*
- Teacher's Guides: *Grades 3 to 5*
- Teacher's Guides: *Grades 6 to 8*
- Teacher's Guides: *Grades 9 to 12*



Do your students need help with writing reports? Studying for tests? Getting organized? Dealing with problems at school? Give them these links to expert-approved, age-appropriate articles, in English, Spanish, and audio formats:

- [Homework Help minisite for kids](#)
- [Homework Help minisite for teens](#)
- [Helping With Homework minisite for your students' parents](#)

☒ **Nemours Reading BrightStart!**

**Reading Readiness**  
Nemours Reading BrightStart! has the tools and training to promote reading success.

[Learn How](#)

**Elementary Exercises**

Videos show easy ways to incorporate daily physical activity into classrooms.

[Watch Videos](#)

**Experiments**

Fun and easy experiments that focus on the five senses, as well as the science inside some of kids' favorite candies.

[View Experiments](#)

**Free Newsletter**

Sign up to receive the latest Teacher's Guides.

[Sign Up](#)

[www.classroom.kidshealth.org/](http://www.classroom.kidshealth.org/)

# NTHCS Highlights

- ✓ 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 PDF format
- ✓ All materials are available online, via download



# Background & Evaluation

- 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.

# Background & Evaluation

- 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.

# Background & Evaluation

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



# Evaluation Results (DE)

Pre/post test differences: Overall, post-test knowledge scores were significantly higher than pre test scores

2014/2015 Results							
Pre-test				Post-test			
	Mean ( <i>SD</i> )	% correct	N	Mean ( <i>SD</i> )	% correct	N	Significance
Overall	10.88 (2.38)	64%	986	13.99 (2.74)	82%	948	0.000

2015/2016 Results							
Pre-test				Post-test			
	Mean ( <i>SD</i> )	% correct	N	Mean ( <i>SD</i> )	% correct	N	Significance
Overall	10.82 (2.34)	63.6%	949	13.64 (2.99)	80.2%	928	0.000

2016/2017 Results							
Pre-test				Post-test			
	Mean ( <i>SD</i> )	% correct	N	Mean ( <i>SD</i> )	% correct	N	Significance
Overall	10.63 (2.81)	62.5%	922	13.60 (3.27)	80.0%	897	0.000

# Evaluation Results (DE)

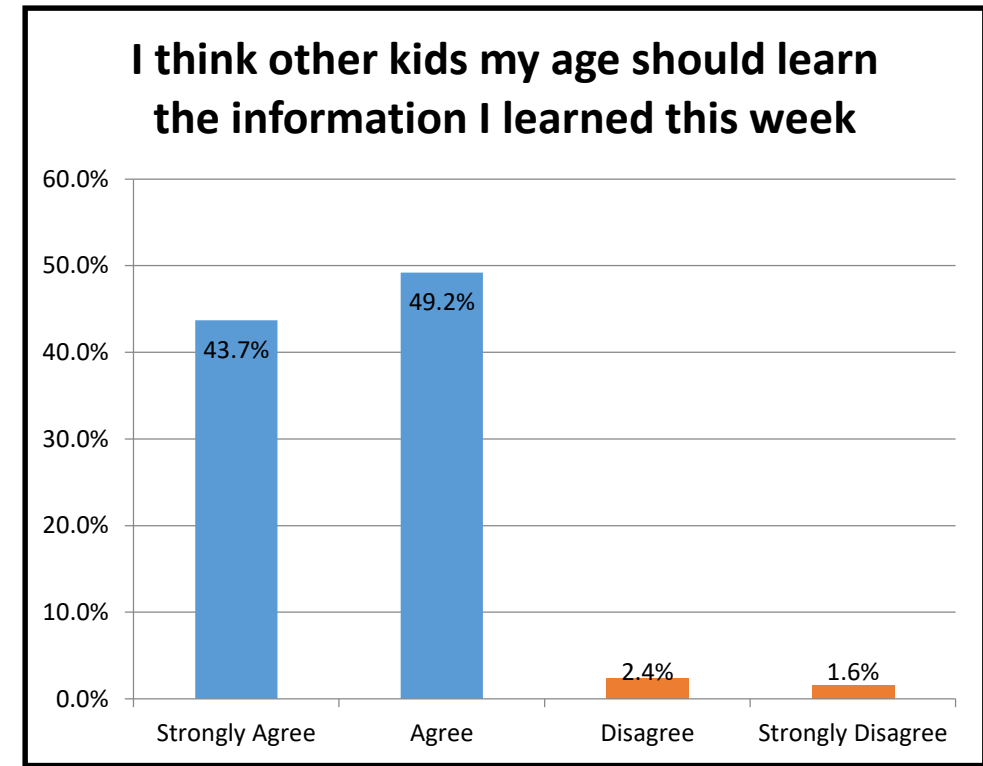
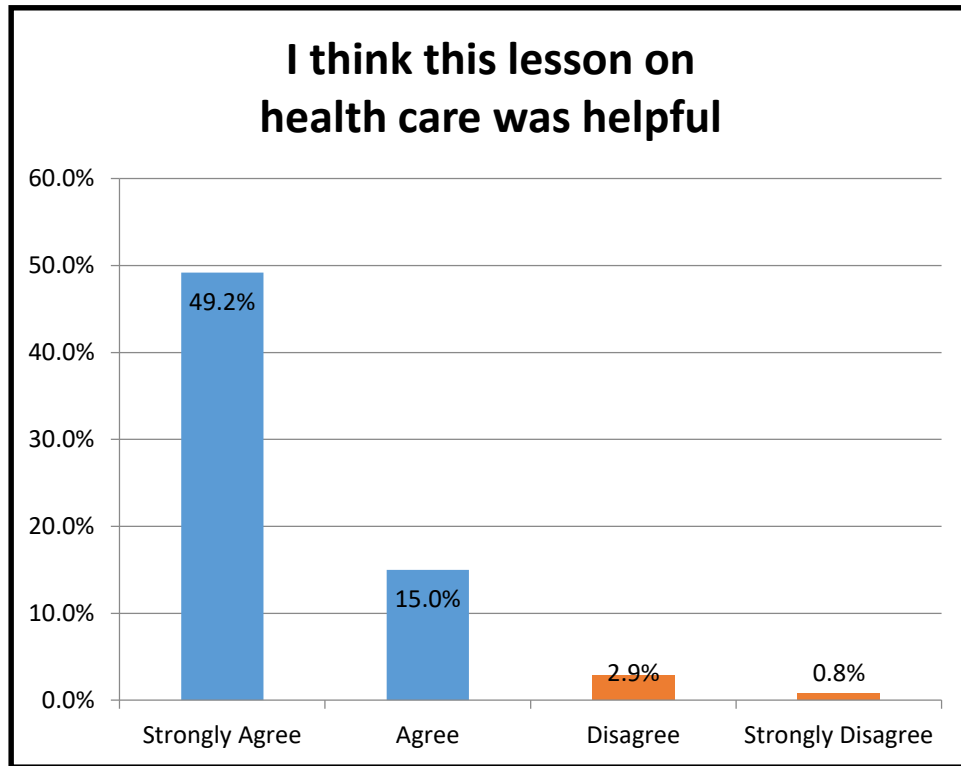
Significantly higher post test scores regardless of teacher type (health, physical education, school nurse and health services/technical education)

	Pre-test			Post-test			Significance
Teacher Type	Mean (SD)	% correct	N	Mean (SD)	% correct	N	
Health Teacher	10.62 (2.39)	62%	605	13.60 (2.97)	80%	581	0.000
	10.71 (2.37)	63%	752	13.74 (2.94)	81%	746	0.000
Health Sciences/Career Technical Ed Teacher	12.11 (2.12)	71%	179	14.98 (2.02)	88%	180	0.000
	11.30 (2.08)	67%	169	13.22 (3.08)	78%	158	0.000
School Nurse	10.36 (2.10)	61%	158	14.44 (2.05)	85%	147	0.000
	11.03 (2.75)	65%	28	13.95 (3.65)	82%	24	0.002
Physical Education Teacher	11.32 (2.23)	67%	161	14.53 (2.73)	85%	152	0.000

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



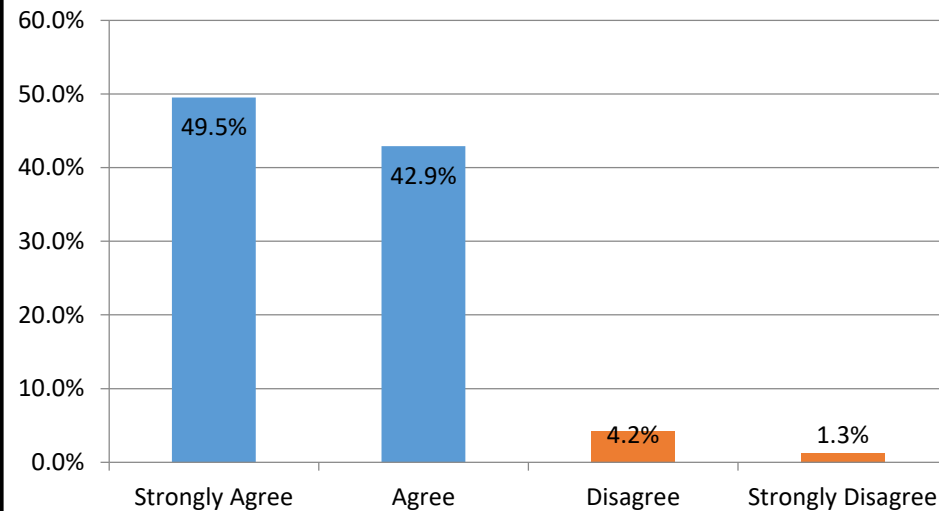
# Evaluation Results (DE)



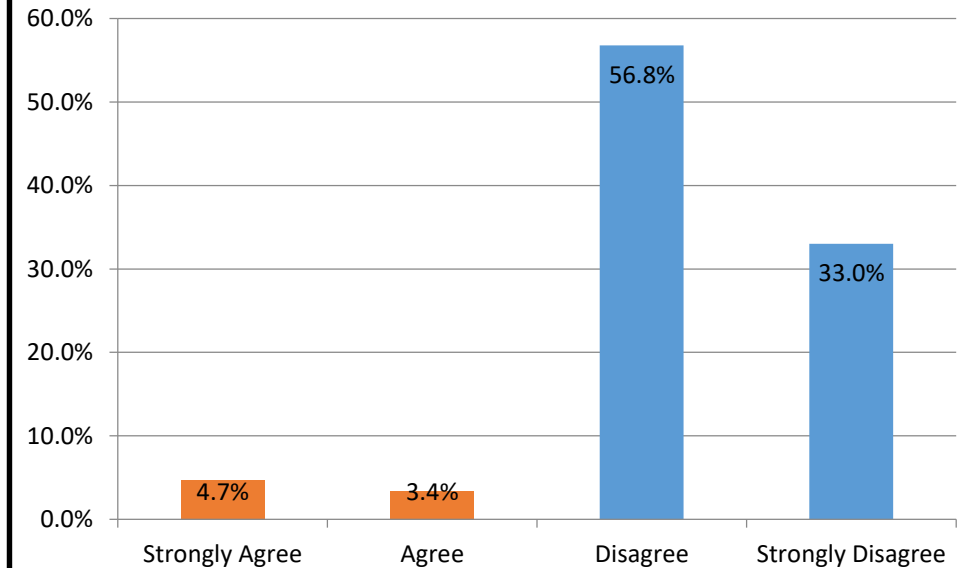
(Neutral responses not shown. Data does not add to 100%.)

# Evaluation Results (DE)

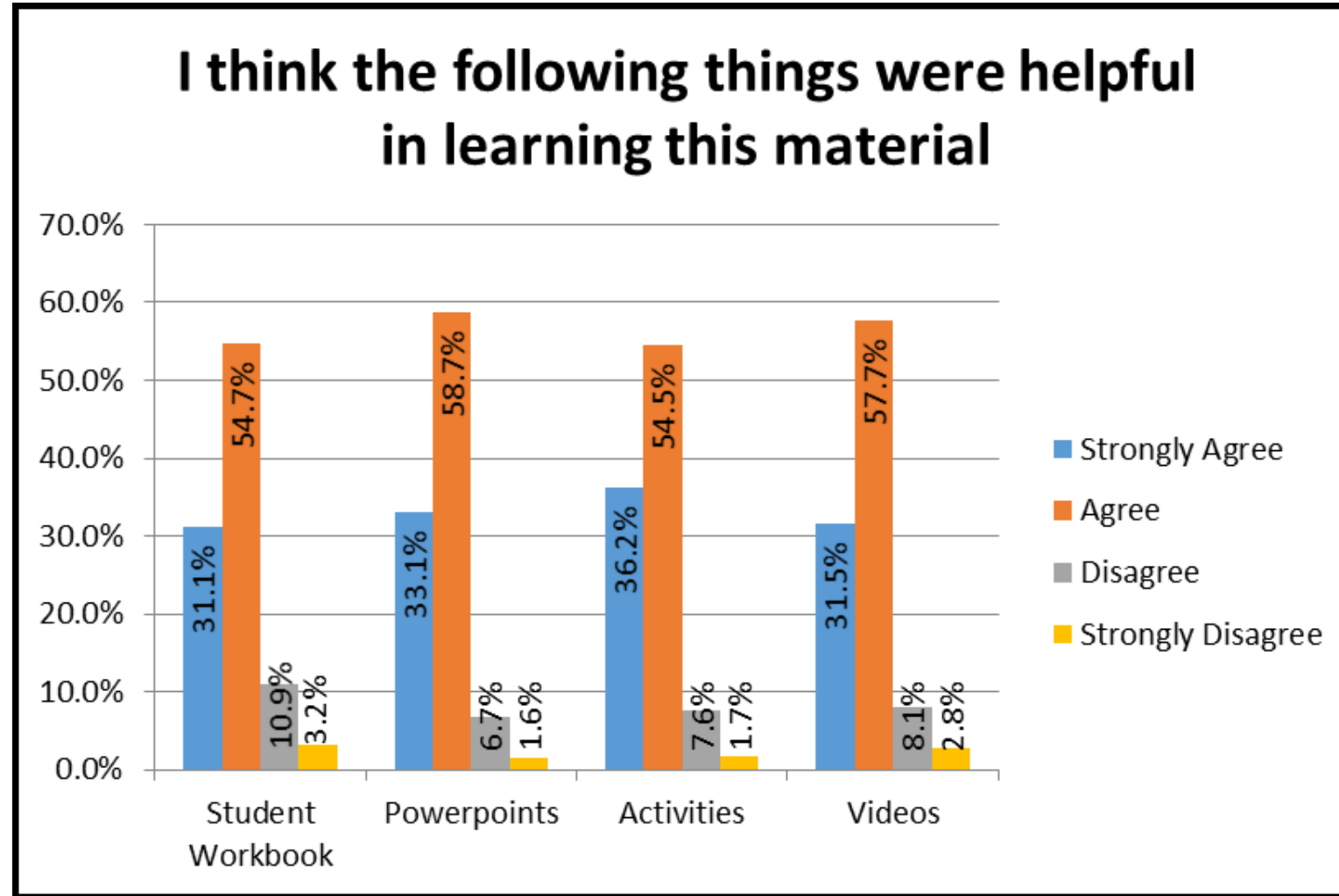
**At my next doctor's appointment, I will know what to do better than I did before this lesson**



**I feel the information presented was too confusing for kids my age**



# Evaluation Results (DE)



# Background & Evaluation

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)

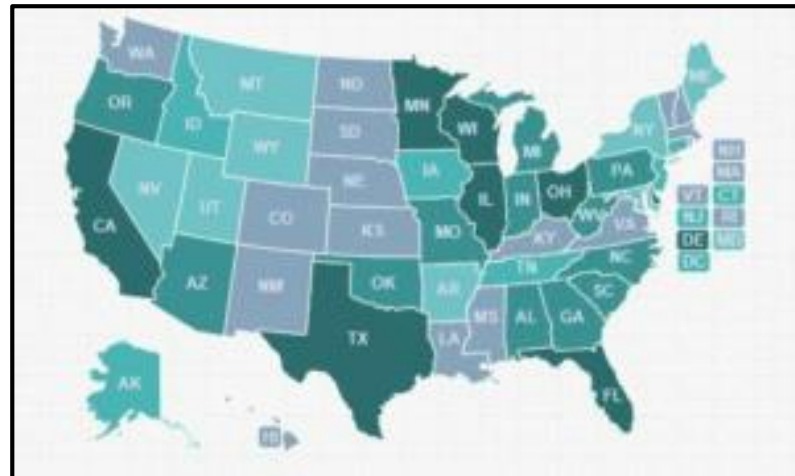
## 2016-17 Results (WI, IL, TX)

	Pre-Test			Post-Test			
Site	Mean (SD)	% correct	N	Mean (SD)	% correct	N	Significance
1	12.90 (2.61)	75.80%	222	14.46 (2.59)	85.10%	275	0
2	11.73 (2.00)	69.00%	63	13.98 (2.27)	82.20%	60	0
3	10.83 (3.06)	63.70%	12	14.20 (1.39)	83.50%	10	0.004
4	11.50 (2.77)	67.60%	8	15.57 (1.13)	91.50%	7	0.004
5	10.42 (2.11)	61.20%	89	12.92 (2.64)	76.00%	88	0
6	9.75 (1.23)	57.30%	16	13.35 (2.46)	78.70%	14	0
7	10.25 (2.4)	60.20%	92	13.38 (2.97)	78.70%	78	0
8	12.72 (.90)	74.80%	11	14.90 (1.04)	87.60%	11	0
9	10.6 (2.84)	62.30%	60	12.55 (3.32)	73.80%	59	0.001
10	9.87 (2.11)	58.10%	79	12.75 (2.31)	75.00%	76	0

# Background & Evaluation

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 Spring 2020, the NTHCS user community includes 500+ registered users, representing 52 US states and territories.



# Materials

MOST MATERIALS ARE AVAILABLE IN SPANISH AND ENGLISH

## 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

# Materials (continued)

Sample screens from “electronic workbook”- to assign, complete and return activities:

**Nemours.** Navigating the Health Care System

**Welcome to the Teacher page for the Navigating the Health Care System.** This will allow you to share the electronic documents used in the modules with your students. From this page you will enter your name and email address (The address you will use to send the materials to your students, not your personal one unless you want them to have it).

You will get a link that you then can pass along to your students. As you move through the modules you can have your students open the activity link and complete it during class or as a homework assignment (your choice). They then will be able to send you the completed activity.

---

**Your Name:**

---

**Your Email Address:**

---

**Confirm Your Email Address:**

---

**Select Modules:**  
Select all of the modules that you wish to send to your students.

<input type="checkbox"/> 1.1.1 Self-Advocate Qualities	<a href="#">preview</a>
<input type="checkbox"/> 1.2.1 Where Do I go? Book Version	<a href="#">preview</a>
<input type="checkbox"/> 1.2.2 Where Do I go? Alternative Activity	<a href="#">preview</a>
<input type="checkbox"/> 1.3.1 Family Health History	<a href="#">preview</a>
<input type="checkbox"/> 2.1.1 Responsible Use of Prescription/OTC Drugs Optional Activity	<a href="#">preview</a>
<input type="checkbox"/> 2.2.1 Reading OTC Drug Labels Alternative Activity	<a href="#">preview</a>
<input type="checkbox"/> 2.2.2 Medication Label Reading Activity Book Version	<a href="#">preview</a>

**Nemours.** Navigating the Health Care System

Student: FranTeacher: Denise

### 1.1.1. Self-Advocate Qualities

A good self advocate is able to let people know what they think, feel and need. It sometimes means asking questions until you really understand the answers. It could mean asking for help or helping others understand what is important to you. You might not always get what you want, the way you want it, but having the skills to communicate your wants and needs is an important step. Read each of the statements and decide which qualities you already have or would like to work on.

For more information on this topic, [see page 7](#) of [the PDF](#).

- I ask questions

☐ Already Have☐ Need To Work On☐ Not Ready To Work On
- I am prepared and organized

☐ Already Have☐ Need To Work On☐ Not Ready To Work On
- I say what I want

☐ Already Have☐ Need To Work On☐ Not Ready To Work On
- I am assertive but respectful and polite

☐ Already Have☐ Need To Work On☐ Not Ready To Work On

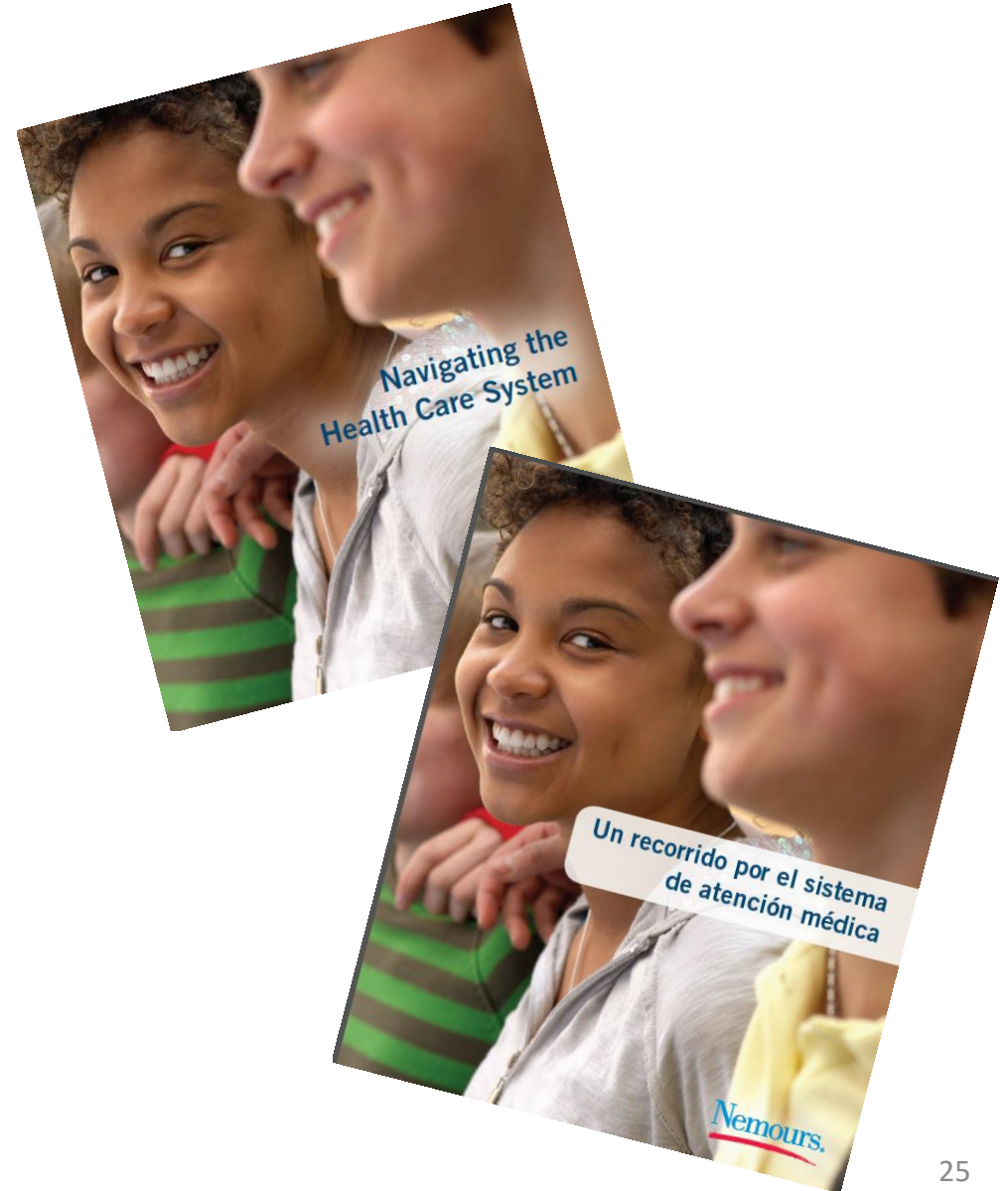


# Materials (continued)

Information, brochure, sample workbook pages, and full suite of materials all available at:

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

*One-hour adult version added to website in Spring 2020*



# 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

# 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

# Module 1



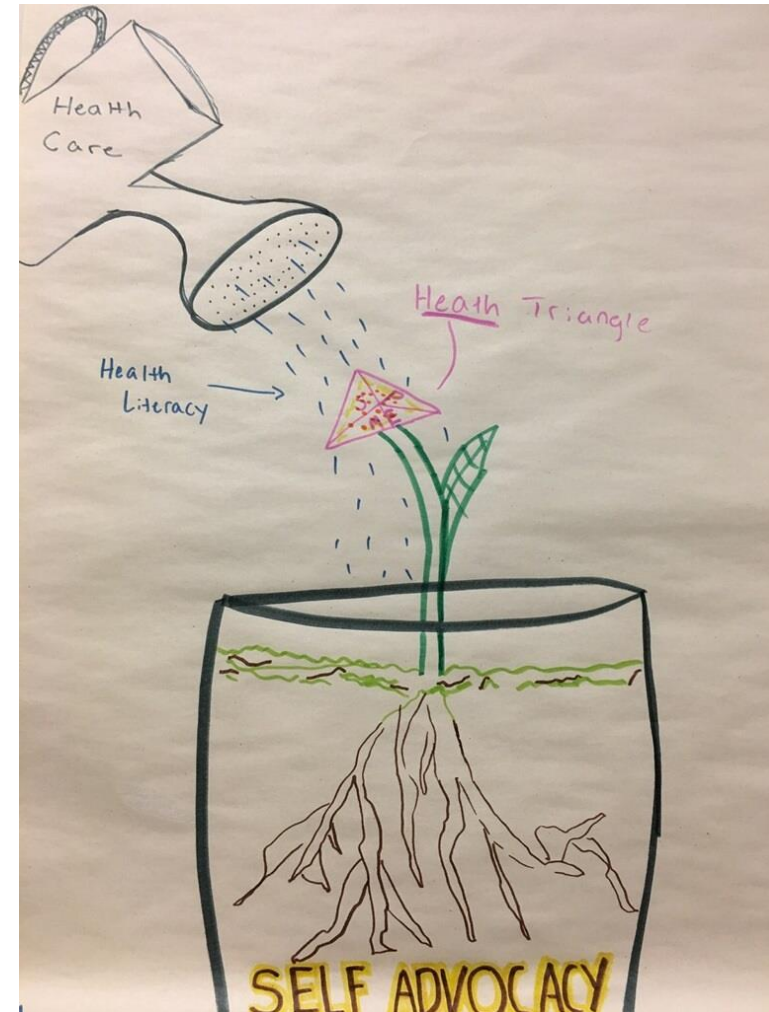
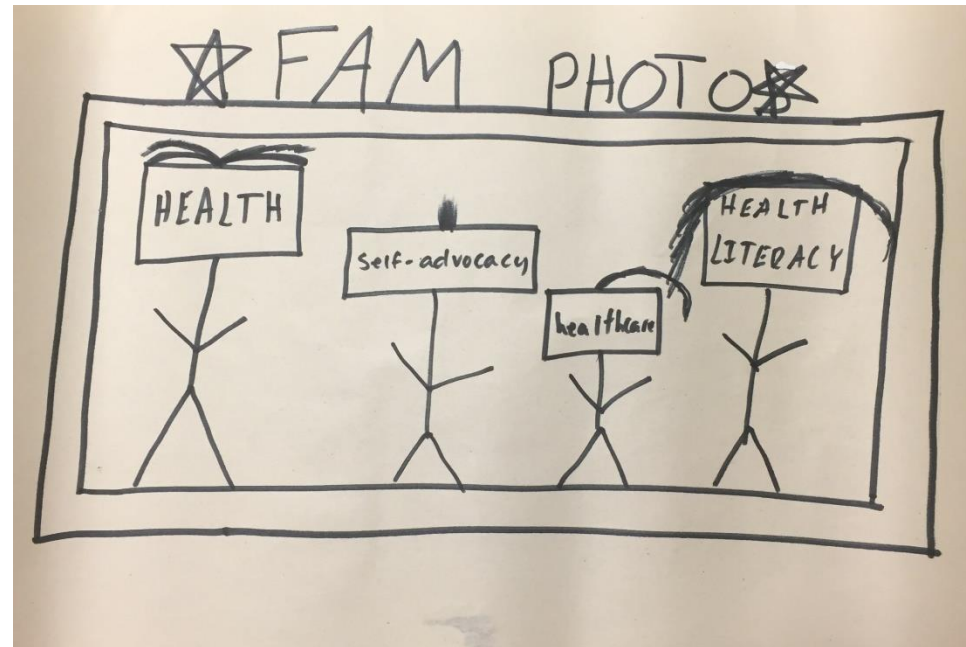
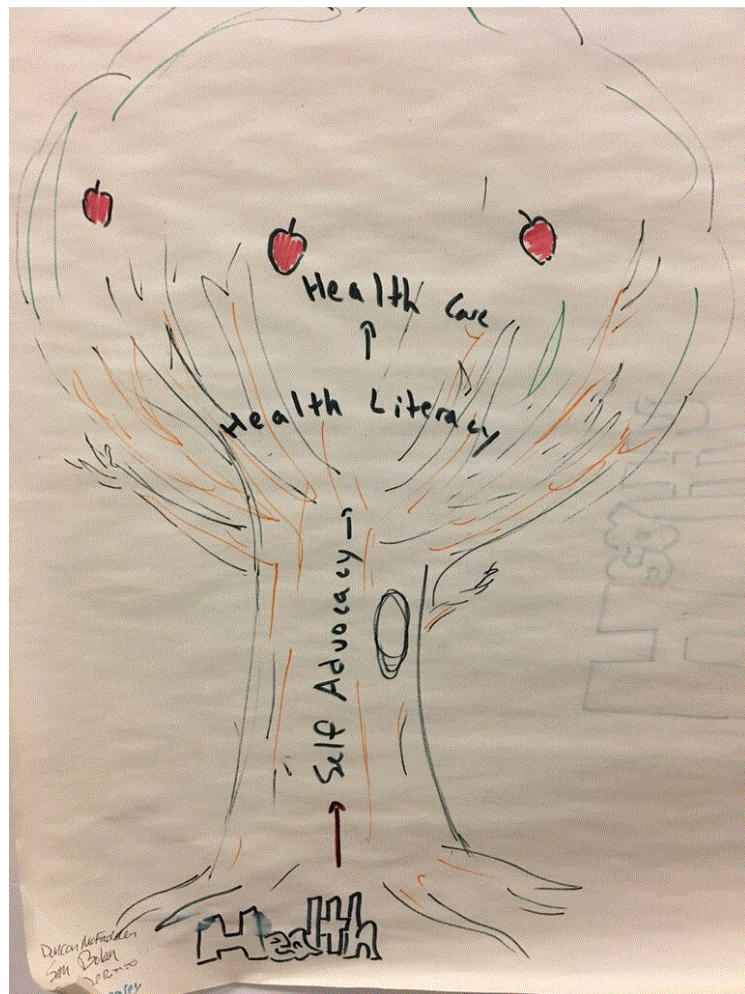
# Module 1

- 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

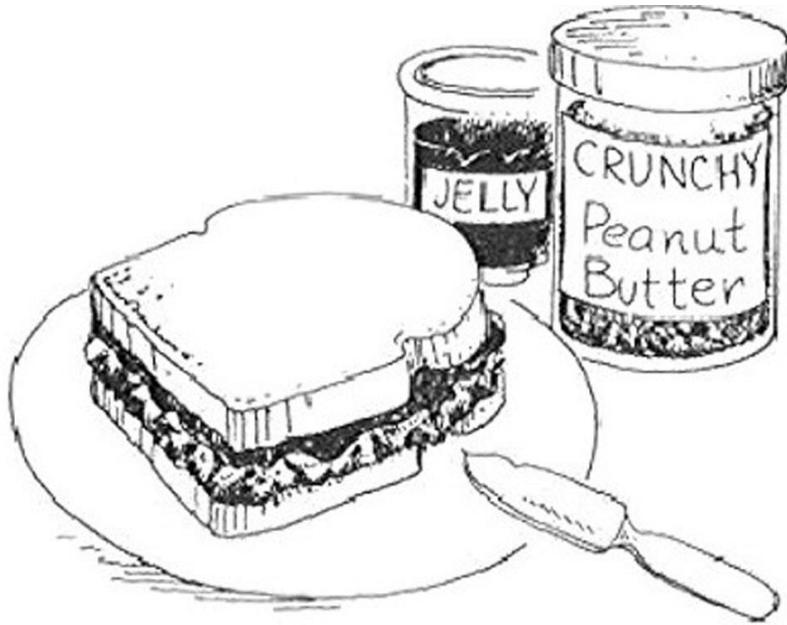


# Module 1

## Concept Maps



# Module 1



Does everyone make their PB&J the same way?

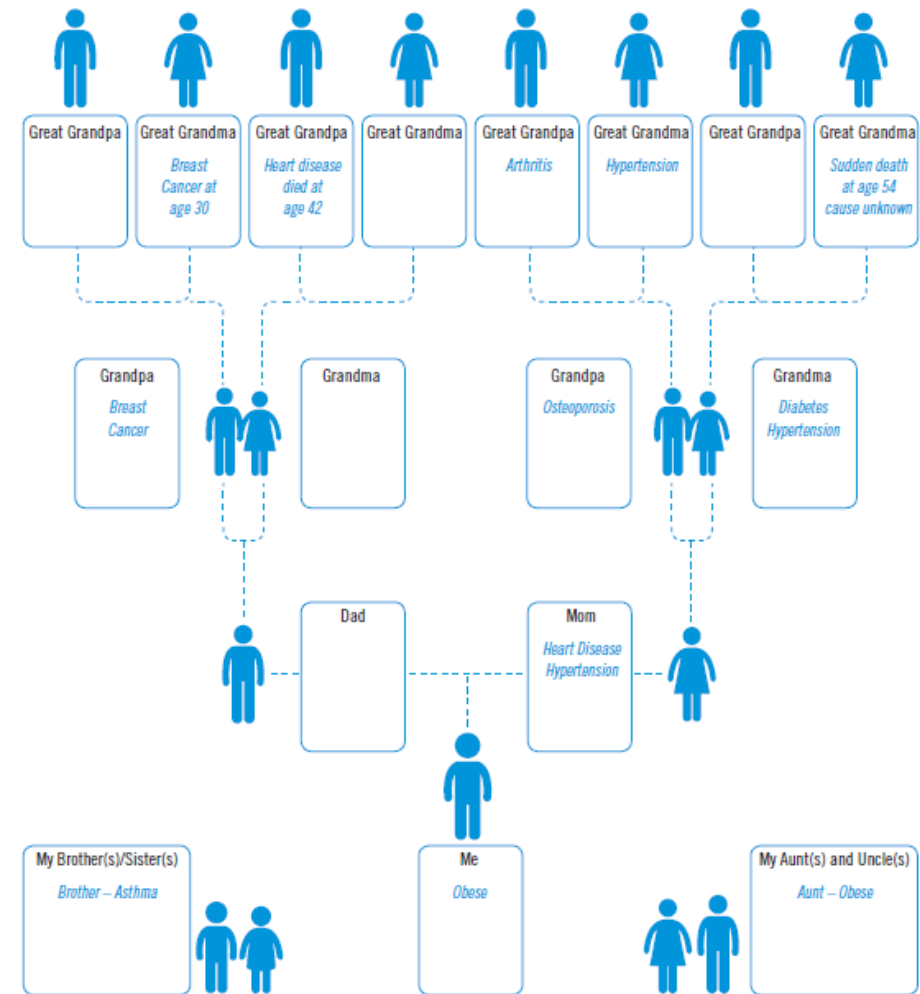
How would someone know how to make your PB&J?

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



# Module 1

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



# Module 2



# 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

<b>Drug Facts</b>	
<b>Active ingredient (in each tablet)</b>	<b>Purpose</b>
Chlorpheniramine maleate 2 mg.....	Antihistamine
<b>Uses</b> temporarily relieves these symptoms due to hay fever or other upper respiratory allergies: ■ sneezing ■ runny nose ■ itchy, watery eyes ■ itchy throat	
<b>Warnings</b> Ask a doctor before use if you have ■ glaucoma ■ a breathing problem such as emphysema or chronic bronchitis ■ trouble urinating due to an enlarged prostate gland Ask a doctor or pharmacist before use if you are taking tranquilizers or sedatives When using this product ■ drowsiness may occur ■ avoid alcoholic drinks ■ alcohol, sedatives, and tranquilizers may increase drowsiness ■ be careful when driving a motor vehicle or operating machinery ■ excitability may occur, especially in children If pregnant or breast-feeding, ask a health professional before use. Keep out of reach of children. In case of overdose, get medical help or contact a Poison Control Center right away.	
<b>Directions</b>	
adults and children 12 years and over	take 2 tablets every 4 to 6 hours; not more than 12 tablets in 24 hours
children 6 years to under 12 years	take 1 tablet every 4 to 6 hours; not more than 6 tablets in 24 hours
children under 6 years	ask a doctor

<b>Drug Facts (continued)</b>	
<b>Other information</b> ■ store at 20-25° C (68-77° F) ■ protect from excessive moisture	
<b>Inactive ingredients</b> D&C yellow no. 10, lactose, magnesium stearate, microcrystalline cellulose, pregelatinized starch	

# Module 2

- “Vaccine Facts & Myths” Activity
- Individual decision making & class discussion



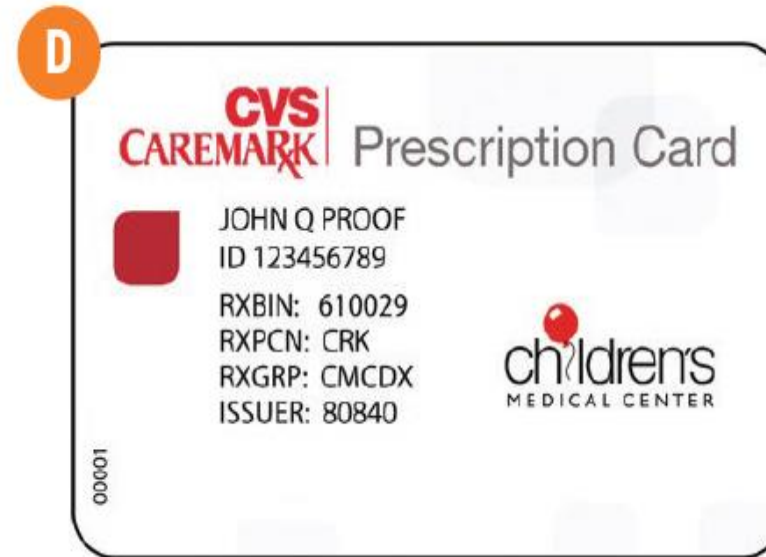
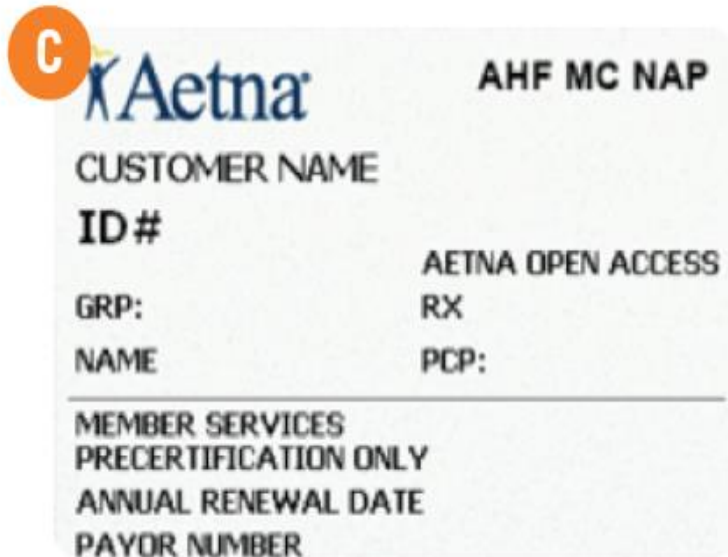
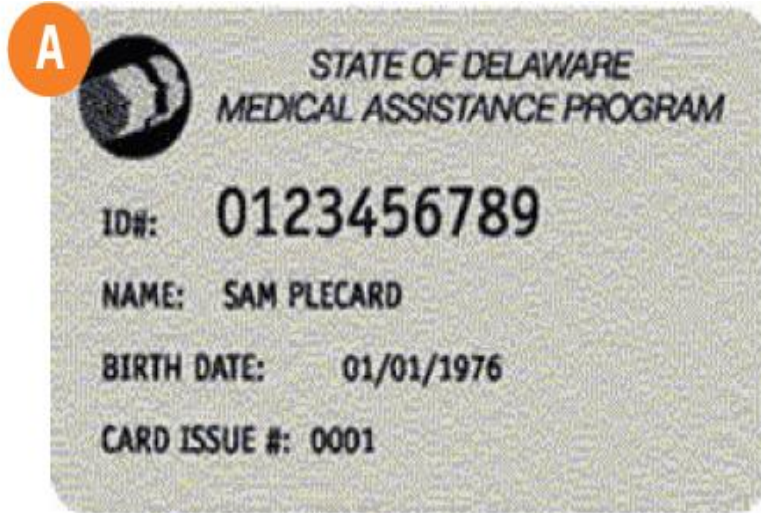
# Module 3



# 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





# Module 4



# Module 4

- Identify important information to share when making an appointment
- How to schedule an appointment
- Completing medical forms
- Small group & whole class discussion

# Partnering

Nemours	Partner Organization
Orient and onboard new partner organizations	Create plan for local roll out
Provide as-needed consult to partners on questions related to use of NTHCS	Ensure all presenters are familiar with materials and trained / prepped to facilitate lessons
Share relevant resources and updates with the user community	Schedule and coordinate presentations
Monitor for ways to enhance process and materials, implement enhancements as rapidly as possible	Provide feedback to Nemours on how its going, thoughts on how to improve, etc. (optional)

# For More Information:

**Email:** [NTHCS@Nemours.org](mailto: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)