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# Communications Toolkit

## for Navigating the Health Care System

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Thank you for your interest in *Navigating the Health Care System*, a set of adolescent health literacy lesson plans created by Nemours Children’s Health. This toolkit was designed to make it easy to share information about the lesson plans with others.

Information in the toolkit is a starting point; please feel free to tailor.

Please reach out to [NTHCS@nemours.org](mailto:NTHCS@nemours.org) with questions.

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## Overview

**Navigating the Health Care System (NTHCS)** is a four-unit health literacy curriculum designed by Nemours Children’s Health for use with young adults. It is designed to prepare high school and college-age teens to be responsible for managing their own health care as they transition into adulthood. Materials are suitable for in-class, in-home, after-school, and community settings, and can be taught virtually.

The program, which aligns with national and state health education standards, was originally piloted and refined in collaboration with schools and other community sites in Delaware. In three academic years of expanded testing, involving nearly 3,500 students in four states, the evaluation showed significant knowledge gains among students as well as high satisfaction among the teachers presenting the curriculum and the teens receiving it.

Inspired by the curriculum’s strong evaluation outcomes, in Spring 2018 Nemours Children’s began making the curriculum available at no cost, nation-wide. Since then, Nemours has continued to create new materials and offer them to the public. Recent additions include a one-hour version of the content suitable for adults, a home-use workbook with answer key- suitable for home-schooling, and a COVID-19 supplement to existing materials for teens.

## 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>

## How does Navigating the Health Care System define health literacy?

Content within NTHCS focuses on the following aspects of health literacy:

- Knowing what to expect as you move through the health care system and as you interact with health care professionals
- Having the skills to successfully navigate the health care system, including:
  - Skills for communicating effectively with care providers
  - Skills for self-advocacy

## What age groups is the content intended for?

The original curriculum was designed by Nemours Children’s for use with high-school-aged adolescents and evaluated based on its use with this population. Since national expansion began, the original curriculum has been presented to undergraduate college students and middle school students by members of the NTHCS user community. (Use with these age groups has not been evaluated by Nemours Children’s.)

A one-hour version for adults was released in 2020.

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<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://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-health/interventions-resources/health-literacy>

## Where can the curriculum be taught?

Materials are suitable for in-class, in-home, afterschool, and community settings. They can be taught in person or virtually.

## How long does it take to present the modules?

Each of the four modules can be presented in its entirety in roughly 45 minutes. However, it is not necessary to present each module in its entirety in one session. Each module is made up of multiple 10-15 minute activities and discussions. Presenters can combine a many, or as few, activities they want based on the time available.

The adult version of *Navigating the Health Care System* can be presented in one hour.

## What topics are covered?

Module 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

Module 2: Symptoms, diagnosis, medications, and vaccinations

Module 3: Health insurance, read/interpret 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 curriculum?

Presenters can orient and train themselves by using our Facilitator's Guide, which serves as a dashboard for learning and presenting the curriculum. Links to all curriculum materials are embedded, along with screen shots and sample scripts for each slide within each module. In addition to providing all of the links and scripts you'll need to present the content; the Facilitator's Guide includes planning prompts to help you prepare for each session. Nemours Children's associates are always happy to answer questions, provide technical assistance, and orient users. Please contact us at [NTHCS@nemours.org](mailto:NTHCS@nemours.org) or (302) 650-2328.

## What types of materials are provided?

The *Navigating the Health Care System* suite of materials includes: Facilitator's Guide, participant workbook, PowerPoint slides for each module including speaker notes, supplemental videos and activities, and optional pre/post tests.

The adult version of *Navigating the Health Care System* consists of a PowerPoint slide deck that includes fully scripted speaker notes.

## What are the costs?

There are no fees to utilize *Navigating the Health Care System* materials.

## Can I modify the materials?

Yes. Users can add or omit activities as they see fit.

## How can I learn more?

Please email [NTHCS@nemours.org](mailto:NTHCS@nemours.org) or call (302) 650-2328.

## Connect with NTHCS

Email: [NTHCS@nemours.org](mailto:NTHCS@nemours.org)

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

## Overview Slide Deck

Click here to access a **PowerPoint version** of the slides:

[https://www.movinghealthcareupstream.org/wp-content/uploads/2021/10/NTHCS\\_overview\\_slides-10-20-2021.pptx](https://www.movinghealthcareupstream.org/wp-content/uploads/2021/10/NTHCS_overview_slides-10-20-2021.pptx)

Click here to access a **PDF version** of the slides:

[https://www.movinghealthcareupstream.org/wp-content/uploads/2021/10/NTHCS\\_overview\\_slides-10-20-2021.pdf](https://www.movinghealthcareupstream.org/wp-content/uploads/2021/10/NTHCS_overview_slides-10-20-2021.pdf)

Please feel free to use the slides individually or in their entirety. Slides include the following topics:

- Introduction (slides 1-5)
- Nemours Children's Health & NTHCS Context (slides 7-10)
- The Highlights of Using NTHCS (slide 11)
- Background (slides 12-13)
- Evaluation (slides 14-20)
- Topics & Materials (slides 21-25)
- Overview of the 4 Modules (slides 26-39)
- Alignment with State & National Standards (slides 40-43)
- For More Information / Contact Information (slide 44)

## Research

In April 2018, an article focused on the development and evaluation of Navigating the Health Care System was published in the Journal of School Health. The article can be accessed at:

<https://doi.org/10.1111/josh.12616>

Citation: Hughes D, Maiden K. Navigating the health care system: an adolescent health literacy unit for high schools. J Sch Health. 2018; 88: 341-349.

## Image File

A JPG image file is available at <https://www.movinghealthcareupstream.org/wp-content/uploads/2021/10/NTHCS-workbook-cover-w-logo.png>



## Sample Social Media Posts

**Option #1:** The Navigating the Health Care System curriculum was developed by @Nemours to prepare teens to manage their own care as they transition into adulthood. Check out these free #healthliteracy lesson plans: <https://buff.ly/2M6vzlx> (Insert image file with post. Image available at <https://www.movinghealthcareupstream.org/wp-content/uploads/2021/10/NTHCS-workbook-cover-w-logo.png> )

**Option #2:** The @Nemours #healthliteracy user community is growing quickly! Learn how you can use free lesson plans to increase teens' skills for interacting with care providers and managing their own care. <https://buff.ly/2M6vzlx> (Insert image file with post. Image available at <https://www.movinghealthcareupstream.org/wp-content/uploads/2021/10/NTHCS-workbook-cover-w-logo.png> )

## Sample Newsletter Language: Short Version

### Adolescent Health Literacy Lesson Plans Available at No Cost

*Navigating the Health Care System* is a four-unit health literacy curriculum designed by Nemours Children's Health for use with young adults. It was designed to prepare high school and college-age teens to be responsible for managing their own health care as they transition into adulthood. Materials are suitable for in-class, in-home, after-school, and community settings, and can be taught virtually. Inspired by the curriculum's strong evaluation outcomes, Nemours offers the curriculum available at no cost to organizations nation-wide. To access/download the curriculum, please visit <https://www.movinghealthcareupstream.org/navigating-the-health-care-system/>. For more information, please email [nthcs@nemours.org](mailto:nthcs@nemours.org).

## Sample Newsletter Language: Long Version

### Making Adolescent Health Literacy Easy as 1, 2, 3

*Navigating the Health Care System*, an Adolescent Health Literacy Curriculum,  
Available at No-Cost from Nemours Children's Health System

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Health literacy is a significant determinant of health. *Navigating the Health Care System* is a four-unit health literacy curriculum designed by Nemours Children's Health for use with young adults. It is designed to prepare high school and college-age teens to be responsible for managing their own health care as they transition into adulthood. Materials are suitable for in-class, in-home, after-school, and community settings, and can be taught virtually.

The curriculum was piloted and refined in collaboration with schools and other community sites in Delaware over the course of several years. Inspired by successful evaluation outcomes in Delaware, in Spring 2018 Nemours Children's began making the available for use at no cost to organizations nation-wide.

### Highlights Include

- All materials can be accessed and downloaded from the web
- A scripted Facilitator's Guide and slide decks make it easy to learn and present content
- Available at no cost
- Strong, validated evaluation-based outcomes
  - Significantly higher content knowledge scores among students at post-test

- Significant increases in content knowledge were consistent regardless of instructor background (health, physical education, school nurse and health services/technical education)
- Aligned with National Health Education Standards
- Pre/post tests available, but not required
- Technical assistance available for questions
- Participant workbooks available as downloadable PDFs
- Option to assign and collect activities electronically

### Interested in Learning More?

- Web: <https://www.movinghealthcareupstream.org/navigating-the-health-care-system/>
- Email: [nthcs@nemours.org](mailto:nthcs@nemours.org)

### Sample Email Language

Dear xxx,

I'm emailing to share information with you about an adolescent health literacy curriculum developed by Nemours Children's Health, and to invite you to consider how (you might bring / we might collaborate to bring) the lesson plans to \_\_\_\_\_ . Here's the background:

Over several years, Nemours Children's Health developed, refined and evaluated a four-module health literacy curriculum for adolescents called "*Navigating the Health Care System*". Lesson plans were designed to prepare high school and college-age teens to be responsible for managing their own health care as they transition into adulthood. Materials are suitable for in-class, in-home, after-school, and community settings, and can be taught virtually.

The curriculum was piloted and refined in collaboration with schools and other community sites in Delaware. Response to the lessons from students, teachers and parents has been consistently positive and evaluation outcomes have been strong. Inspired by the curriculum's strong evaluation outcomes, in Spring 2018 Nemours began making the curriculum available at no cost, nation-wide.

Knowing your interest in adolescent health and wellness, I thought you might be interesting in exploring opportunities for collaboration.

Some of the highlights of NTHCS include:

- ✓ All materials can be accessed and downloaded from the web
- ✓ A scripted Facilitator's Guide and slide decks make it easy to learn and present content
- ✓ Available at no cost
- ✓ Strong, validated evaluation-based outcomes
  - Significantly higher content knowledge scores among students at post-test
  - Significant increases in content knowledge were consistent regardless of instructor background (health, physical education, school nurse and health services/technical education)
- ✓ Aligned with National Health Education Standards
- ✓ Pre/post tests available, but not required
- ✓ Technical assistance available for questions
- ✓ Participant workbooks available as downloadable PDFs
- ✓ Option to assign and collect activities electronically

Additional information on Navigating the Health Care System can be accessed at [HERE](#), including a [brochure](#) that provides an overview of the curriculum and the content in each of the four modules.

Please let me know if you'd be interested in learning more about this opportunity.

Many thanks,