



## Patient Navigation Network News

October 2019

### ***Patient-Centered Navigation - Believe in the Power of Navigation***

#### ***Improving the Patient Experience: Is Price Transparency the Solution?***

**"YIKES, look at my hospital bill. I can't pay my doctor bills, my insurance, co-pays, or deductibles" ...** is this is how you and your patient/family feel? Then, how can a hospital improve the financial experience for the patient/family? Unfortunately, it can be very difficult for a hospital to collaborate with patients and their families over their healthcare bills, mainly because of the patient's financial literacy. To date, efforts to improve price transparency is further complicated by prices varying from hospital to hospital.



Recently, Sara Heath, PatientEngagement.com editor, wrote about the healthcare industry and how it is falling short of creating a positive patient financial experience.

[Health Literacy Key Factor in Patient Financial Experience](#)  
[75% of Patients Look at Price Transparency](#)

### ***Making a Difference - People in Patient-Centered Care***

#### ***Navigation in Appalachia: Mark Dignan & Sharon Dwyer Speak out about Overcoming Barriers for Better Cancer Care***

With funding from the Appalachian Regional Commission and CDC, Mark Dignan and Sharon Dwyer have developed and implemented a training program on Patient Navigation specifically tailored for cancer prevention and control in Appalachia. The training program is provided in a day-long, non-clinical Patient Navigation workshop that is designed for non-clinical navigation.



Cancer rates in Appalachia are among the highest in the nation and while there are several Patient Navigation training programs available, none address issues that are important for cancer in Appalachia. Barriers such as limited access to health care, poverty, and cultural values influence access to screening and treatment for cancer and other chronic diseases. The workshop focuses on areas that are critical for providing effective Patient Navigation services including productive communication and

elements of the Appalachian culture, as well as, specific skills needed to help patients obtain screening and diagnostic follow-up for breast, cervical, colorectal and lung cancer. The workshop content is now being adapted for a continuing education credit granting online training program. The program is expected to be available this fall.

## ***Evolving Roles in Patient Navigation -***

### ***Empowering the Patient: Financial Tools!***

**Financial Tools for the Patient:** Patients want to know how much their healthcare is going to cost in order to make better health decisions. Although this can be difficult, CMS made this easier when they recently launched a “What’s Covered” app which allows seniors to see what services they may access with their specific health insurance plan. Or you can contact our favorite health insurance person, Pete Alberti at [Pete.Alberti@KyHealthSolutions.com](mailto:Pete.Alberti@KyHealthSolutions.com), [Here's Pete's article](#). Yes, he really wants to help you.



#### **MORE RESOURCES**

[CMS App to Drive Beneficiary Education About Plan Coverage](#)  
[How Can CMS Address Senior Poverty, Patient Healthcare Costs?](#)

**VIDEO** - [Kaiser Health News: Your Go-To Guide To Decode Medical Bills:](#)

## ***Resources for Patient-Centered Care***

**Here are some recent finds:**

- [Medicare.gov Plan Finder](#) - a website to explore Medicare and Medicare Advantage accounts.
- [National Institute of Aging](#) - Free health literacy materials in English & Spanish in topics like elder abuse, end-of-life planning, financial barriers, and long-term care.
- [Centers for Disease Control \(CDC\)](#) - more resources for supporting health literacy.
- [National Alliance of Caregiving](#) - offers support materials and resources for caregivers and patients.
- [National Center on Elder Abuse](#) - Information and resources for health professionals, policy makers, and others.
- [Needy Meds Grants](#) provides links to grants from a variety of drug companies to reduce medication costs.
- [Help.org](#) - a nonprofit service that helps drug rehab patients find a program by type, duration, and cost.
- [Better Care Playbook](#) - a sources for the best evidence-based practices and promising approaches to improve care for people with complex health and social needs.
- [Kaiser Health News](#), covers health law, aging, investigation, medicare, medicaid, pharma, data/docs.



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**Our mailing address is:**

\*|9312 Old Six Mile Lane, Louisville, 40299, Ky, USA\*

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