



AUGUST 2020



Patient-Centered Care: Education **CHRONIC DISEASE MANAGEMENT**

According to the CDC, 6 in 10 adults in the US have one chronic disease such as heart disease, cancer, chronic lung, stroke, Alzheimer's, diabetes, chronic kidney disease and 4 in 10 have two or more chronic diseases.

Health & Economic Costs of Chronic Disease:

Treating people with chronic diseases accounts for many of our nation's health care costs. Currently, 90% of the nation's 3.5 trillion in annual healthcare expenditures are for people with chronic and mental health conditions. [READ MORE](#)

How Can You Prevent Chronic Disease? Many are caused by a short list of risk behaviors such as tobacco smoke, poor nutrition, lack of exercise, and excessive use of alcohol. We know that most [chronic diseases](#) can be prevented by [eating well](#), [being physically active](#), [avoiding tobacco](#) and [excessive drinking](#), and getting regular [health screenings](#). CDC's [National Center for Chronic Disease Prevention and Health Promotion \(NCCDPHP\)](#) helps people and communities prevent chronic diseases and promotes health and wellness for all. [READ MORE](#)



Patient-Centered Care: Improving the Patient Experience **Communication Tips For a Good Telehealth Patient Experience**

With telehealth care becoming more prevalent, *all levels of healthcare professionals*, may want to consider communication skills that will lead to a positive patient experience.

For example: "How do you show empathy? How do you make meaningful eye contact? How important is a good bedside manner? How important is it to dress professionally, etc?"

[READ MORE](#)



Patient Navigation Education & Certification

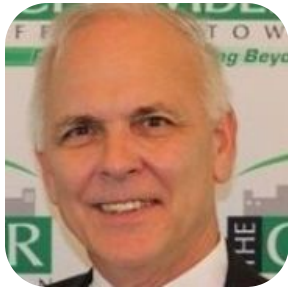
**Show Me Competency and I will show you
a Patient-Centered Professional!**

Calling all navigators, advocates and coaches ... because navigators advocate; advocates navigate; and advocates and navigators, coach, how can you, the patient-centered professional demonstrate your proficiency?

One way is by demonstrating that you have the experience, emotional maturity, and healthcare skills necessary to effectively advocate for patients. That is what the national *Certified Professional Patient Navigator (CPPN)* exam designation indicates – that you are a knowledgeable, experienced, and emotionally capable patient navigation professional.

Certified Professional Patient Navigators (CPPN).

Certification is a tool that employers use to verify your competency as a patient navigator, advocate, or patient coach. Your membership on our national registry of Certified Professional Patient Navigators permits you to use the CPPN designation. It certifies your competence in this patient-centered healthcare field. For more information, visit the [PCERI website](#).



From the Executive Director:

PCERI offers a FREE ... CPPN Exam Overview TELECOURSE

Most of us are hesitant to take on one more task. Deciding to pursue a credential that adds to our stature in patient-centered care is a challenging step. Many patient navigation specialists, advocates, and coaches already have what it takes to be a nationally recognized Certified Professional Patient Navigator (CPPN) but hesitate to take the certifying exams. The intent of the CPPN Online Overview Course is to allow you to determine if this is something you want to do.

To take the CPPN Online Exam Overview, visit the website and select a preferred time and date. It will be necessary to have a computer with internet access and a speaker and camera for this Zoom like experience. [Signup now!](#) (scroll down webpage).

Sincerely,
Brian E. Daly, EdD
Executive Director PCERI



Patient-Centered Care: RESOURCES

- EDUCATION - [Eldercare Module](#)
- EDUCATION - [Patient Navigation Professional Course](#)
- VIDEO - Your COVID-19 Questions Answered: Daily Life, Social Interaction, Returning to Work, and More. (52 minutes) [VIEW](#).
- VIDEO - How to Clean & Disinfect Your Home: If Someone Has COVID-19. (2 minutes): [VIEW](#).
- [CDC launches COVID-19 site for rural communities](#)
- [Vaccines are remarkably safe, review finds](#)
- [Flu and pneumonia shots may lower risk for Alzheimer's, studies find](#)
- [Study shows disparities that hurt rural children's health](#)

**This is a publication of the Patient-Centered Education & Research Institute,
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