

My Health Care

Health Literacy, Communications and Self-Advocacy Instruction
for Individuals with Intellectual or Developmental Disabilities



The goal of **My Health Care** is to empower persons with intellectual or developmental disabilities (ID/DD) to better meet their own health and wellness needs through improved communication skills and the use of adaptive tools. The project is funded by the Florida Developmental Disabilities Council, Inc. (FDDC) and was developed in partnership with the University of South Florida.


My Health Care is organized around the mnemonic “GLADD,” a teaching model developed at University of Florida’s Institute for Child Health Policy. GLADD serves as a reminder about important skills to use when communicating with health care providers and others:

- . Give (information)
- . Listen
- . Ask (questions)
- . Decide
- . Do (follow through on the action plan)

My Health Care activities within the GLADD model include:

- Being prepared with questions and issues to discuss at office visits
- Providing a health summary to the physician
- Being assertive when communicating and paying attention to body language
- Using rating scales and visual aids to communicate health issues
- Learning negotiating skills; providing feedback to the physician
- Utilizing caregivers to assist with communication
- Recording communication with physician to enhance information recall and comprehension
- Utilizing technology to improve health care communication and self-management

The curriculum employs multiple teaching methods to accommodate diverse learner needs, incorporating modeling, games and role play activities throughout the course. In addition to using GLADD to guide skill-building, learners are introduced to other fun and easy-to-remember mnemonics such as SLANT (Sit up-Lean in-Ask questions-Nod-Track the speaker; to use when talking to a provider) and Handy High 5 (Who-What-When-Where-Why; to use in describing a medical event or condition).




Give information
Listen
Ask questions
Decide
Do follow through

Talking with Your Doctor

SLANT

Sit up
Lean in
Ask questions
Nod (if you understand)
Track the speaker

Describe Your Symptoms



with Handy High 5

It helps to use a voice recorder!

My Health Care introduces learners to a number of adaptive tools that can increase accessibility and independence in health care. Listed below are some valuable online sources for persons with ID/DD.

1. www.floridahats.org - Florida Health and Transition Services, an initiative of the Florida Department of Health, CMS Managed Care Plan. Provides a clearinghouse of information for Florida residents with developmental disabilities or other special health care needs, about accessing adult-oriented health care and acquiring self-management skills.
2. <http://hscj.ufl.edu/jaxhats> - This web site for JaxHATS, a medical home for medically complex teens and young adults in Jacksonville, FL, provides many tools and resources for health care management, including self-care instructional videos.
3. <http://flfcic.fmhi.usf.edu> - Florida Center for Inclusive Communities at USF. Click on Health Resources tab for Health Series Factsheets, My Health Passport, and other materials.
4. www.HealthyTransitionsNY.org - Teaches skills and provides tools for care coordination, keeping a health summary, and setting priorities during the transition process. It features video vignettes that demonstrate health transition skills and interactive tools.
5. www.npsf.org/?page=askme3 - “Ask Me 3” initiative of the National Patient Safety Foundation, with video.
6. www.communicationpassports.org.uk/Home/ - Simple photo and video apps to support communication, by Sally Millar.
7. www.Senteacher.org - Create and print AAC cards/sheets from templates.
8. www.freedomscientific.com/jaws-hq.asp - Jaws for Windows is a powerful accessibility solution that reads information on your screen using synthesized speech.
9. www.DeafMD.org - Uses ASL to promote wellness of the Deaf and Hard of Hearing communities; provides explanations of medical tests, diseases, where to find a doctor.
10. www.apple.com/education/special-education/ - Information about the many accessible features built into Apple’s products; click on “Special Education” for specifics.
11. www.rjcooper.com - Site devoted to adaptations and modifications of special software and hardware products
12. www.faast.org - Florida Alliance for Assistive Technology and Service. Apps to Increase Independence. See PowerPoint presentation, <http://www.floridahats.org/wp-content/uploads/2010/03/FAAST-Apps-Presentation-2014.pdf>

You can view/download **My Health Care** at www.cpalms.org/project/my_health_care.aspx. For more information, please contact Florida Developmental Disabilities Council, (800) 580-7801, TDD (888) 488-8633, or fddc@fddc.org