

my Health Care



Health Literacy, Communication, and Self-Advocacy Instruction

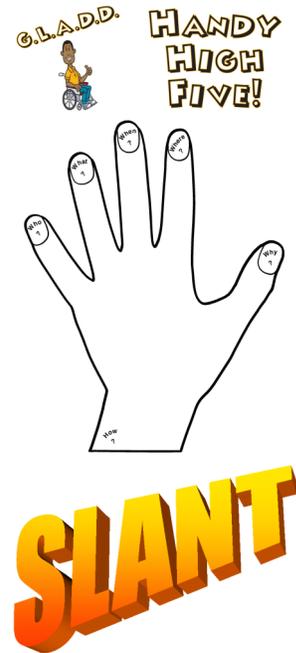
for Individuals with Intellectual or Developmental Disabilities

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 with providers, the use of adaptive tools, and development of self-advocacy skills. 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
- 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).



The Curriculum

The curriculum employs multiple teaching methods to accommodate diverse learner needs, incorporating modeling, games and role play activities throughout the course. It includes PowerPoint slides with embedded video for learners, web-based resources and print materials. An Instructor's Guide and training video provide step-by-step guidance that corresponds to learner materials. It also offers guidance in integrating Florida Access Points for English Language Arts and Health Education in teaching and learning, and provides formative assessment rubrics to aid learning among students at every performance level.

My Health Care is structured for implementation in group setting for 2 ½ to 3 hours per week over nine weeks. A three-person instructor team is recommended for a class of 10-25 learners, though support levels may vary with the needs of specific learner groups. The instructor team includes a self-advocate with ID/DD. In addition to sharing responsibility for instruction, the self-advocate plays an important role as a mentor to learners, sharing personal experiences and lessons learned. New content is introduced sequentially and includes out-of-classroom practice activities for learners. All materials are highly visual and designed for individuals with low reading proficiency.

Launched in 2012, **My Health Care** has been tested and refined at multiple sites throughout Florida. It has been effectively implemented in a variety of settings, including high school classrooms, post-secondary transition programs, adult day training programs, and community-based workshops. In evaluation studies, learner knowledge and confidence in communication and self-management skills showed statistically significant gains after completing the curriculum. Importantly, both learners and instructors overwhelmingly reported a high level of satisfaction with the program.

All program materials are packaged in FREE, downloadable electronic format at www.cpalms.org/project/my_health_care.aspx. The Instructor's Guide provides a detailed course outline and resources needed for implementation. Technology requirements include internet access and audio-video equipment for classroom presentations (i.e., computer, LCD projector, screen). A limited supply of printed instructor and learner materials are available to interested persons or organizations. To request print materials or find out more about the program, please contact Florida Developmental Disabilities Council, (800) 580-7801, TDD (888) 488-8633, or fddc@fddc.org.

