



Greetings!

Beautiful, fair weather makes everyone happier, right? We hope that you have taken some time to enjoy the beautiful summer and to take care of yourself. At WASHAA, we are preparing for some changes: we will be changing our technical/membership platform and some of our website on September 1, 2017. What this means for members is that there will be increased functionality and for professional members the ability to have more information connected to your profile. Expect a phone call soon to discuss the changes.

We also are undertaking a book project and we are looking for stories -- is there something in your health care journey that you wish you would have known but have learned (the hard way) through personal experience? Are there any insider's tips that you would recommend any person know? If so, please share them with us at [info@washaa.org](mailto:info@washaa.org), or call our new phone number: 206.377.3000. We look forward to hearing from you!

Here is to your good health,

Robin Shapiro

Chair, WASHAA Board

**Join Us: Safe and Sound in the Hospital Presentation  
This coming Tuesday, July 25, 2017, from 10 am-Noon**

We will be at Phinney Neighborhood Village/Greenwood Senior Center next week for our interactive and FREE session, ***"Safe and Sound in the Hospital" a Short Course in Patient Safety***. There are a limited number of printed materials available for free if you sign up to participate in advance via the [Phinney Center website](#).

Medical errors in the hospital are the third leading cause of death in our country.<sup>1</sup> A successful hospital experience includes knowing what actions patients and their families should take. Learn about some of the opportunities and challenges that

hospitals face and what patients and their families can do to help. Bring a notebook and pen to write down specific tips and tools that you can use when you or a loved one is in the hospital. This content was compiled and is presented with permission by Campaign Zero, a non-profit organization dedicated to zeroing out preventable medical errors.

To schedule a presentation, contact: [info@washaa.org](mailto:info@washaa.org)

<sup>1</sup> *Journal of Patient Safety, Sept 2013 - Vol 9 - Issue 3 p 122-128*

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## THANK YOU to our WASHAA Supporters through the GIVEBIG campaign on May 10

Thank you to our supporters who gave donations to WASHAA through the Seattle Foundation's #GiveBig campaign in May! Your money is helping us update our technology, utilize our first part-time staff person, expand our public presentations and volunteer health advocate training, and expand our reach beyond western Washington State. We are so appreciative of your financial donation!



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## Update on Patient Advocate Credential

The [Patient Advocate Certification Board \(PACB\)](#) has just posted its [Eligibility Requirements for those who would like to be certified](#).

The PACB has been working on development of Patient Advocate Certification since Fall 2012. It is anticipated the first exam will be available in early 2018.

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## WASHAA Participates in 18th Annual Patient Congress in Washington DC



WASHAA Board Member Beth Droppert, RN, BSN participated at the Patient Congress of the National Patient Advocate Foundation (NPAF) this month. The central theme of the Congress was Palliative Care and specifically Putting Person-Centered Care in Prime Time. There was a particular emphasis on developing skills and describing advocacy activities that are effective in bringing patient and family voices and values to the forefront of healthcare reform. NPAF was interested in supporting a bill that would provide training, awareness and research for palliative care and were seeking to get the bill co-sponsored on Capitol Hill. Beth met with congressional representative staff members and participated in activities to demonstrate the power of patient stories (called narrative) in creating better understanding of health choices. "There were no other organizations like WASHAA so there was much interest in our model," said Beth Droppert.

## RESOURCE CORNER

### 1) Webinar on Stresses of Caregiving

WASHAA is pleased to present webinars on our website at [www.washaa.org/webinars](http://www.washaa.org/webinars). We have heard from your request about the stresses of caregiving. Our Education Committee recommends the following webinar about Family caregivers (public focus). To view the webinar, click on the following link: <http://www.ipced.com/webinars/connecting-with-caregivers/>.

What other topics would you like to know about? We want to hear from you about what kinds of topics you want to hear about!! Let us know at [info@washaa.org](mailto:info@washaa.org).

### 2) Support for Patients and Caregivers Living with Chronic Illness

The [Center for Chronic Illness](#) is running two monthly support groups:

- **Living with Illness**, a free monthly support group for those living with or impacted by chronic illness, facilitated by Carrie Pope, MSW, LICSW.
  - When: 6:30-7:30 pm, 4th Wednesday of the Month
  - Where: [Seattle Public Library, Downtown Seattle](#)
- **Living Mindfully with Chronic Illness**, a free supportive group for those wanting to live mindfully and with self-compassion, led by Bartja Wachtel,

MSW, LICSW, MHP, CMH

- When: 3:00 - 4:00 pm, 4th Wednesday of the Month
- Where: [Aljoja Thornton Place, Northgate](#)

For questions or to sign up for the group/s, contact:

[info@thecenterforchronicillness.org](mailto:info@thecenterforchronicillness.org) / (425) 296-2705. Visit them online at:  
[www.thecenterforchronicillness.org](http://www.thecenterforchronicillness.org).

### 3) CareBrigade - Member Florence Harvey

*Be Prepared! Don't Go Through a Serious Illness/Surgery Alone!  
Create a "Just in Case" CareBrigade for Yourself or a Loved One*

Have you, a friend, or family member ever faced a life-threatening illness, like cancer, navigated an at-home recovery after major surgery or a "marvel of science" procedure like hip or knee surgery? Did you or they have a live-in partner to serve as a caregiver? If so, you were among a very fortunate few.

Today many adults are single, living alone; some single parents, many fragile seniors. Few of us live close to our immediate families; many folks don't know their neighbors. Even when family is nearby, how many family members can afford to take time off work, to be a live-in caregiver, especially over a long stretch of time? By the end of the training, you will know: what support roles even a newly diagnosed Patient needs, whom to invite to play each role, and will be able to use the CareBrigade Web site's downloadable forms and FREE online technology tools to support you and others in fulfilling those roles even over distance. If you are interested in hosting this training, please contact WASHAA member [Florence Harvey](#) via email at [carebrigade@comcast.net](mailto:carebrigade@comcast.net). Florence recently presented CareBrigade at Phinney Neighborhood Village!

## SAVE THE DATES!

### Tuesday, July 25th - Safe and Sound in the Hospital

Greenwood Community Center - 10am-12pm

Cost: FREE

Website: <http://www.washaa.org/safesound2017.html>

### Friday, November 3, 2017 - WASHAA Annual Meeting!



More details will follow in the coming months but please mark your calendar for this date!

## WASHAA Presentations You Can Use

Want to know more about Health Advocacy? Do you have a group who could benefit from learning about what health advocacy is and how to do it? WASHAA and WASHAA members are available to give presentations on a variety of topics. Here are a few:

### *Patient No More*

#### **How Being a Participant in your own Care and Having a Health Advocate Can Save your Life**

Join Robin Shapiro, from WASHAA (the Washington State Health Advocacy Association), for a session to learn more about how to improve your health care experience with skills and insights into becoming more active in your own health. Everyone has the ability to seek better choice and control in health care decision-making. This session will review some of the most important ways people can become full Participants by applying common health advocacy skills. Be ready for an interactive, hands-on session, with must-know tips for anyone who has ever assisted family, friends or themselves in navigating the health care system. To schedule this or other presentations, contact: [info@washaa.org](mailto:info@washaa.org)

### *Safe and Sound in the Hospital\*\**

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Washington State Health Advocacy Association

[E-mail us](#) | [Call us: 206.377.3000](#) | [Visit us online](#)

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See what's happening on our social sites.

