

Health Care Advocacy and Preparing for the Future, Online Registration and Payment will ask for the following required information:

Name _____ Birth Date _____ Email address _____ Zip Code _____
Home Address _____ State _____
Home Phone () _____ Work Phone () _____ Cell Phone () _____
Profession _____ Professional License Number _____

I wish to enroll in course:

_____ HEP 3001.(1), will provide a certificate of completion for 4.0 contact hours for a cost of \$75.

_____ HEP 3002.(1), will not provide a certificate of completion for a cost of \$55.

Go to www.iowaValley.com for the on-line registration and credit card payment process - Then click on Register Now, Course Catalogs, Health and Human Services Professionals. Then click on course HEP 3001 or HEP 3002 then click on the section number for the course you want to enroll in then add to cart, check out and customer account log in.

For third party billed enrollments call 641-752-4645.

Registration/payment deadline is May 10, 2018. No refunds given after the registration deadline.

Audience: Social Workers, human services workers, case managers, care providers, and health care consumers.

Co-Sponsors: Iowa Valley Continuing Education and Northeast Iowa Area Agency on Aging

Date/Time: Thursday, May 17, 2018 from 8:30 am - 3:00 pm. Check in begins at 8:30 am

Course Location: Iowa Valley Continuing Education (IVCE), 3702 S Center St., Room 808, Marshalltown, IA. This is located on the southwest side of the Marshalltown Community College (MCC) campus, enter door #11. Additional directions: <https://ce.iavalley.edu/visit/>

Course Numbers and Costs: HEP 3001.(1), \$75 covers materials, morning refreshments, lunch and certificate of completion.

HEP 3002.(1), \$55 covers materials, morning refreshments, and lunch, no certificate.

Continuing Education Credit: Content is applicable to social workers, case managers, human service professionals and others. A certificate of completion awarding 4.0 contact hours will be given with 100% attendance. No partial credit will be granted.

Please contact Cheryl.Little@iavalley.edu if you need special dietary accommodations or any other accommodations.

This class flier can also be found on the IVCE web site at <https://ce.iavalley.edu/workforce-education/health/>

It is the policy of Iowa Valley Community College District that no individual will be excluded from participation in, denied the benefits of, or be subject to discrimination under any program or activity sponsored or conducted by the District on the basis of actual or potential parental, family or marital status; age; color; creed; gender identity; national origin; physical or mental disability; race; religion; sex; or sexual orientation as required by the Iowa Code §§ 216.6 and 216.9, Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C §§ 1681 – 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and Title II of the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.). Iowa Valley Continuing Education students who feel they have been discriminated against are advised to contact Jacque Goodman, Equity Officer, at 641-844-5640 or Jacque.Goodman@iavalley.edu. Complaints may also be filed with the Director of the Iowa Civil Rights Commission in Des Moines at (515) 281-4121 and/or the U.S. Department of Education, Office of Civil Rights, at the Chicago office, 500 W. Madison St., Suite 1475, Chicago, IL 60661; (312) 730-1560. Retaliation against any individual for reporting discrimination or assisting in providing information relevant to a report of discrimination is strictly prohibited by IVCCD and constitutes a violation of this policy.

Health Care Advocacy & Preparing for the Future



Health Care Advocacy and Preparing for the Future

This first-of-its-kind conference will bring together those on the frontline of health care advocacy: consumers, caregivers, and health care and human services professionals. Our common goal is striving for the very best in care and information. Together, we will identify the challenges facing us today and in the future, and share specific health literacy tools and resources needed to be empowered decision makers and engaged stakeholders.

Agenda, Presenters and Topics:

8:30 - 9:00 am Check-in and coffee, rolls, and fruit

9:00 – 9:15 am Welcome by Donna Harvey, CEO, NEI3A



9:15 – 10:15 am Medicare: What's in it for Me?

By Becky Groff, B.A. Program Development Coordinator for SHIIP with the Iowa Insurance Division.

When it comes to Medicare benefits, advocacy is about recognizing the right choice at the right time for each unique recipient. Patients and health care professionals, such as nursing health coaches, care managers and care coordinators, each have a role to play in improving health insurance outcomes. Learn the essentials of Medicare and how the Senior Health Insurance Information Program (SHIIP) can be your partner in becoming Medicare savvy.

10:15 – 10:30 am Break and visit vendors

10:30-11:30 am Just say “NO!” to Health Care Scams and Fraud

By Sue Pleggenkuhle, A.A. Coordinator of Volunteers and Training for the Iowa Senior Medicare Patrol (SMP).

Medicare fraud and overpayments cost an estimated \$75 billion per year—over 10 percent of the total Medicare budget. Recipients, on the frontline of this battle against cheats and con artists, are in a prime position to advocate for self-protection by learning to keep track of health care records, gaining the skills to review a Medicare Summary Notice (MSN) and spotting the telltale signs of a scam.



11:30 – 12:15 pm Lunch provided – sandwich buffet with ham, turkey, roast beef, potato chips, potato salad, Swiss and American cheese, coleslaw, white, whole wheat and rye breads, lettuce, sliced tomatoes, onions, pickles, coffee, tea, water, and a fudge brownie for dessert.

12:15 – 1:15 pm Health Literacy: The Road Map for Your Health Care Journey

By Jo Kline, J.D. Attorney and award-winning author of “The 60-Minute Guide to Health Literacy” and the 12-part Des Moines Register series, “Health Literacy 101.”

A perfect storm of aging demographics, dwindling resources and lack of health literacy is approaching America. What's essential to preserving patients' rights and advocating for patient safety? Health literacy. It's having the tools and information-gathering processes needed to be an empowered and informed medical decision maker. Managing health care for yourself or someone else is a challenging journey. Health literacy is your road map.

1:15 – 1:30 pm Break



1:30 – 2:30 pm Can We at Least Agree that We Need a Mediator?

By Terry Parsons, B.A., M.A., J.D. Terry Parsons's legal and mediation practice includes aging issues of guardianships, conservatorships, probate, estate planning and mediation of aging issue disputes. She is a roster mediator for the Iowa First Judicial District and is the author of Practical Mediation and Practical Mediation: Aging Issues.

“In the middle of difficulty lies opportunity,” said Albert Einstein. Sometimes differing points of view require a third party and a proven process for resolution. That's the role of mediation. Learn the elements of mediation and how both formal mediation and the informal interjection of a neutral perspective can be used to resolve patient-provider or family struggles surrounding health care issues. Gain the mediator tool of Stop Look & Listen to use in conflict resolution on an everyday basis.

2:30 - 3:00 pm Panel Discussion featuring the presenters.

3:00 pm Thank you for attending, adjourn