# Roadside Assistance – navigating the healthcare system

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#### Objectives

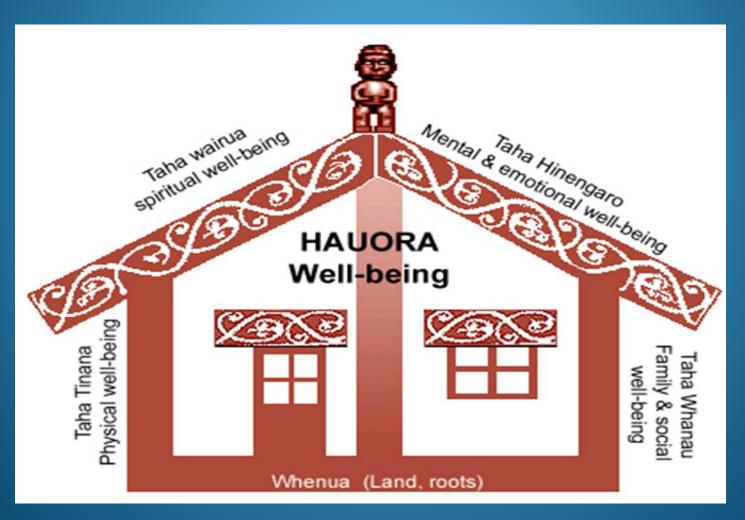
- Discuss some of the challenges of having a secondary breast cancer diagnosis
- Identify key personnel who are available to provide support and assistance along the journey
- Empower those with secondary breast cancer to know their rights and to employ them to improve their quality of life

#### Some of the Challenges

- Past experience of the health care system comes into play
- Knowing who is your main point of contact
- Ensuring a smooth transition between different treatments
- Receiving timely appointments and results of scans/tests
- Knowing what is 'out there' to support you and your loved ones



### Te Whare Tapa Wha – Maori model of Health Dr Mason Durie 1982





#### Leader is 'YOU' - Team members?

- Family/whanau
- General Practitioner
- Oncologists(s)
- Nurse Specialist or Care Coordinator
- Oncology nurses
- Psychologist/counsellor
- Social Worker
- Community based organisations

#### Health professionals on your team

- Clinical Nurse Specialists -1996 funded by MOH specifically to coordinate the Breast Cancer pathway
- Cancer Care Coordinators 2012 \$16 million over 4
  years funded by MOH across all cancer streams in
  NZ
- Palliative Care Nurses

# CNS's or CCC's —what they can do for you

- Single point of contact
- Provide personalised supportive care
- Coordinate appointments
- Ensure you don't fall through any cracks
- Advocate on your behalf
- Attend appointments with you
- Provide specialist education and advice
- Check clinical results
- Refer to other supportive agencies

# Other members of the Interdisciplinary Team

- Social Worker
- Counsellor / Psychologist
- Oncology nurses
- Physiotherapist/lymphoedema
- Dietician
- Occupational Therapist
- District Nurse
- Booking Clerk
- Nuclear medicine
- Radiology

- Mental Health
- Maori Health Services
- Orthotics
  - Prosthesis/wigs
- Sexual Health Service
- Hospice
- Palliative Care Service
- Kaitiaki
- Cancer Society Liaison nurse

## What can you do for yourself? - a whole lot!

- Know your rights
- Take the initiative
- Employ all the resources at your disposal
- Negotiate
- Be resilient, determined, persistent, flexible, patient and kind!

#### Know your Rights

#### Be aware of

 Your rights under the Code of Health and Disability Services Consumer Rights.

#### Utilise

- 'Nationwide Health & Disability Advocacy Service'
- Midlands Region 'Health Consumer Service'
- Health literacy resources

### Health literacy resource helps patients plan for health care visits

#### 'Let's P.L.A.N. for better care'

- P = Prepare for your visit
- L = Listen and share
- A = Ask questions
- N = Note down what you need to do next

#### P.L.A.N.

#### Prepare for your visit

- Write down your concerns or questions
- Take a list of your medicines, supplements or complimentary therapies
- Take a support person or ask for a translator

#### Ask questions

- What is my health problem
- What happens next?
- Why is that so important?
- Are there any other options?
- What can I do to help myself?

#### To Finish:

Navigating the 'system' can be a challenge!

- You are the Leader of your TEAM
- Many people want to help you
- Identify someone that 'fits' you
- Their knowledge and support will help you face the challenge with confidence

