

# 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.

## **P**repare 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

The background of the image is a photograph of a sunset or sunrise. The sky is a mix of soft pinks, oranges, and blues, with wispy clouds scattered across it. In the lower half of the image, there is a dense layer of clouds that look like a sea of white and pink foam. Several dark, jagged rock formations or islands are visible rising from this sea of clouds. The overall mood is peaceful and inspiring.

never give up.

there is no such thing as an ending.  
just a new beginning.