

The Spotlight

Spotlighting healthcare-related educational topics that matter to you

The Patient Education and Empowerment Department creates resources that address a range of topics from medical debt to insurance access and disability benefits. The resources we produce are reflective of real-world experiences that meet the needs of the patients PAF serves.



You asked & we listened. Using questions our case managers get asked and analyzing our website keyword searches each month, we address what patients want to know now.

The Results are in... This time, We Asked and You Listened



At PAF, we want to create the educational materials you want. We hope the publications, tip sheets, interactive training, and other resources we produce help you navigate America's complex health system and guide you to a better understanding of how to get the best healthcare.

Because we want to give you what you want, we asked. In June, we launched a 4-question survey that was sent out to hundreds of patients, caregivers, and health professionals. We wanted to know what topics you'd like to learn about, and in what formats you'd like to learn about them.



Almost 530 respondents took our survey, so we feel confident that the results we got were representative of our larger audience. We appreciate your time in answering our survey to help us work better for you.

On to the results:

27% of you indicated that advice on *Making Informed Health Decisions* was most important to you. This topic was followed by *A Guide to Home Health Services* (14%) and *Frequently Asked Questions about Medical Billing* (12%).

Most of you said you wanted to receive information online, in the form of tip sheets and longer publications. You also like the idea of videos and watching interactive training.

What we plan to do with this information:

We will use it to shape future projects, both in topic and delivery. We are getting to work writing and creating the materials you asked for. As always, if you have an idea for a topic you would

like to see, contact us at education@patientadvocate.org

While we are busy working on these new materials, please visit our Education Resource Library that houses all of our current tip sheets, publications, trainings, and more at education.patientadvocate.org.

