

THE SPOTLIGHT

Spotlighting healthcare-related educational topics that matter to you

August 2024



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.

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PAF Listens: Your Feedback Shapes Our Future Resources



At PAF, we're committed to empowering you to navigate the complexities of the healthcare system and secure the best care possible. To better understand your needs and provide the most relevant information, PAF recently surveyed hundreds of patients, caregivers, and healthcare professionals. We wanted to know what healthcare topics you find most challenging to navigate. We're excited to share the results!

What You Want to Learn:

- **Understanding Medication Costs (27%):** This topic soared to the top, highlighting the desire for guidance on managing costs and exploring alternative funding options in a dynamic healthcare environment.
- **Finding the Right Healthcare Team (14%):** Building a strong patient-provider relationship is crucial. You expressed interest in resources for finding a healthcare team that aligns with your needs.
- **Planning and Financing Your Healthcare (13%):** Financial healthcare planning is key. Many of you want resources to help you anticipate and finance future healthcare needs.

How You Want to Learn:

- **Online Resources (60%):** A majority of respondents prefer accessing information through online resource directories and libraries, making it readily available at your fingertips.
- **Tip Sheets (57%):** Clear, concise guides are highly desired! You find tip sheets particularly effective for quick, easy-to-understand information
- **Mobile Access (36%):** On-the-go access to information is essential. Over a third of you prefer mobile-friendly resources for easy retrieval.

What You Find Difficult About Navigating Healthcare:

- **Financial Burden:** Managing healthcare costs, including medications, copays, and deductibles.
- **Access to Care:** Difficulties in scheduling appointments, especially for specialists, and experiencing long wait times.
- **Quality and Coordination of Care:** Concerns about finding qualified and compassionate providers, along with a lack of communication between healthcare professionals, leading to fragmented care.
- **Information Access:** Difficulty finding

reliable and accurate health information.

Our Next Steps:

We're putting your valuable insights into action! We're already creating new educational materials based on your top priorities, delivered in the formats you prefer. Keep an eye out for upcoming resources addressing medication costs, healthcare team selection, and financial care planning, among others.

We're always open to your suggestions! Do you have a specific topic you'd like to see covered? Let us know at education@patientadvocate.org.

In the meantime, feel free to explore our existing resources. Visit our Education Resource Library at education.patientadvocate.org for a wide range of tip sheets, publications, and training materials.

Thank you for your participation in shaping the future of PAF's educational resources!