



Consumer Education Facilitator Training

The Wisconsin Hospital Association (WHA) and the State of Wisconsin Department of Employee Trust Funds (ETF) invites you to participate in a “train-the-trainer” session designed to teach you how to facilitate three consumer education modules: *Tools for Making Health Care Choices, Using Health Care Internet Tools, and How to Talk to Your Health Care Provider*. These modules were developed to provide consumers with basic information about the health care system and to practice skills they can use to be active partners in their health care. Upon completion of this “train-the-trainer” session, you will be prepared to facilitate the consumer education modules including access to all printed materials that support the modules. For your information, copies of the course outlines are included below.

This “train-the-trainer” session is appropriate for community health educators, human resource managers, consumer advocates, community leaders, and others interested in engaging consumers in their health care.

Training Session Date: Tuesday, September 11, 2007
Time: 9 am to 4 pm
Location: Wisconsin Hospital Association
5510 Research Park Drive, Madison, WI
Fee: No charge. Training provided through a grant from the UW School of Medicine and Public Health Wisconsin Partnership Fund.

A map is attached. Lunch will be provided.

Name: _____
Company: _____
Phone: _____
Email: _____

Please register by September 6, 2007
Send your registration forms to:
Brian Competente
Wisconsin Hospital Association
PO Box 259038
Madison, WI 53725-9038
Fax: (608) 274-8554
E-mail: Bcompetente@wha.org

Please provide the following information:

How will you use these education modules? Who will you be teaching these modules to?

Briefly describe your experience in consumer education and/or group facilitation.

Questions? Contact Kathleen Caron at (608) 268-1817 or kcaron@wha.org

Module #1: Tools for Making Health Care Choices

Workshop Description: This 1.5 hour skill-building session will introduce a decision-making model that will assist health care consumers in deciding what health care coverage they need.

Goals: The participants will recognize that they have health care choices to make [what] to ensure the best quality care at the best possible price [why].

Learning Objectives: Class participants will:

- a. discuss the fact that they have health care coverage choices;
- b. identify the choices they can make regarding insurance, provider, and hospital;
- c. use the tools to make a choice regarding health care coverage;
- d. consider their own health history and risks; and
- e. report their key take-away from the session.

Module #2: Using Health Care Internet Tools

Workshop Description: This 1.5 hour skill-building session will introduce sources of information that will assist health care consumers in selecting which health care providers and hospitals should provide their health care.

Goals: The participants will learn how to locate and interpret available objective internet information about health care providers and hospitals [what] to ensure the best quality care at the best possible price [why].

Learning Objectives: Class participants will:

- a. explain the value of objective information in decision making about health care;
- b. identify what health care internet information is available and how to locate it;
- c. interpret the information;
- d. use internet tools to select a hospital; and
- e. assess their personal degree of confidence in locating and interpreting objective internet information to make decisions about their health care.

Module #3: How to Talk to Your Health Care Provider

Workshop Description: This 1.5 hour skill-building session will explain the information that consumers need from health care providers and how to create and hold a proactive dialogue.

Goals: The participants will learn how to be proactive in their communications about their health care [what] to ensure the best quality care at the best possible price [why].

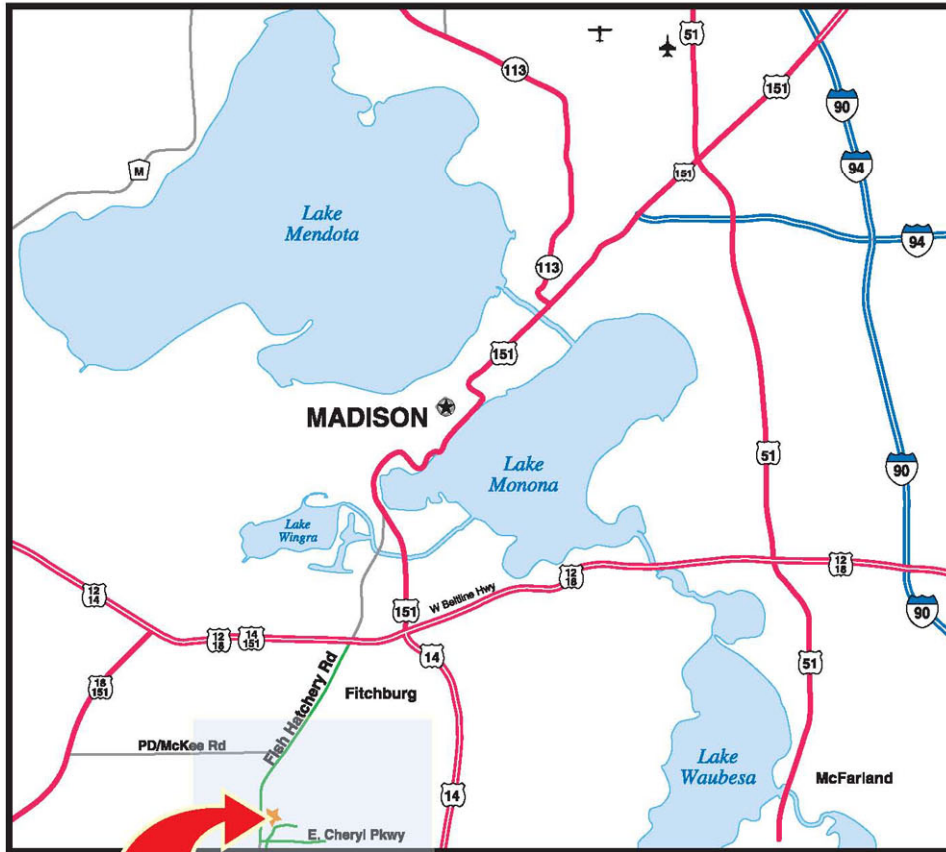
Learning Objectives: Class participants will:

- a. explain the benefits of proactive dialogue concerning their health care;
- b. determine the information they need from health care providers;
- c. discuss resources to improve communications with providers;
- d. practice a dialogue with a health care provider; and
- e. assess their personal degree of confidence in conducting a proactive dialogue with their health care providers.

Wisconsin Hospital Association

5510 Research Park Drive, Madison, WI 53711

608-274-1820 / www.wha.org



From Highways 12/18, exit Fish Hatchery Road. Go south on Fish Hatchery Road about 2.5 miles. Turn left (east) on E. Cheryl Parkway. Turn left at the next intersection (Research Park Drive). WHA is located in the CUES building, which is the second driveway on the left.

From the Southwest

From 18/151, turn right (east) at Highway PD. Follow PD to South Fish Hatchery Road/County D. Turn right (south) and drive 3/4 mile. Turn left (east) on E. Cheryl Parkway. Turn left at the next intersection (Research Park Drive). WHA is located in the CUES building, which is the second driveway on the left.