

our

NOVEMBER + DECEMBER 2016

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HEALTH

IN TOUCH
WITH YOUR
HEALTH

matters™

IMPROVE YOUR PATIENT EXPERIENCE

How You and the Doctor's Office
Prepare Can Make a Difference.

HAVE YOU THANKED YOUR DOCTOR?

We place our lives into the expert hands of physicians whom we trust to provide quality care, advice and treatment. They become a big part of our lives. They are people, too! Showing gratitude goes a long way in letting them know that they are appreciated.

If you have a great relationship with your physician, or have been touched by a particularly helpful and understanding physician, be sure to reach out and say **THANK YOU**. Something as simple as a letter, thank you card, plant, or handmade gift — it doesn't have to be expensive, it's the thought that counts.

Any day of the week is a great time to pause and say, "thank you." Did you know that March 30th is designated as National Doctor's Day? The day was established to recognize physicians for their work and their contributions to society and the community. National Doctor's Day is a great time to shower your doctor and his or her staff with thanks.



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SPONSORED BY CHILDREN'S MERCY

Eat Healthy During the Holidays and Year-Round

Cooking with your kids is a good way to help them build healthy eating habits.



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Good Relationships Make All the Difference.

According to the CDC (Centers for Disease Control and Prevention) 83.2% of adults and 92.4% of children saw a health care professional in the past year. In that same timeframe, doctor's office visits totaled 928.6 million.

Health care businesses and organizations are data research "enthusiasts" when it comes to collecting, analyzing and processing the results of the relationships they have with customers, clients or patients. For many, the bottom line is whether it supports their goals and equally important, if their customers' needs are being favorably met — fostering a positive experience.

More importantly, no matter the level of education, income or racial identity, patients have expectations, too. Their methods of measurement are derived from experiences, feelings and interactions with their health care team to assess whether the best care was delivered and met their needs, or not.

In this vast marketplace, patients have many options to choose for their health care. From the front desk, to the waiting room, to the doctor's exam room and checkout, patients form opinions about their experience. In this edition of **Our Health Matters**, we highlight how preparation on the patient's part, proper training of staff, attentiveness and expertise of the doctor contributes to an overall positive experience.

Also in this edition, we share how to speak with your doctor if you are a victim of domestic abuse, reporting adverse conditions (i.e., side-effects or allergic reactions) to foods, medications and medical devices; and preparing your child to see a doctor.

Good doctor and patient relationships, contribute to better health outcomes.

As the year comes to close, think about all that you have accomplished and where your focus needs to be for 2017.

Be Healthy and Enjoy the Holiday Season!



Ruth Ramsey, Publisher and CEO



P.O. Box 5425
Kansas City, MO 64131
816.361.6400
kcourhealthmatters.com

PUBLISHER
Ruth Ramsey
ruthramsey@kcourhealthmatters.com

**EDITORIAL &
STRATEGIC PLANNING**
Donna Wood
dwood@kcourhealthmatters.com

EDITORIAL ASSISTANT
Jeanene Dunn
jdunn@kcourhealthmatters.com

EVENT COORDINATOR
Barbara Bartholomew
bebe@kcourhealthmatters.com

**HAVING AN EVENT?
GOT QUESTIONS?**
info@kcourhealthmatters.com

WANT TO ADVERTISE?
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CONTRIBUTORS
Bowles Dental Center
Mosaic Life Center
Lori Lober
Bridgette Mavec, LCSW
Cherise Shockey
Tenney Pediatrics

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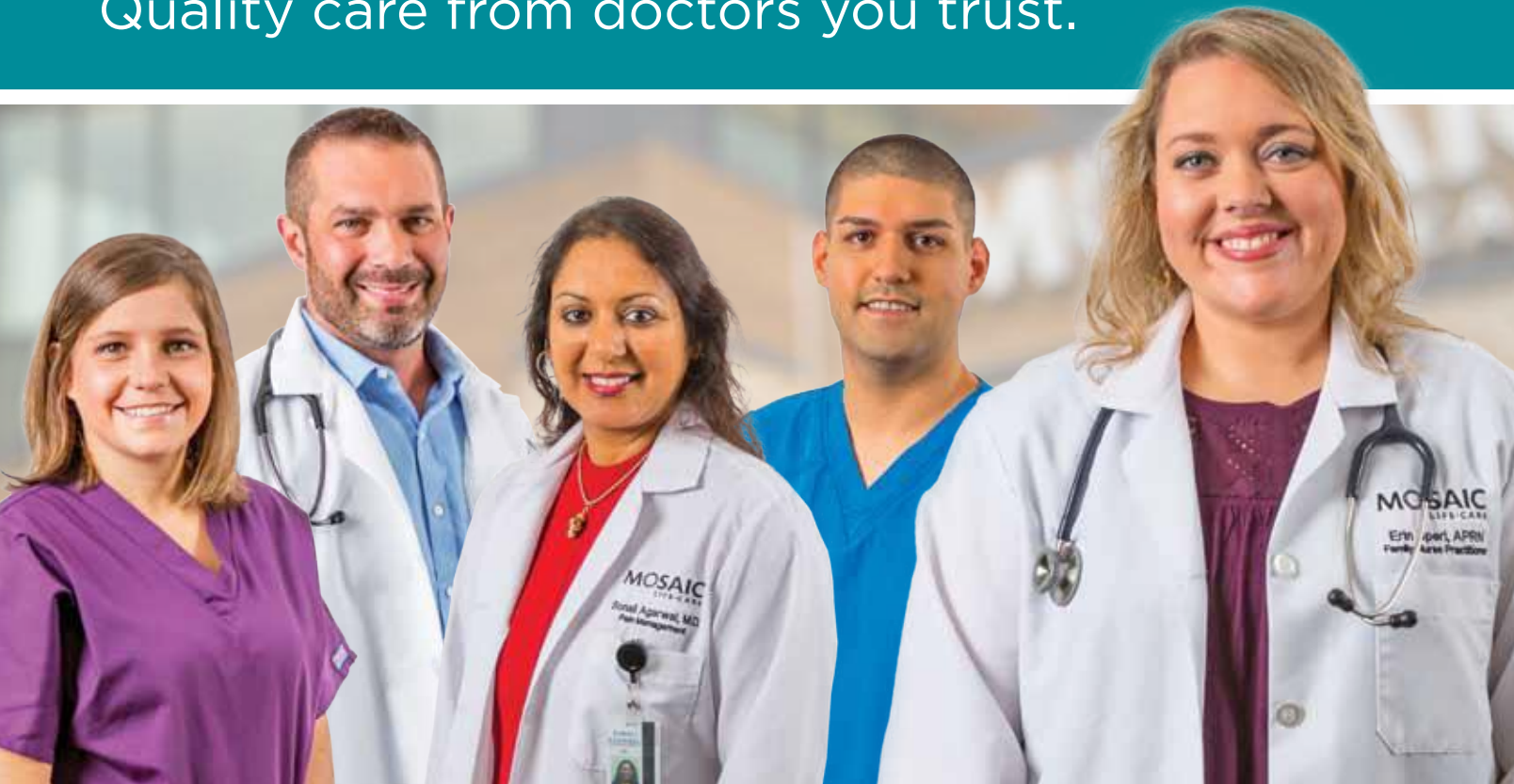


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We Make Health Care Easy

Quality care from doctors you trust.



With conveniences like same-day appointments, extended hours, virtual house calls, online scheduling, urgent care and seven Northland clinics, Mosaic Life Care makes it easy to access the health care your family needs.

Mosaic Life Care was also the first health-care organization in Missouri to belong to the Mayo Clinic Care Network, connecting our doctors to Mayo Clinic expertise when you need it most.

For an appointment, call 800.447.6820 or visit myMosaicLifeCare.org/easy.

SAME-DAY APPOINTMENTS | ONLINE SCHEDULING | VIRTUAL HOUSE CALLS
EXTENDED HOURS | URGENT CARE | MOST INSURANCE ACCEPTED





30-MINUTE CHILI

SERVES 6 |

This recipe is quick to make and delicious.
Beans are naturally low in fat, free of saturated fat and trans-fat and also a cholesterol-free source of protein.

INGREDIENTS

- > 1 pound ground beef
- > 1 onion (chopped)
- > 2 cups light red kidney beans (cooked)
- > 1 can tomato soup (no water added)
- > 1 tablespoon chili powder (or to taste)
- > 10 drops hot pepper sauce (to taste, if you like)

PREPARATION INSTRUCTIONS

- > In a large skillet, brown the meat for about 10 to 15 minutes.
- > Drain the meat; add onion and cook for 5 minutes.
- > Add kidney beans, soup, and chili powder and heat for 5 minutes.

KEY NUTRIENTSAMOUNT

Calories.....	310
Total Fat	10g
Saturated Fat	4g
Cholesterol.....	65mg
Sodium.....	350mg
Total Carbohydrate.....	26g
Dietary Fiber	5g
Total Sugars	4g
Protein	28g
Calcium	43 mg
Iron.....	4mg

Source: USDA

STILL **CONFUSED** ABOUT **ACA ENROLLMENT** ?

ARE YOU CONFUSED ABOUT YOUR MARKETPLACE HEALTH INSURANCE IN 2016, YOU CAN RENEW, CHANGE, OR UPDATE YOUR PLAN FOR 2017 DURING THE OPEN ENROLLMENT PERIOD, NOVEMBER 1, 2016 TO JANUARY 31, 2017.

Open Enrollment for Insurance Plans Start NOVEMBER 1ST

Renew, Update or Change your 2017 Health Insurance Plan

WHAT YOU NEED TO KNOW:



New, affordable plans that meet your needs may be available this year. Plans and prices change every year. Your situation may have

changed too. You may find 2017 plans with coverage and features that better meet your needs — especially if you've had or expect income or household changes.

Update your application so your 2017 financial help is correct. Financial help is based on your expected income for 2017 (not last year's income). If you don't update your income and household

information, your premium tax credit and other savings could be inaccurate for 2017.

No matter what plan you want to enroll in, MHG strongly recommend you update your Marketplace application with your most recent income and household information and compare your current plan to what's available for 2017. You can do this as soon as November 1, 2016.

READY TO GET STARTED?

Call the MHG Enrollment Center at 816-399-4040 or just stop by our Walk-In Center located in Kansas City's historic 18th & Vine District at 1520 E. 18th Street. NO APPOINTMENTS NECESSARY.

There is NO CHARGE for us to review your current plan, answer your questions or explain options available for you and your family.



MHG
McDaniel Hazley Group

MHG Enrollment Center
1520 E. 18th St.
Kansas City, MO 64108
816-399-4040

Mon.-Fri.: 8 a.m.-6 p.m.
Walk-ins are always welcome

Victims of Domestic Violence Can Tell Their Doctor

Health care providers routinely ask patients to self-report if they have been harmed or feel unsafe at home.

DOMESTIC VIOLENCE IS A SERIOUS HEALTH PROBLEM THAT AFFECTS MILLIONS OF AMERICANS. It can be in the form of psychological, physical, sexual, or financial harm inflicted by a current or former partner. The abuse can vary in frequency and severity. According to a recent report, “one in four women (22.3%) have been the victim of severe physical violence by an intimate partner, while one in seven men (14.0%) have experienced the same.”

Domestic violence can range from a single episode to chronic and severe battering, and can have lasting harmful effects on individuals, families and communities. Advocates want the public health system to recognize domestic violence and provide appropriate resources to help survivors. In addition, survivors need to be aware that they can trust their health care providers to help them when they are in need.

HOW CAN HEALTH CARE PROVIDERS HELP?

Physicians, nurses, and other staff, can play a very important role in identifying domestic violence. Since domestic violence is a serious health risk to the community, routine screening is a good practice for health care providers. The provider will ask questions in a nonjudgmental way and with compassion when patients show signs or symptoms that may indicate that domestic violence is present.

Questions a health care provider can ask during a routine visit:

- > Have you been hit, kicked, punched, or otherwise hurt by someone within the past year?
- > If so, by whom?
- > Do you feel safe in your current relationship?

Points for health care professionals to remember:

- > Do not confront or challenge the patient, but express concern.
- > Describe resources available to the patient (connect with local shelters to provide hotline numbers – in Kansas City – 816-HOTLINE for shelter and services)
- > Document the encounter in the patient’s chart.



By Bridgette D. Mavec, LCSW
Executive Vice President
of Clinical Services
Newhouse Shelter

HOW TO ASK FOR HELP

If you are in a violent relationship and want help, ask to speak to your health care provider in private if your partner is with you. Let your provider know that you need help and ask them for resources and assistance accessing them (e.g., local domestic violence hotline, shelters, etc.)

The important thing to remember is you don’t have to live in fear. People are willing to listen and support you — and your doctor is one of them. Another resource is Newhouse Shelter.

Bridgette D. Mavec, LCSW is the Executive Vice President of Clinical Services at Newhouse Shelter. For more information, call 816-474-6446 or visit www.newhouseshelter.org.

*Survey Report: Prevalence and Characteristics of Sexual Violence, Stalking and Intimate Partner Violence Victimization — National Intimate Partner and Sexual Violence Survey.

EITAS: EMPOWERING INDIVIDUALS THROUGH ADVOCACY AND SUPPORT



Jake Jacobs
Executive Director

EITAS Helps People with Developmental Disabilities...

Dream and Achieve

When Nia met Marshall, she knew right away he was the one for her, and Marshall felt the same way. But, as much as they wanted to marry, it wasn't an easy thing.

Nia and Marshall have developmental disabilities and were not living independently. It took the help of EITAS—Empowering Individuals Through Advocacy and Support—to fulfill their dream. Now, as Nia put it, “We gonna grow old together.”

Empowering Individuals Through Advocacy and Support started out in 1977 as the Jackson County Board of Services for the Developmentally Disabled. In 2007, the board changed the name to Developmental Disability Services of Jackson County-eitas. It is the only service of its kind in Jackson County.

For 40 years, the organization has supported day services, community employment programs, sheltered workshops, and residential group homes for people who have jobs at the workshops. Today, using a person-centered approach, it serves nearly 2000 people, offering:

- Transportation for more than 500 people a day to and from workplaces, specialized weekend and evening transportation and an “advance call” program for individuals in eastern Jackson County where there is no public transportation
- Support coordination—case management—to help individuals and families reach their goals by supplying them with the information, resources, access to services and advocacy they need
- Dietician services for Jackson County residents with a developmental disability
- Funding for service providers who work with people who have intellectual and developmental disabilities

In partnership with other community organizations, Developmental Disability Services of Jackson County-eitas plans to build on its success. Its goals in serving its clients include:

- Improving health-care access and overall health
- Increasing employment options
- Finding more housing options

Want to help Developmental Disability Services of Jackson County-eitas? The greatest needs are accessible, affordable housing and more transportation options. Visit www.eitas.org or call 816-363-2000.



8511 Hillcrest Rd.
Kansas City, MO 64138
www.eitas.org
816-363-2000

To learn more about Developmental Disability Services of Jackson County-eitas and its programs, contact Cheryl Carlin, intake and information specialist, at 816-363-2000.

YOU CAN REPORT AN ADVERSE MEDICAL REACTION TO THE FDA

LEARN HOW THE SYSTEM HELPS TO KEEP YOU SAFER.

U.S. Food and Drug Administration

Have you ever had a serious medical reaction to a medication, medical device, cosmetics, or food product? Did you know that the U.S. Food and Drug Administration (FDA) wants you to report these instances? MedWatch, the reporting and monitoring program provides a way for the general

- > Prescription drugs
- > Over-the-counter drugs
- > Medical devices

public, health care providers and researchers to report serious reactions (also defined as adverse events) and/or problems with certain medical products and devices. Some of the categories consumers can submit a report on are:

- > Dietary supplements
- > Infant formula
- > Cosmetics

The main purpose of MedWatch is to take your information and monitor the product or device to determine if the incident is isolated

- > Death
- > Life-threatening incidents
- > Initial or prolonged hospitalization

or widespread. For example, adverse events or issues may include:

- > Disability or permanent damage
- > Congenital anomaly/birth defect
- > Intervention required to prevent permanent damage or impairment

If you or a family member have experienced a problem with an FDA-regulated product, you are encouraged to take the reporting form to your doctor. Your health care provider can give you clinical information from your medical record that can assist the FDA in evaluating the information.

You do not have to go through your health care provider to file a report with the FDA. You can download a form from the website, www.fda.gov/Safety/MedWatch or file a report over the phone at 1-800-FDA-1088.

If you or a family member have experienced a problem with an FDA-regulated product, you are encouraged to take the reporting form to your doctor.

Get Covered. Stay Covered.

Open enrollment for 2017 Marketplace health insurance begins Nov. 1. Update your info today. You may be eligible for financial help!



**Call 2-1-1
for local help.**

(816-474-5112)

or visit

CoverKC.org



**Para Español,
llame 2-1-1 o visite
CoverKC.org**



Unsure where to start?

Call United Way 2-1-1 to connect with FREE,
in-person assistance near you.

Plans are changing!

Make sure your new plan or current coverage meets your family's needs. New options are available that could save you money.

Physically Fit. No Family History. Diabetic?

Not type 1 or 2, but 1.5

By Cherise Shockley



I WAS DIAGNOSED IN JUNE OF 2004. My husband was in Iraq. I had a medical condition I couldn't get rid of. The nurse practitioner asked if I was pregnant or if I was on any antibiotics. No. She asked if I had recently lost weight. I told her that I had lost 10-15 pounds. She asked if I had to use the bathroom a lot, and I said I had been getting up to use the bathroom in the middle of the night. She tested my blood sugar, and the meter read over 300. I freaked out a little bit. I thought, "diabetes — where did this come from?"

I was diagnosed with LADA, or Latent Autoimmune Diabetes in Adults. Thankfully, I wasn't misdiagnosed. The nurse practitioner knew which direction to go. Initially, she sent me to an endocrinologist, a doctor who specializes in treating disorders of the endocrine system (thyroid, pancreas, ovaries, testes and pituitary organs). When I walked into his office, he said, "I already know what you are, you're a type 1.5." He explained to me that LADA usually affects persons who are over the age of 30. He said some health care professionals don't recognize LADA, and because of the age of onset, some people get diagnosed with type 2.

I'm not overweight, I'm physically fit, and I don't have a family history of type 1 diabetes. The test results revealed that I did have antibodies for type 1. The doctor said my disease was probably triggered by stress or illness. I wondered if my husband being in Iraq brought it on faster.

When I was diagnosed, I started researching LADA to learn as much as I could. The American Diabetes Association didn't have any information about LADA. Health care professionals didn't have information about LADA. Because so little information was available, I set out to raise awareness about the disease by blogging about it.

I became insulin dependent a few years after my diagnosis, and that is when I found out about TuDiabetes.org, an online community of people impacted by diabetes, including LADA. It was then I realized that I was not alone, and I found my voice among others living with the various types of diabetes. I encourage everyone to learn more about diabetes and be proactive in getting screened.

Cherise Shockley is a social media blogger at diabetessocmed.com and travels nationally to speak on the topic.

WHAT IS LADA OR DIABETES TYPE 1.5?


Latent Autoimmune Diabetes in adults is a slow progressing form of diabetes. It is very similar to type 1 diabetes, because the pancreas slowly stops producing adequate insulin. Something happens that causes the insulin-producing cells in the pancreas to become damaged.

Persons who suffer from LADA will eventually become insulin dependent as the body loses the ability to produce insulin on its own. Symptoms of LADA may include:

- Unusual thirst
- Frequent urination
- Weight loss despite an increase in appetite
- Blurred vision
- Nausea and vomiting
- Extreme weakness and fatigue
- Irritability and mood changes

The best way to receive a proper diagnosis is to visit your doctor and share symptoms you are experiencing.

Source: The Mayo Clinic



Elders who have been
abused have a 300%
higher risk of death when
compared to those who
have not been mistreated.

Elder Abuse is a Serious Issue

One in ten Americans aged 60+ have experienced some form of elder abuse. Estimates range as high as 5 million elders who are abused each year. The National Council on Aging states that only 1 in 14 cases of abuse are reported to authorities.

Elder abuse includes physical abuse, emotional abuse, sexual abuse, exploitation, neglect, and abandonment. Perpetrators include children, other family members, and spouses — as well as staff at nursing homes, assisted living, and other facilities.

Definitions of the most common forms of abuse and neglect are:

- > Physical abuse means inflicting physical pain or injury upon an older adult.
- > Sexual abuse means touching, fondling, intercourse, or any other sexual activity with an older adult, when the older adult is unable to understand, unwilling to consent, threatened, or physically forced.
- > Emotional abuse means verbal assaults, threats of abuse, harassment, or intimidation.
- > Confinement means restraining or isolating an older adult, other than for medical reasons.
- > Passive neglect is a caregiver's failure to provide an older adult with life's necessities, including, but not limited to, food, clothing, shelter, or medical care.
- > Willful deprivation means denying an older adult medication, medical care, shelter, food, a therapeutic device, or other physical assistance, and exposing that person to the risk of physical, mental, or emotional harm—except when the older, competent adult has expressed a desire to go without such care.
- > Financial exploitation means the misuse or withholding of an older adult's resources by another.

Who are the abusers of older adults?

Abusers are both women and men. In almost 90% of elder abuse and neglect incidents, the perpetrator is a family member. Two-thirds of perpetrators are adult children or spouses.

What makes an older adult vulnerable to abuse?

Social isolation and mental impairment (such as dementia or Alzheimer's disease) are two factors. Recent studies show that nearly half of those with dementia experienced abuse or neglect.

What are the warning signs of elder abuse?

- > Physical abuse, neglect, or mistreatment: Bruises, pressure marks, broken bones, abrasions, burns.
- > Emotional abuse: Unexplained withdrawal from normal activities, a sudden change in alertness, or unusual depression; strained or tense relationships; frequent arguments between the caregiver and older adult.
- > Financial abuse: Sudden changes in financial situations
- > Neglect: Bedsores, unattended medical needs, poor hygiene, unusual weight loss.
- > Verbal or emotional abuse: Belittling, threats, or other uses of power and control by individuals.

What are the effects of elder abuse?

Elders who have been abused have a 300% higher risk of death when compared to those who have not been mistreated. While likely underreported, elder financial abuse costs older Americans \$2.9 billion per year. Yet, financial exploitation is self-reported at rates higher than emotional, physical, and sexual abuse or neglect.

To learn more about the types of abuse and ways to help visit www.ncea.acl.org (National Center on Elder Abuse).

Source: National Council on Aging, www.ncoa.org

Lori Lober, author and cancer survivor is greeted by a Life Guide at Mosaic Life Care Center.

IMPROVE

YOUR PATIENT EXPERIENCE

HOW YOU AND THE DOCTOR'S OFFICE PREPARE CAN MAKE A DIFFERENCE.

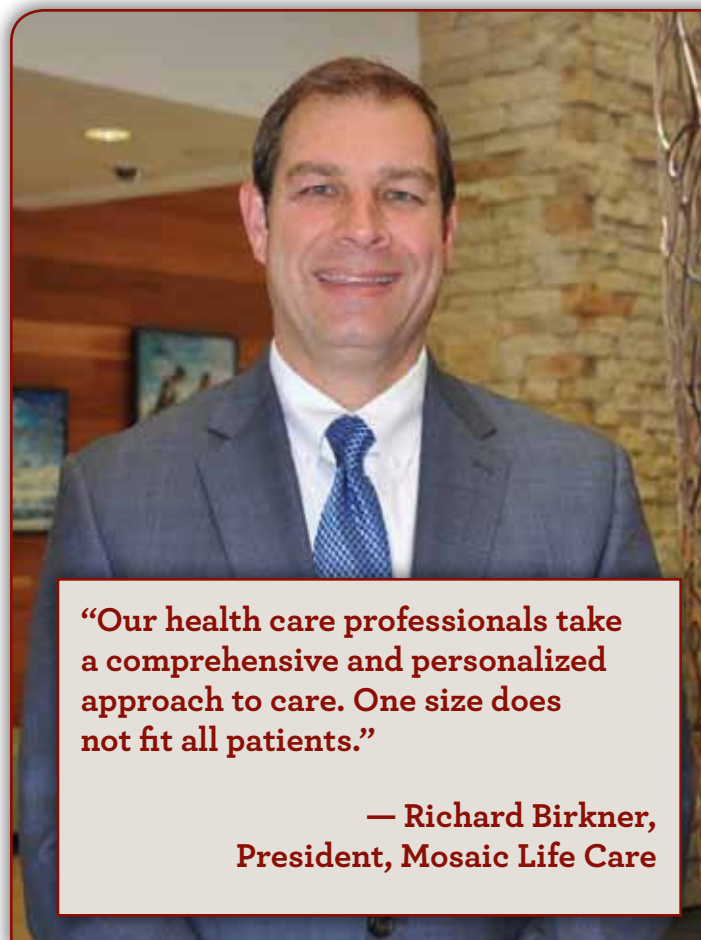
Every company you do business with wants to hear from you about how they are doing. These days, it is not uncommon to receive a follow-up survey via mail or email from a company that wants to know about your experience. The health care industry is no different. Health care providers — doctors' offices, clinics and hospitals — want to know how they are doing, too.

After all, these organizations know that patients are customers first. *Our Health Matters* talked to two health care providers who work hard to ensure that their patients have a satisfactory experience inside and outside of the doctor's office.

A patient-centered approach

The patient experience at Mosaic Life Care, a local medical practice, begins before you even see your doctor — and it is all by design. Patients and visitors are engaged right as they enter the front doors at Mosaic Life Care locations in Kansas City, Mo. Life Guides greet patients immediately, guide them through the check-in process (confirming insurance and medical history information), answer their questions and escort them to the exam room. These Guides provide patients with their first interaction or touch point with the provider. "Feedback from our patient surveys have told us that the Life Guides are a high point of satisfaction," says Mosaic Life Care President, Richard Birkner.

"We are very interested in how patients perceive their experience with us," Birkner continues. "After all, it was the community we



"Our health care professionals take a comprehensive and personalized approach to care. One size does not fit all patients."

**— Richard Birkner,
President, Mosaic Life Care**

serve that invited Mosaic to expand into their area.” Mosaic Life Care, headquartered in St. Joseph, Mo., has responded to the community’s call for improved access to health care with seven locations that currently serve Kansas City-area residents living north of the Missouri River.

Mosaic Life Care’s healthcare teams strive to improve wellness strategies for patients. “We are constantly looking at different approaches to treatment that include better management of chronic diseases,” says Birkner. “Our health care professionals take a comprehensive and personalized approach to care. One size does not fit all patients.”

Friendly, professional staff and feedback from patients is encouraged

The first people patients see when they walk in the doors at Bowles Dental Center in Overland Park, Kansas are the practice

administrator, Debbie, and patient care coordinator, Ali. These ladies can disarm any hint of anxiety about going to the dentist with their bright and cheerful smiles – and the fact that patients are greeted by name. It doesn’t matter if a patient was in the office three months or a year ago, they remember your name. Their friendly, pleasant and caring demeanor goes a long way to help ease the stress of visiting the dentist.

The front office environment has a homey and familiar feel, with bright lighting, comfortable seating and an ample supply of coffee or water while patients wait to be seen. These great patient amenities never overshadow the goal — great oral health. Brush and floss daily. Keep your dental appointments. While patients are in the chair, Dr. Chad Bowles and his team educate them on the importance of daily flossing.

The practice welcomes positive and negative survey feedback and encourages patients to rate their overall experience on sites such as Yelp. “It helps us to understand what patients really want. We care deeply for each of our patients and are always looking for better ways to serve them,” says Ali.

Mosaic Life Care and Bowles Dental Center share an extraordinary focus on the patient experience across the board. The in-office processes and procedures, as well as out of office resources and online tools help these organizations stay connected to patients – and provide patients with the peace of mind they need to focus on staying healthy.

What are Patients Saying About Their Health Care Experiences?

Earlier this year, The Physicians Foundation gathered responses from a survey of 1,511 adults between the ages of 21 and 75 who had had two visits with the same doctor in the past year.

The good news is that people are pretty satisfied with their doctors, and “nine out of 10 people are satisfied with their primary care doctors,” according to the Physicians Foundation 2016 Patient Survey. Among survey respondents, the report cites high patient satisfaction with the way information is explained to them (95%), and 96% of respondents feel that their doctor listens to their concerns.

The glowing positives quickly change when the questions turn to cost.



Debbie
Practice Administrator



Ali
Practice Care Coordinator



- Sixty-two percent of U.S. adults surveyed expressed concern at being able to afford medical treatment.
- Twenty-eight percent of U.S. adults skipped a doctor visit, medical test or follow-up treatment because of costs.
- Twenty-seven percent of patients failed to fill a prescription in the last 12 months, noting cost as a primary factor.

Your doctor does not want you to skip necessary screenings or not take prescribed medications because of cost. It is important to use the time during your visit to talk to your health care professional about options and resources to help you manage your health care and medication costs.

The good news is that people are pretty satisfied with their doctors, and “nine out of 10 people are satisfied with their primary care doctors,” according to the Physicians Foundation 2016 Patient Survey.

Sources: Mosaic Life Care

Bowles Dental Center

The Physicians Foundation



Your Patient Experience from Start to Finish Matters

Learn what you can do to support and improve your patient experience.

Association for Patient Experience

How do you prepare for your doctor visit? Do you bring a list of questions? Are you experiencing symptoms? Whether you are at the doctor's office because you are sick or well, these simple tips can help you have a better experience.

ASK QUESTIONS

- Why are you ordering this test?
- Why are you prescribing this medication?
- Are there any side effects I need to be aware of?
- What options are available other than this procedure or surgery?
- How often have you treated this condition?
- What can I do on my own to improve the outcome?

SPEAK UP

- Be sure the health care professional confirms your name and birthdate.
- Write down questions to ask the next time you visit your doctor.
- Repeat what you heard back to the doctor or nurse, to make sure you understand.
- Take notes so you can review them later

DO YOUR HOMEWORK

Healthcare providers expect and encourage you to research your symptoms online. Use it as a way to prepare questions or raise concerns when you meet with your doctor. You also have a right to choose the care that's best for you by learning as much as possible about the doctor or hospital that provide your care.

ACCESS YOUR RECORDS

Ask the doctor or office staff how you can access your medical records. Many offices offer electronic medical records

access or may print copies for a fee. The more you know about what's in your record — medications, procedures, conditions and more — the better you'll be able to participate in your care. If you have internet access, many health care providers have portals that allow you to communicate with their office. These portals allow you to set appointments, request prescription refills and view your health records.

BE TRUTHFUL

It is your responsibility to give your caregivers an accurate account of your own health history and condition. Sometimes it isn't easy to share information about our bad health habits, such as tobacco or alcohol use, but your doctor needs the information. Tell him or her every medication you take, including over-the-counter drugs, herbal products, vitamins and supplements. Sometimes they can be dangerous when taken with other medications. If you aren't consistently taking prescribed medications, talk to your doctor about why, including if you can't afford them.

FOLLOW THROUGH

Comply with your treatment plan, including taking all medications in the proper doses and as scheduled. Keep all follow-up appointments and talk to your doctor if you have side effects and need to make adjustments. If you are unable to follow a recommended treatment, tell your doctor so you can work together to find an alternative treatment.

You will discover that being well prepared and working with your health care team enhances your experience and contributes to better health outcomes.

Source: Association for Patient Experience

My Journey

How I Took Charge of My Health

By Lori Lober

I am not a hypochondriac, but in the 1990s, I knew something was wrong with my body. I was told, however, after my third mammogram that there was no sign of cancer; come back when you're 40. I was 38, and I had already been concerned about this for two years.

I can't stress enough how important it is to keep on searching for answers. You cannot be 100 percent certain that something is not cancer until it is biopsied. My doctors

From the time you enter your doctor's office until the time you leave, regardless of whether you've had a good or bad patient experience, you should ALWAYS advocate for your health care needs.

missed the diagnosis three times, and three different mammograms missed it as well. I could have been totally frustrated and angry, but in the long run, I wanted to stay focused and put all of my energy into getting well. When you're told you have a two to three percent chance of being alive in five years, you've got to bring out the big guns, and fight like hell!

After my positive biopsy, I went to a comprehensive cancer center and was diagnosed with Stage IV, advanced breast cancer with metastasis to my liver. That was one of the worst days of my life. My doctor told me that traditional therapy that was FDA approved offered me little or no hope. He said, however, that he had a spot left in a clinical trial and I would be perfect for it. I said "YES!" instantly – and I didn't even know anything about clinical trials. The way he



explained it, it was

a no-brainer. I believe I was led to that clinical trial – I don't believe there are accidents when it comes to something like this. This was about my life!

In addition to embracing that clinical trial and BELIEVING it was going to help me reach optimal health and wellness once again, I knew in my gut that it was going to take more than Western medicine to not just survive, but to thrive. I added complementary modalities to my Western treatment. I found a nutritionist at the holistic center and I learned about how food should nourish and fuel every one of my hundred trillion cells. I embraced a new, healthy lifestyle that included therapeutic massage, reflexology, acupuncture, chiropractic care and colonics.

It's been 16½ years since my advanced Stage IV cancer diagnosis – I truly embrace each and every day as a gift and love the life I live. I am an active advocate for integrative care, biotechnology, clinical trials and optimal health and wellness through nutrition.

No matter where you are in your journey, be your own best advocate. Take charge of your health and wellness. Be the best version of yourself you can be! If I can do it – you can too!

Lori Lober is a cancer survivor of 17 years and author of the book *Bigger than Pink: The Book I Could Not Find When I Was Diagnosed with Stage IV Cancer and Love to Live – Alive and Thriving*.

10 TIPS FOR FAMILY CAREGIVERS

If you are one of the 90 million Americans faced with caring for a loved one with a chronic condition, disability, disease or the frailty of old age, help is on the way. The need for education, peer support and resources is always on-going. *Our Health Matters* offers tips to add to your family care toolbox.

1. Seek support from other caregivers. You are not alone!
2. Take care of your own health so that you can be strong enough to take care of your loved one.
3. Accept offers of help and suggest specific things people can do to help you.
4. Learn how to communicate effectively with doctors.
5. Caregiving is hard work so take respite breaks often.
6. Watch out for signs of depression and don't delay getting professional help when you need it.
7. Be open to new technologies that can help you care for your loved one.
8. Organize medical information so it's up to date and easy to find.
9. Make sure legal documents are in order.
10. Give yourself credit for doing the best you can in one of the toughest jobs there is!



Source: Caregiver Action Network, Caregiver Action Network

Eat Healthy During the Holidays and Year-Round

You may not see a lot of chestnuts roasting on an open fire during the holidays, but chances are you'll see plenty of fruit cakes, cookies and pies. At a time when family and friends often gather for food and fun, healthy eating can take a back seat.

To encourage healthier eating habits during the holidays – and year-round – involve your family and guests, including the kids, with food prep in the kitchen.

Cooking with Kids

Holiday cooking with kids doesn't have to be all about Santa-shaped sugar cookies.



Shelly Summar

"Cooking is learning," said Shelly Summar, MSEd, RD, LD, and Program Manager at the Center for Children's Healthy Lifestyles & Nutrition at Children's Mercy. "It's the ability to read. It's the ability to identify fruits and vegetables. It's the ability to start a conversation with your child. Measuring and skills. How do you open a can? How do you drain food? Why do you drain food? What's in your food?"

Cooking with your kids is a good way to help them build healthy eating habits.

Here are some ways that young children can help in the kitchen.

- 2-year-olds can wash fruits and vegetables, and tear lettuce or greens.
- 3-year-olds can knead and shape dough, mix ingredients and shake liquids in a covered container to mix them.
- 4 year-olds can peel oranges, mash bananas or cut parsley with kid-safe scissors.
- Everyone can carry ingredients from one place to another.

Studies show children are more likely to try new foods when they help prepare them, too.



"When they're involved in preparing it, they're more likely to taste it..."

"When they're involved in preparing it, they're more likely to taste it," Summar said. "It gives them the ability to touch food and feel it, because if they don't like it on their hands and fingertips, they're not going to like it when they put it in their mouths."

Health in a Hurry

The holiday bustle can be overwhelming. When you're busy, planning ahead can help your family stay on track with healthy meals. But when you're really in a rush, take advantage of things already done for us, Summar advised.

"Sandwiches and pizzas can make quick meals. Keep things like pizza crusts, or English muffins or even tortillas on hand. Add things like leftover vegetables, rotisserie chicken, cheese and pizza sauce to make your own pizza instead of ordering out."

"Grocery store salad bars are also a great place to just get toppings."

A typical holiday meal can be a very high calorie meal, and that's okay every once in a while.

"I am always the one to bring the veggie tray or the fruit," Summar said. "They make great appetizers up front of the meal so that we're not filling up on chips and dips. It's okay to have the traditional holiday meal, but maybe don't add the high-calorie, high-fat snacks before that big meal."

Weight Management

Eating five servings or more of fruits and vegetables each day is a big part of the Children's Mercy 12345 Fit-Tastic! message. The message is a quick and easy way to remember what's important and a great way to start thinking about behavior change for a healthy future.

12345 Fit-Tastic! 5 key behaviors to do daily:

- One hour or more of physical activity
- Two hours maximum of screen time (TV, video games, etc.)
- Three servings of low or nonfat milk or yogurt
- Four servings of water, not sugary drinks
- Five servings or more of fruits and vegetables

The 12345 Fit-Tastic! message is just one tool used in the Weight Management program at Children's Mercy.



Dr. Brooke Sweeney

"Through our Weight Management program, we create wellness opportunities for individuals 2 years and older to help them achieve and maintain a healthier weight," said Dr. Brooke Sweeney, MD, FAAP and Medical Director at the Center for Children's Healthy Lifestyles & Nutrition. "Our goal is to provide care through a team approach that promotes health in children, teenagers and their families."

That team includes registered dietitians, physical and occupational therapists, pediatric psychologists, education coordinators, social workers, pediatricians, nurses and nurse practitioners.

Dr. Sweeney encouraged parents to be pro-active and start a conversation with their child's primary care physician about their growth and weight.

She also says it's better to act sooner than later.

"One of the programs we offer is Zoom to Health," Dr. Sweeney said. "It's a six-week program for families with a child who is 2 to 8 years-old who is overweight. Weekly sessions focus on nutrition, physical activity and parenting topics and families are served a healthy meal at each session. Siblings are also welcome."

The Weight Management program is now using telemedicine for new patient and nutrition visits, allowing more families to get care from specialists in Kansas City from Children's Mercy locations in Joplin, St. Joseph and Wichita.



12345 Fittastic is part of the Healthy Lifestyles Initiative. fittastic.org



Children's Mercy



To learn more about the Weight Management Program, visit: childrensmercy.org/WeightManagement

Tips to Prepare Your Child for a Doctor's Appointment

Help your child understand what to expect during a visit to the doctor.

Contributed by Tenney Pediatrics

Just like adults, young children can be anxious about going to see the doctor. Parents can help ease those jitters and turn the experience into a positive and teachable moment.

Consider these tips ahead of the visit:

- Play the doctor/patient pretend game with toy medical equipment like a stethoscope. It is a great way to introduce a child to what they can expect when they go see the doctor.
- Talk to your child about what may occur during their visit.
- Read books about a storybook characters' experience at the doctor's office. There are many good books to choose from.
- Inform your child that they will meet new people who are friendly and there to help them feel better and stay healthy.
- Explain to your child that the doctor will examine their body and ask questions to better understand how they can help, if they are sick. Let your child know that they can ask the doctor questions, too!

- If a test needs to be performed, let your child know that it helps the doctor rule out, or treat a problem.

Important reminder...

Be sure to bring to each visit, your child's insurance information, immunization records and any forms that need to be completed by the doctor. Sometimes there are forms that the doctor, or you may need to review during the visit. If you are not sure what forms to complete, ask the nurse or administrative staff. Completed forms help the doctor's office manage the flow and completion of each visit.

If medication refills are needed, bring the bottle(s) or medication list, so that nothing is forgotten and your child has everything needed before leaving the office.

Remember preparation can help relieve the stress that happens when one is unprepared.

Tenney Pediatrics specializes health care for children and adolescents.
Visit www.dr.tenney.com to learn more.



Left to right, Monica Swayzer, Dannah Strickland (holding baby Mikell), Dr. Dionne Cozier Ross, Nicole Schaad

Concerned about Development?

How to Talk with the Doctor



A first step toward getting help for your child when you are concerned about his or her development (how your child plays, learns, speaks, acts and moves) is to talk with your child's doctor.

Here are some tips for talking with your child's doctor:

1 Prepare for your visit.

- When you make the appointment, tell the doctor's staff you have concerns about your child's development that you want to discuss.
- Write down your questions, concerns, and some examples; take these to the appointment.
- Fill out a milestones checklist for your child's age from www.cdc.gov/milestones and take it with you to share with the doctor.
- Have other adults who know your child well fill out a milestone checklist, too.
- If you can, take another adult with you to play with your child so you can better focus on what the doctor says.

2 Ask all of your questions during the visit; you know your child best and your concerns are important!

- Tell the doctor you have concerns at the start of the visit and share the milestones checklist and any questions you might have written down.
- If the doctor seems to be in a hurry, ask if you should schedule another visit.
- Ask about your child's most recent developmental screening results. If a screening has not been done, ask for one. For information about developmental screening, go to www.cdc.gov/devscreening.
- Take notes to help you remember what the doctor says and what to do next.

3 Make sure you understand what the doctor says and what to do next.

- Before you leave, make sure all of your questions have been answered.
- If you do not understand something, ask the doctor to explain it again or in a different way.
- Review your notes and ask the doctor, nurse or office staff for any information you will need to do what the doctor has told you. For example, "What is the phone number for my local early intervention program?"
- When you get home, review your notes and call the doctor's office if you have any questions.
- Take the steps the doctor has told you and remember to follow up with the doctor about how it went.

You Know Your Child Best

Remember, acting early on concerns is the best way to help your child.

If your doctor has told you to "wait and see," but you feel uneasy about that advice:

Talk with another doctor to get a second opinion

— AND —

Find out if your child qualifies for services that might help his or her development.

You do not need a doctor's referral to have your child evaluated for services.

Go to www.cdc.gov/findEI or call **1-800-CDC-INFO** (1-800-232-4636) and ask how to contact your state's early intervention provider.

If your child is 3 years or older, contact your local elementary school and ask to speak with someone who can help you have your child evaluated — even if your child does not go to that school. If you have problems getting help from the school, ask to speak with the principal.

Don't wait. Acting early can make a big difference!

www.cdc.gov/actearly | 1-800-CDC-INFO



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In weekly courses, ShowMe Healthy Relationships helps couples, singles and parents:

-  Build healthier and more stable couple relationships
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-  Learn about choosing a good partner
-  Improve relationships with their children
-  Strengthen step-families and/or co-parenting families
-  Manage stress and increase well-being
-  Improve money management and job skills

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Fathers who have strong relationships with their children help reduce teen pregnancy, drug abuse and involvement with juvenile authorities as well as increase high school graduation rates. BraveHearts for Dads gives fathers the opportunity to:

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-  Learn skills for interacting with their child's mother
-  Develop bonding and attachment with their child
-  Develop ways to manage their physical health
-  Learn how to balance work and family responsibilities
-  Connect with other dads for long-term motivation and follow-up
-  Participate in a 24/7 curriculum program

*Funding for ShowMe Healthy Relationships is provided by the United States Department of Health and Human Services, Administration for Children and Families, Grant 90FM0080. Any opinions, findings and conclusions or recommendations expressed in this material are those of the author(s) and do not necessarily reflect the views of the U.S. Department of Health and Human Services, Administration for Children Families.

Funding for BraveHearts is provided through the Missouri Children's Trust Fund.



Help make Missouri better with stronger couples and stable families. Make referrals to ShowMe Healthy Relationships and BraveHearts for Dads at familysupports@cornerstonesofcare.org. For more information, call toll-free, 855-778-5437 and press 3.

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Wants to Hear From You...and You and You!

IT MEANS A LOT TO HEAR FROM YOU EVERY ONCE IN A WHILE. Our readers reach out to us for many reasons. If you are one of those who have always wanted to talk to us — but just didn't do it, then here is a little nudge — because we really do want to hear from you.

Here are a few prompts to get you thinking:

- Let us know about topics you would like to see us feature.
- Share your health success stories and/or challenges.
- Tell us about a specific story that helped or encouraged you!
- Or, send a note just to say hello and to let us know that you are engaged with us.

Our Health Matters has been an integral part of the community for more than 11 years. We feature resourceful and timely health news and information to encourage healthy lifestyles and to build stronger, healthier families.

Here's how to share your comments:

Send your "Letter to the Publisher" in the form of a mailed letter or email.

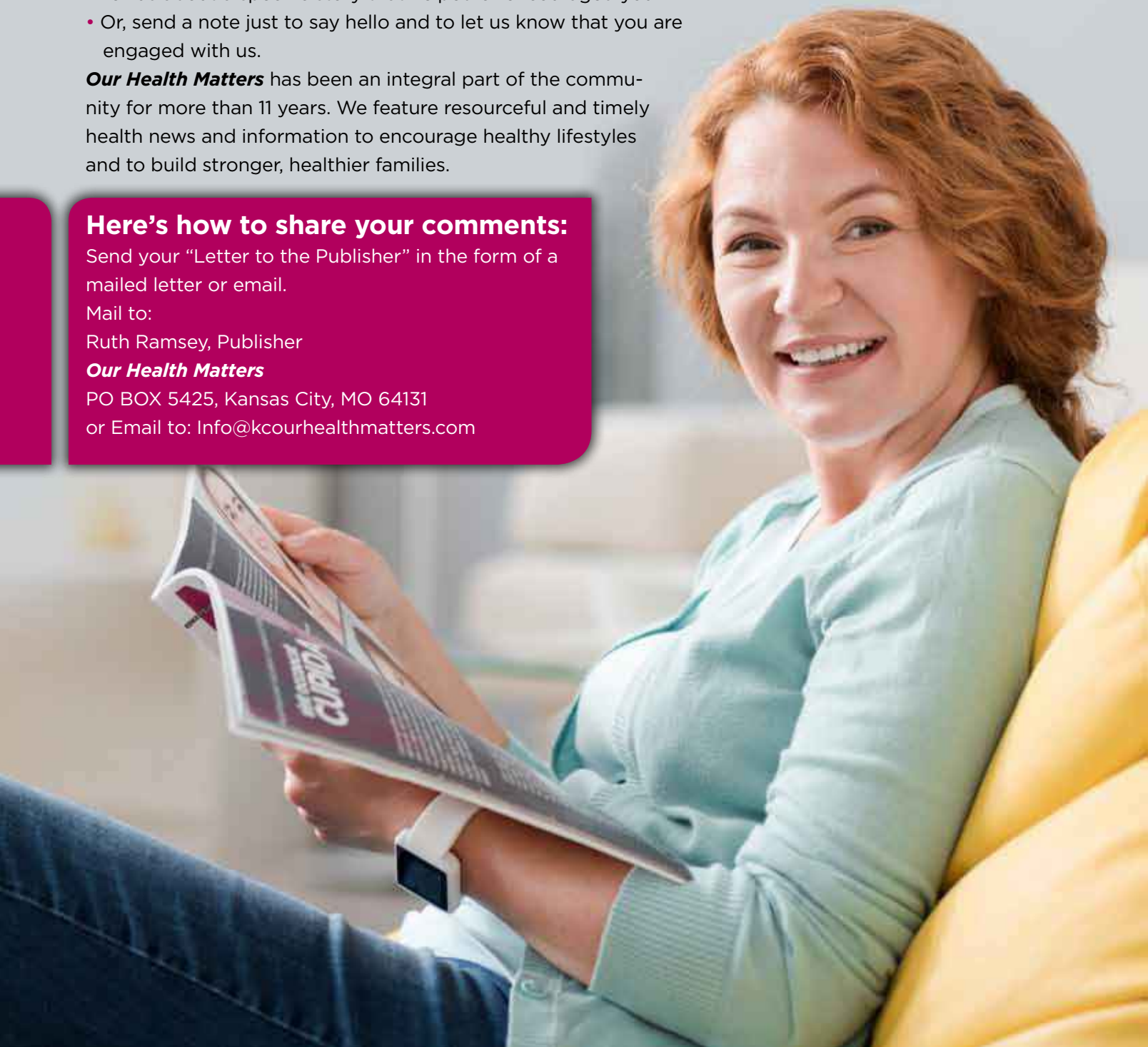
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COMING IN THE
JANUARY-FEBRUARY 2017 EDITION



Food & Fitness

In the January-February edition, ***Our Health Matters*** covers two topics that are popular on many people's New Year's Resolution list. From childhood through the golden years, the importance of eating healthy and staying physically active surface as the keys to living well. We'll share ways in which you can: incorporate healthy habits for yourself and your family; increase physical activities and provide valuable resources to support your goals.

This edition has a wealth of ideas that center on lifestyle, health trends and healthy diets that meet the nutritional needs of today's active families.

Looking to increase your audience reach? ***Our Health Matters*** can help. Our ever-expanding readership consists of everyday people wanting to know how to lead healthier lives, health care providers, decision-makers and stakeholders who are interested in health and wellness issues.

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