



INTRODUCTION TO ADVOCACY AND THE ROLE OF THE DEAF SERVICES ADVOCATE



Overview

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- ▼ Introduction to Patient Advocacy
 - ▼ The Role of the Deaf Services Advocate



Patient Advocacy

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- ❖ Patient advocates help consumers navigate healthcare services.
 - ▶ Objectively assist consumers in understanding and making sense of their healthcare needs.
 - ▶ Help consumers identify and make informed decisions about meeting their healthcare needs.
 - ❖ Patient advocates help providers understand and appropriately address consumers' individual healthcare needs.

Patient Advocacy

What Qualities Make a good advocate?

- Desire to help.
- Empathy.
- Unafraid to ask questions.
- Ability to do research.
- Communication skills.
- Problem-solving skills.
- Interpersonal skills.
- Patience.
- Persistence.

(Adapted from the Patient Advocate Foundation, 2009)



Patient Advocacy

Do

- ❖ Build good relationships.
- ❖ Document issues/concerns.
- ❖ Know your stuff.
- ❖ Know what you don't know.
- ❖ Know where to look for more information.

Don't

- ❖ Quote the law (much).
- ❖ Complain loudly and often.
- ❖ Have a closed mind.
- ❖ Assume the worst.
- ❖ Engage in power struggles.



The Role of the Deaf Services Advocate

Deaf Services Advocates are expected to:

- ❖ Engage deaf and hard of hearing consumers to ensure informed choice in service delivery and the provision of effective communication.
- ❖ Support ongoing awareness among agency staff of service delivery and communication options for deaf and hard of hearing consumers.
- ❖ Encourage staff who work with or are likely to work with deaf consumers to complete DMH's Deaf Services Training.



The Role of the Deaf Services Advocate

Deaf Services Advocates are expected to:

- Encourage CMHC staff who work with or are likely to work with hard of hearing consumers to complete MN DHS, DHHSD's Working With People with Hearing Loss training.
- Encourage staff to connect with the Deaf Services Director for consultation regarding specific assessment or treatment concerns or any other questions the Advocate is not equipped to address.



The Role of the Deaf Services Advocate

Deaf Services Advocates are expected to:

- Contact the Office of Deaf Services when needed to address any current or emerging issues regarding service access and utilization as well as general concerns regarding assessment and treatment.
- Provide 45-60 minutes of training to CMHC staff on meeting the service needs of deaf and hard of hearing consumers annually.



Resources in the DSA Manual

dmh.mo.gov/deafservices/dsamannual



Questions?

