

Improving Communication with Health Care Providers

This is one in a series of short courses built on a framework called CARE Coaching. CARE Coaching courses provide working caregivers – both current and future – with essential tools, knowledge, and behaviors to effectively deal with a variety of issues arising from caring for older relatives or friends through application of effective coaching skills.

CARE Coaching considers “real life” situations that family caregivers must often deal with (such as having conversations with aging parents about their needs and preferences for their future care, managing health information, communicating with health care providers, maneuvering the health care system, and addressing home safety issues, to name a few), activities in the course help stimulate “new thinking” by family caregivers providing them with tools to strengthen their knowledge, skills, and self-awareness about their role and responsibilities. As a result, family caregivers can focus on what is most important to be effective in caring for their loved ones.

A fundamental learning approach that is used throughout this course is that of “coaching.” CARE Coaching is a model developed specifically for working caregivers that combines the best of what we know about coaching methods. CARE Coaching improves working caregivers’ abilities to:

- ✓ Communicate
- ✓ Advocate
- ✓ Relate
- ✓ Encourage

In summary, CARE Coaching involves a method to help you as a caregiver think differently about a caregiving situation so you may better prepare and feel confident about your caregiving responsibilities and actions.

Objectives

- Caregivers will address how to communicate effectively with health care providers – particularly with physicians – to manage relationships with providers
- Caregivers will become empowered with knowledge to better understanding health care and roles of providers

Facilitator - Ellen Ziegemeier, MA

Ms. Ziegemeier has been facilitating online courses for Mather LifeWays Institute on Aging since 2004. She earned her Masters in Anthropology, and has worked locally and abroad - Latin America and South America for various aging services. She is fluent in English and Spanish, and has a strong passion for caregiver training. Email Ellen at eziegemeier@matherlifeways.com.

Required Materials

- ✓ A reliable computer with the following operating system installed: Windows, OSX, Linux
- ✓ Internet access
- ✓ Word processor (Microsoft Word, LibreOffice Writer or similar)
- ✓ Spreadsheet processor (Microsoft PowerPoint, LibreOffice Calc or similar)
- ✓ Presentation processor (Microsoft PowerPoint, LibreOffice Impress or similar)
- ✓ Adobe Acrobat

Participant Access

You will have access for 90 days from the date of your original enrollment.

Course Participation

Participation will only enhance what you get out of this online course. Please participate on a consistent basis.

Grading

n/a

Available Support

Please email jwoodall@matherlifeways.com for technical support.