Subject Index

Abortion, 110
Abuse Assessment Screen, 332
Accreditation standards:
cultural issues in, 182–183, 191–192, 207, 378
ethical issues concerning, 101–102, 154
evaluations of medical practice, 151
mental health care and, 305–306
preventive care and, 234–235
purpose of, 25
quality of care issues, 151, 153–154
Acupuncture, 205–206, 251
Acute Stress, 322
ADA (Americans with Disabilities Act), 25, 280, 281, 338, 358, 370
Administrative staff:
involvement in policy advocacy, 416–419
networking with, 67–68
Admitting physicians, 69
Adolescents, as vulnerable population, 28
Advance directives:
advocacy questions concerning, 121
defined, 119
DNR (Do Not Resuscitate) orders, 133–134
durable power of attorney, 119, 140
ethical issues and rights concerning, 119–121, 123–125
surrogates and, 123–125
vignette on upholding advance directives, 120–121
Advanced practice nurses, 71–72
Adverse events. See Medical errors
Advertising:
entrepreneurialism and, 17
special interests and, 221, 231–232
Advocacy in U.S. health care:
as bottom-up approach, 1
case advocacy in (see Case advocacy)
as ethical imperative, 11–12
hierarchy in health care, 12
importance of, 1–2
from outside health system, 10–11
policy advocacy in (see Policy advocacy)
problems of health-care consumers, 2–3, 15–21, 41, 400–401
scenarios (see Scenarios for advocacy)
styles of advocates, 1–2
as underground activity, 11
vignettes in (see Vignettes on advocacy)
Advocacy punting, 33
Advocacy training, 350–351, 399
Advocating for Clinical Excellence (ACE) Project, 398
African Americans:
cultural competence issues, 185–188
demographics of, 185–186
ethical issues concerning, 18, 98–99, 102
health literacy issues, 197–198
linguistic competence issues, 181
preventive care and, 225
suicide risks, 328
Tuskegee experiment, 18, 98–99
views of health care system, 18, 145, 146, 197, 199–200
as vulnerable population, 27–28, 145, 146, 214–215
Agency for Health Care Quality (AHCQ), 231, 237
Agency for Healthcare Research and Quality (AHRQ), 146–147, 161, 230, 399
Agoraphobia, 430
AIDS. See HIV/AIDS
Alcoholic beverages. See also Substance abuse
preventive care and, 212–214, 221, 232, 246
Allocating services task, 32–33
competing tasks, 32
dangers of rationalization, 32–33
likely repercussions, 32
shortcuts, 33
skills for, 61
unlikely positive outcomes, 32
vignette application, 55
Alternative medicine. See Complementary and alternative medicine (CAM)
Altman, Steward, 431
Alzheimer’s disease:
ethics of disease diagnosis and treatment, 112, 113–115
mental health care and, 330–331, 336
American Academy of Pediatrics, 399
American Academy of Sleep Medicine, 339
American Association of Kidney Patients, 282
American Association of Retired Persons (AARP), 290
American Cancer Association, 20, 382
American Civil Liberties Union (ACLU), 10
American College of Physicians, 147
American Diabetes Association, 20, 147, 381–382
American Heart Association, 147, 245, 249
American Hospital Association (AHA), 105, 427
American Medical Association (AMA), 156, 389, 427
American Nurses Association, 12, 382, 389, 427
American Psychiatric Association (APA), 300–302, 321–322, 323
American Psychosocial Oncology Society, 336
American Public Health Association, 12, 382, 389, 427
American Society of Clinical Oncology, 147
American Society of Nephrology, 282
Americans with Disabilities Act (ADA) of 1990, 25, 280, 338, 358, 370
Analytic skills:
in allocating services task, 61
in assessing task, 62–63
in context-reading task, 60
in diagnosing task, 61
in implementing task, 62
in strategizing task, 62
in triage task, 60
Ancillary staff, as term, 12
Anxiety Disorders Association of America, 325
Asian Americans:
cultural competence issues concerning, 185–188, 194
views of health care system, 199–200
as vulnerable population, 27–28
Asian Pacific American Legal Center, 291
Assertiveness:
appropriate use of, 80–81
inappropriate, 81
Assessing task:
described, 50
skills for, 62–63
vignette application, 50
Association of Oncology, 336
Atkins diet, 241
At-risk populations, 214–218, 226–227, 239–240
Attorney advocacy, 10, 20
Attribution theory, 337
Authority power, 75
Authorizations, 310
Automobile safety, 213–214, 219, 221
Bankruptcy, medical, 279
Banner Health Samaritan Medical Center, 397, 398
Basic Health Plan, 269
Behavioral Risk Factor Surveillance System, 229
Beneficence, 76
Beverly Hills diet, 241
Bioethics committees:
ethical conduct and, 105, 110–112, 133–134, 139–141
vignettes on end-of-life vulnerability, 133–134
Biopsychosocial framework, 19
Blacks. See African Americans
Blue Cross and Blue Shield, 147, 278–279
Blue Cross and Blue Shield Association Technology Evaluation Center, 147
Borderline Personality Disorder, 300
Breast cancer, 9
vignette on breast cancer patient self-advocacy, 85, 86–95
Breast Cancer Action, 94
Breast Friends Forever, 164
Brief mental health therapy, 324
Brown, Scott, 255, 386
Bush, George W., 190, 233, 292
California Supreme Court, 316–317
Campbell Collaboration, 321
Canada:
cost of health care, 256
preventive health care in, 218–220, 224, 225
single-payer system in, 254
Cancer:
mental health care and, 335–336
preventive care and, 245, 246
prostate cancer, 84–85
vignette on breast cancer patient self-advocacy, 85, 86–95
vignette on pediatric brain tumor, 51–56
Candlelighters Childhood Cancer Foundation (CCCF), 52–53, 55, 56
CaringBridge, 92, 93
Caring Connections, 121
Carolinas Medical Center (Levine Children’s Hospital), 399
Carter, Jimmy, 386
Case advocacy:
Case Advocacy Framework, 24–51, 59
challenges of, 24–51
community-based (see Community-based case advocacy)
Consumer Advocacy and Navigation Model (CAN), 3–6
consumers, as term, 5, 6
evolution of, 21
external assets/liabilities, 25–26
frontline staff and, 5–6, 20, 415–416
internal assets/liabilities, 26
Cochrane Collaboration, 147
Coercive power, 75
Cognitive skills:
  competence determination, 111, 118–119
  guardianships, 121–123
Co-insurance, 281
Columbia University Medical Center, 399
Communicable Disease Center (CDC), 229
Communication skills. See also Influence-using skills
  in allocating services task, 61
  in assessing task, 62–63
  barriers to communication, 37
  in context-reading task, 60
  cultural issues in, 192–195
  designing communication strategy, 81
  in diagnosing task, 61
  group skills, 82
  impact on quality of care, 173–175
  in implementing task, 62
  improving, 193–195
  inadequate communication, 37
  initiative and responsibility, 78
  in strategizing task, 62
  in triage task, 60
  vignette on advocacy to avert bullying, 174–175
Community-based case advocacy, 10, 345–375
  caregiver support, 347
  chronic conditions and, 353, 358
  dental care and, 350, 373–374
  disabled persons and, 346, 347, 350, 353, 358
  emergency-room staff and, 354
  health staff with training in community services, 350–351
  helping consumers receive care, 345–348, 351–352
  increasing access to care, 345–348, 351–352
  in-home supportive services, 360–361
  insular medical care versus, 20, 37
  links between institutions and community agencies, 357
  long-term care, 360–361
  low-income persons and, 351–352, 367–368
  Medicaid and, 352, 353, 359–360
  medical culture and, 349–350
  medical silos versus, 19–20
  mental conditions and, 347–348, 353, 354–356
  occupational factors, 348, 361, 370–371
  policy and regulatory thicket and, 349–361
  poverty and, 351–352, 367–368
  preventive services, 226, 350, 351, 366–367
research on community-based services, 352
  roles of primary care health staff, 352–354
  scenarios for advocacy, 361–374
  systems of community-based care, 357–359
  technology in, 359–360, 368–369
  transition planning and, 354–356
  types of health services, 348–349
  vignette on Good Samaritan nurse, 346
Community-based Collaborative Care Network Program, 353
Community-based policy advocacy, 421–425
  barriers to, 423–424
  free clinics and, 423
  opportunities for, 423–424
  policy and regulatory thicket, 349–361
  strategy in, 424–425
Community First Choice Option, 267, 358
Co-morbidities, 173, 333
Competence:
  advocacy questions concerning, 119
  ethical issues and rights concerning, 111, 118–119
  guardianships, 121–123
  surrogates, 111, 123–125
Complementary and alternative medicine (CAM), 9
  cultural issues and, 181–182, 205–206
  nontraditional providers of preventive care, 251
Compulsion, 322
Confidentiality:
  HIPAA requirements, 59, 102, 130–132, 309–310, 357, 360, 369
  mental conditions and, 309–310, 313–314
  vignette on breach of patient confidentiality, 131–132
Conflict management, 78–79
Conflicts of interest, 38, 76, 156, 166, 209
  advocacy in hospitals, 417
  entrepreneurialism and, 38, 99–100, 262
  preventive care and, 220–222
Congressional Budget Office (CBO), 259
Consent Manual (California Hospital Association), 306
Conservatorships, 312
Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1986, 225, 255, 269, 426
Consumer advocacy. See Case advocacy
Consumer Advocacy and Navigation Model (CAN), 3–6
Consumer Operated and Oriented Plans (COOps), 264
Consumer Reports National Research Center, 409
Context-reading task, 24–27, 41–42
  external assets and liabilities, 25–26
  gaining knowledge in, 26–27
internal assets and liabilities, 26
policy and regulatory thicket in, 24–25
skills for, 59–60
vignette application, 54–55

Controlled Substances Act of 1970, 233

Coors Brewing, 361
Co-payments, 281
Corporations. See Occupational factors

Court rulings and litigation:
attorney advocacy and, 10, 20
against defective medical devices and
pharmaceuticals, 156
ethical requirements of, 103–104
quality of care and, 155–156

Cruzan, Nancy, 124–125
CSX Transportation, 361

Cultural and Linguistic Standards Workgroup,
210

Cultural issues, 2, 179–210
accreditation standards and, 182–183, 191–192,
207, 378
CLAS standards, 180, 188, 191
communication skills, 192–195
complementary and alternative medicine
(COM), 181–182, 205–206
conceptual framework for cultural competence,
182–184
cultural perceptions of health and disease,
200–202
culture, defined, 180
culture broker role and, 184
demographics in, 185–186
diversity of medical personnel, 18–19
4 C’s questions, 184, 193
groups needing cultural competence, 181–182
for immigrant populations, 181, 185–186
including families in health care, 202
legal issues and, 188–189
lesbian, gay, bisexual, and transgender (LGBT)
consumers, 182, 206
limited health literacy, 197–198
linguistic competence, 180–181, 186, 190–191,
195–197
medical issues and, 186–188, 199–202
policy advocacy to promote cultural competency
of health system, 207–210
policy and regulatory thicket and, 189–192
prejudice, 35–36, 181
in preventive care, 218–220, 224
religious and spiritual practices, 203–205
scenarios of culturally incompetent services, 192–
210
translation and interpretation services, 190–191,
195–197, 377–379
vignette on improving communication, 193–194
vulnerable populations and, 181–182, 206–207

Dana-Farber Cancer Institute (Boston), 399
Danger, triage for, 30, 31–32
Death. See also End of life issues; Medical errors
reporting of adverse events, 152
Deductibles, 281
Delayed care, 29
Dementia, mental health care and, 336
Demographics, 185–186. See also specific
demographic groups
Dental care, 350, 373–374
Denver Children's Hospital, 399
Deontological approach, to ethical reasoning,
75–76, 109–110
Depression. See Mental conditions and mental
health care
Diabetes, 9
community-based care and, 353
mental health care and, 333, 335
preventive care and, 219–220, 242, 246
Diagnosis task, 33–40
bureaucratic and organizational malfunctioning,
39
causation by multiple factors, 40
flawed policies and procedures, 39–40
flawed transactions and communications, 37
inadequate use of evidence-based medicine,
38–39
narrative development, 33–34
narrow mind-sets, 36–37
poor ethical reasoning, 37–38
prejudice, 35–36
skills for, 61
vignette application, 55

Diagnostic and Statistical Manual of Mental Disorders
(DSM-IV; American Psychiatric Association),
300–302, 321–322, 323, 326

Diagnostic testing, 169–171
advocacy questions concerning, 170–171
decisions concerning, 169–170
negative consequences of, 169–170

Dietary Reference Intakes (DRI), 246

Disabled persons:
advocacy for, 206–207
Americans with Disabilities Act (ADA) of 1990,
25, 280, 338, 358, 370
Child Health and Disability Program (CHDP),
273
community-based care and, 346, 347, 350, 353,
358
Community First Choice Option, 267, 358

Ductile failure, 33, 126–128
Disabled persons (continued)

dental care and, 350
mental conditions and, 337–338
Patient Protection and Affordable Care Act of 2010, 274, 280, 293–294
premature births or disabled infants, 107–108, 125–126, 317–318
Social Security Disability Insurance (SSDI), 274, 289–290, 293, 337, 407
Discharge from hospital, premature, 171–172
Disproportionate Share (DSH), 258, 352
Do Not Resuscitate (DNR) orders, 133, 134
Down Syndrome, 125, 203–204
Drug abuse and addiction. See Alcoholic beverages; Substance abuse
Drug addiction, 233
Drug Enforcement Agency (DEA), 233
DSM-IV (Diagnostic and Statistical Manual of Mental Disorders; American Psychiatric Association), 300–302, 321–322, 323, 326
Durable power of attorney, 119, 140. See also Advance directives
Dyce, Shunae, 137–140
Earned Income Tax Credit (EITC), 41, 368
Eating disorders, 247
ECRI Institute, 147
Elderly persons. See also End of life issues; Medicare with chronic conditions, 265–266
dental care and, 350
elder abuse and neglect, 316
in-home supportive services, 294–295, 360–361
living arrangements for, 264–265, 359
long-term care arrangements, 264–265, 266, 272, 280, 359
nutrition and, 246
Patient Protection and Affordable Care Act of 2010, 264–267, 271–272
preventive care for, 243
suicide risk, 331
vignette on case advocacy to avert bullying, 174–175
vignette on case advocacy to help consumers obtain ethical rights, 137–140
as vulnerable population, 28
Electoral settings, policy advocacy in, 425–426
Electronic medical records (EMRs), 369
community-based care and, 359–360
quality of care issues, 155
Emergency care:
community roles of emergency-room staff, 354
mental conditions and mental health needs, 299–300, 329, 341–342
Patient Protection and Affordable Care Act of 2010 and, 169, 280
premature exits, 168–169
suicide risk and, 329
Emergency Medical Treatment and Active Labor Act (EMTALA) of 1986, 171–172, 354, 356
Employers. See Occupational factors
Empowering consumers, 65–74, 83–85
with diagnosed health conditions, 84–95
lessons learned, 93–95
networking in, 66–74
in posttreatment period, 85, 86–95
prior to possessing troublesome health conditions, 83–84
self-advocacy in, 33, 45–46, 85, 86–95
with undiagnosed health conditions, 84
End of life issues:
advocacy questions concerning, 130
bioethics committees, 133–134, 139–141
hospice care, 119–121, 134–136
hospital notification requirements, 313
Institutional Review Boards (IRBs), 133–134
mental health advocacy for terminal conditions, 325–327
passive measures of hastening death, 127–130
vignette on advocacy by social worker, 128–130
vignette on bioethics and end-of-life vulnerability, 133–134
End-stage renal disease (ESRD):
mental health care for, 320, 339–282
requirements for social workers in nephrology, 320
England, poor laws, 15–16
Entrepreneurialism:
advertising and, 17
conflicts of interest, 38, 99–100, 262
ethical issues in, 38, 99–100
incentives for quality care, 153
medical silos and, 20
Environmental stressors:
mental health care for, 330
preventive care for, 214, 221, 250
Eosinophilic Gastrointestinal Disorder, 429
Errors. See Medical errors
Ethical issues and rights, 2, 5, 97–141. See also Medical errors; Value-clarifying skills
accreditation standards and, 101–102, 154
advance directives, 119–121, 123–125
advocacy as ethical imperative, 11–12
ancillary staff and, 12
bioethics, 105, 110–112, 133–134, 139–141
child advocacy, 126–127
citing ethical guidelines, 50
competence determination, 111, 118–119
confidentiality, 130–132
conflicts of interest, 38, 76, 99–100, 209, 262  
consumer conduct, 100–101  
consumer rights to self-determination, 98,  
103–104, 112, 113–115, 119–121  
end of life issues, 127–130, 133–134  
ethical reasoning skills at case level, 37–38,  
75–76, 106–115  
evidence-based medicine (EBM) and, 97–99  
guardianships, 121–123  
health-care professional participation in ethical  
decisions, 403, 404, 406  
historical examples of violations, 18, 27–28  
hospice care, 119–121, 134–136  
influencing skills and, 75–76  
informed consent, 17, 50, 115–117  
Institutional Review Boards (IRBs), 105,  
133–134  
medical culture in, 76–77, 167  
policy and regulatory thicket and, 101–105  
premature births or disabled infants, 107–108,  
125–126  
promoting ethical conduct in health care,  
97–101  
provider conduct, 98–99  
right to refuse treatment, 118  
scenarios for advocacy, 115–136  
surrogates, 111, 123–125  
technology and, 17  
vignette on obtaining ethical rights, 137–140  
Ethical-reasoning matrix, 112–115  
creating, 113–114  
identifying options, 112  
selecting and weighing criteria, 113  
trade-offs in, 114–115  
Ethical reasoning skills, 106–115  
deontological approach to, 75–76, 109–110  
developing, 106–107  
developing ethical-reasoning matrix, 112–115  
first-principle approach to, 75–76, 109–110  
lack of, problems of, 37–38  
merging approaches to, 111–112  
practical considerations for, 111  
recognizing ethical issues and dilemmas, 106  
relativist approach to, 110–111  
special medical and legal considerations for, 111  
utilitarian approach to, 107–108  
Ethnologue (Gordon), 186  
Euthanasia, 127–130  
Evidence-based medicine (EBM), 10  
controversy concerning, 148–149  
ethical issues and rights concerning, 97–99  
insufficient use of, 38–39  
quality of care and, 144, 146–150, 159–160,  
164–165  
Exercise, in preventive care, 229, 242, 243–244  
Expertise power, 74, 78  
External advocates, 47–48  
Facilitators, 82  
Fair Labor Standards Act, 370  
Family and Medical Leave Act of 1993, 278, 320,  
360, 370  
Family conferences, 46  
Family Smoking Prevention and Tobacco Control  
Act of 2009, 234  
Federal Government, 330–331  
Federal Employees Health Benefits Plan, 257, 267,  
271–272  
Federal Poverty Level (FPL), 263–264  
Financial issues, 253–296. See also Patient  
Protection and Affordable Care Act of 2010  
cost of health care, 256–258, 260–264  
employer funding of health care, 254–257,  
261–262, 267–268, 277, 278  
health insurance plan selection, 280–282  
lack of insurance, 2, 255, 260, 268–269, 282  
medical bankruptcy, 279  
self-funded long-term care, 264–265, 272  
structure and financing of U.S. health system,  
222–223  
underinsurance, 2, 255  
First-principles approach, to ethical reasoning,  
75–76, 109–110  
Food Guide Pyramid, 245  
Food Stamps, 246, 368  
For-profit organization advocacy, 11, 20  
Framingham Heart Study, 236, 247  
Frampton, Susan, 395  
Frederickson, 296  
Free and Reduced-Cost Lunch programs, 286  
Frontline staff:  
 case advocacy and, 5–6, 20, 415–416  
data collection by, 402–405  
fatalism and, 388  
nature of, 5  
as term, 5  
Gebo, Lisa, 85, 86–95  
Geisinger Health System, 11, 398  
Generalized Anxiety Disorder, 300, 301, 322  
General Motors, 262  
Georgetown University Health Policy Institute,  
282  
Gilpin, Laura, 395–396  
Global Assessment of Functioning (GAF), 301  
Global Burden of Disease Study, 243
Goals:
  establishing, 40–41
of preventive care, 214–218
Google, 163, 361
Google Earth, 369
Government regulation. See Regulations
Grady hospital (Atlanta), 258
Great Britain:
  English poor laws, 15–16
  preventive health care in, 218–220, 224, 225
Great Depression, 349
Group skills, 82
Guardianships, 121–123
  advocacy questions concerning, 123
  nature of, 121–122
  vignette on consumer decisions concerning care, 122–123
Guide to Surviving Prostate Cancer (Walsh), 84–85
Gwande, Atul, 417
Harvard Alumni Health Study, 236
Hayes Inc., 147
Head Start, 382
Health Advocacy Program (Sarah Lawrence College), 9
Health and Welfare Code of California, 319
Health Benefit Exchanges and Small Business Health Plan Options program, 264
Health Care and Education Reconciliation Act of 2010, 9–10, 256
Health-care organization policy advocacy, 391–420
  assessing implemented policies, 394, 420
  challenges of, 392–420
  deciding where to focus, 393, 400
  deciding whether to proceed, 392–393, 395–400
  developing base of support, 393, 411–412
  examples of, 395–400, 413
  leadership for, 412, 416–419
  proposal approval, 393–394, 413–418
  proposal development, 393, 413–418
  proposal enactment, 393–394, 413–418
  securing attention of decision makers, 393, 400–410
  securing policy implementation, 394, 420
  seeking change in health organizations, 391–394
  strategy options in organizational settings, 392–394
Health-care organizations. See also Clinics; Hospitals
  accessing charitable funds of, 282
  bureaucratic and organizational malfunctioning, 39
  cultural competency issues for, 207–210
  ethical conduct promotion in, 97–101, 104–105
  external stakeholders, 73–74
medical culture in, 76–77, 167
networking in, 66–73
physician privileges in, 69
policy advocacy in. See Health-care organization policy advocacy
practice evaluation by, 151–152, 160–161
Health-care professional policy advocacy, 377–390
  controversial nature of health policies and, 388–389
  fatality and, 387–388
  Limited English Proficiency (LEP) and, 377–378
  Policy Advocacy Framework, 379–387, 395
  vested interests and, 389–390
Health-care professionals. See also specific types of professionals
  cultural competency issues for, 207–210
  policy advocacy by (see Health-care professional policy advocacy)
  support for policy advocacy, 8–10
  as term, 5
  two hats worn by, 5–6
Health-care proxies, 119. See also Advance directives
Health Care Quality Improvement Program of 1993, 147
Healthcare Tsunami (Halverson), 5
Health Communities Program, 229
Health insurance companies. See Insurance companies
  confidentiality issues, 59, 102, 130–132, 309–310, 357, 360, 369
  preexisting condition regulation, 94
Health literacy, 197–198
  limitations of, 197
  strategies to improve, 198
Health plans. See also Insurance companies
  advocacy to help consumers select, 280–282
  employer funding of health care, 254–257, 261–262, 267–268, 277, 278
  entrepreneurialism of, 17
  evaluations of medical practice, 151–152
Health Services and Resource Administration (HRSA), 154
Heart disease, mental health care and, 333, 335
Hernandez, Nadya, 51–54
Heterogeneous networks, 66
Highly active antiretroviral therapy (HAART), 334
High-threshold problems, 28–29
confidentiality issues, 59, 102, 130–132, 309–310, 357, 360, 369
preexisting condition regulation, 94
HIPAA Privacy Rule, 310
Hippocratic Oath, 76
Hirsch, Jules, 242
Hispanic Americans. See Latinos/as
HIV/AIDS, 9
community-based care and, 358
drug cocktail for, 175–176, 334
mental health care and, 333, 335
release of test results, 313–314
suicide risks, 328
Home-based health care, 294–295, 360–361, 364
Hospice care:
advocacy questions concerning, 136
advocacy to link consumers to, 134–136
ethics of advance directives, 119–121
growth of, 135
origins of, 134
Hospital-Compare, 150
Hospital Consumer Assessment of Healthcare Providers and Systems survey, 399
Hospitals. See also Emergency care
accessing charitable funds of, 282
accreditation standards for (see Accreditation standards)
bioethics committees of, 105, 110–111, 133–134
conflicts of interest and, 417
entrepreneurialism of, 17
evaluations of medical practice, 151–152
inpatient service units, 73
Institutional Review Boards (IRBs) of, 46, 105, 133–134
involuntary admissions, 310, 311–312
links with community agencies, 357
making contacts with, 46
mental conditions and mental health care needs, 299, 305–306, 310, 311–312
notification requirements, 313
outpatient clinics, 73
patient representatives, 9, 11
Patient’s Bill of Rights, 104–105, 279
policy advocacy programs, 9, 11
premature discharges, 171–172
preventive care and, 235
voluntary admissions, 311
Immigrants:
cultural issues concerning, 181, 185–187
demographics of, 185–186
Patient Protection and Affordable Care Act of 2010 and, 272–274, 291
as vulnerable population, 27–28
Implementing task:
described, 50
skills for, 62
vignette application, 56
Individual insurance plans, 270, 280–282
Infants:
maternal substance abuse, 313
postpartum mothers and, 317, 324
premature births or disabled infants, 107–108, 125–126, 317–318
preventive care and, 220, 250
women who “surrender” newborns, 317
Influence-using skills, 63–85. See also Empowering consumers
in allocating services task, 61
assertiveness, 80–81
in assessing task, 63
bypassing specific professionals, 79
conflict management, 78–79
in context-reading task, 60
designing communication strategy, 81
in diagnosing task, 61
direct power transactions, 64
ethical issues and, 75–76
gaining entrée, 80
group skills, 82
in implementing task, 62
influence resources, 66
initiative and responsibility, 78
intermediaries and, 49, 64–65, 79
in interpersonal exchanges, 74–75
interpreting professional role, 80
medical culture in, 76–77, 167
nature of influence, 63–65
networking, 66–74
peer pressure in, 82
positive track record, 78
power-dependence theory in, 77
process skills in, 78
regulation navigation, 79–80
shared collective interests in, 82
in strategizing task, 62
tandem and sequential use of, 83
in triage task, 60
Influenza vaccine, 234, 249
Informed consent:
advocacy questions concerning, 117
ethical issues and rights concerning, 17, 50, 115–117
exceptions to, 117
information regarding, 50
technology and, 17
vignette on back surgery, 116–117
In-home supportive services, 294–295, 360–361, 364
Institute of Medicine (IOM):
  racial discrimination and, 186
  report on medical and drug errors, 9, 145
  stereotypes, impact of, 200
Institutional Review Boards (IRBs), 46, 105
  ethical conduct and, 105, 133–134
  vignette on end-of-life vulnerability, 133–134
Insular medical care, 20, 37
Insurance companies:
  entrepreneurialism of, 17
  ethical conduct of, 105
  individual plans, 270, 280–282
  mental health coverage, 319
  preventive care and, 235
  protecting consumers from arbitrary actions of, 278–279
  regulation of, 105
Intensive Care Unit (ICU), 73
Interactional skills. See Communication skills
Intermediaries:
  influence-using skills, 49, 64–65, 79
  nature of, 49
  using, 49, 79
Intermediary-care nursing facilities (ICNFs):
  for elderly persons, 264–265
  transition planning and, 356
International comparisons, of preventive care, 218–220, 224, 225, 236–237
Interpretation services, 190–191, 195–197, 377–379
Interventions in case advocacy. See Tasks of case advocacy
Japan:
  cost of health care, 256
  preventive health care in, 218–220, 224, 225
  Jehovah’s Witnesses, 204, 236
  Jewish Federation, 363
  Jezewski, Mary Ann, 184
  Johns Hopkins Hospital, 398
  Johnson & Johnson, 361
Joint Commission on Accreditation of Healthcare Organizations (JCAHO), 101–102. See also Accreditation standards
  purpose of accreditation standards, 25
  Journal of the American Medical Association, 163
Kaiser Family Foundation, 150, 256, 289, 431
Kaiser Permanente, 69, 153, 263, 362, 370
  Kant, Immanuel, 109
  Kendal retirement homes, 359
  Kennedy, Ted, 255, 386
  Kidney Information Clearinghouse, 340
  Koop, C. Everett, 231
  Lancet, 163
  Landeros v. Flood, 316–317
  Language pathologists. See Speech and language pathologists
  Lanterman-Petris-Short Act (California), 309
  Lateral networks, 66
Latinos/as:
  cultural competence issues, 185–188
  demographics of, 185–186
  health literacy issues, 197–198
  linguistic competence issues, 181
  personalismo and, 199
  preventive care and, 225–226
  views of health care system, 18, 145, 197
  as vulnerable population, 27–28, 145
Law enforcement:
  family violence situations, 298, 314–317, 331–332
  mental conditions and, 306–308, 310, 329
Leaving without being seen (LWBS), 168–169
Legal issues, cultural competence and, 188–189
Lesbian, gay, bisexual, and transgender (LGBT) consumers, 28, 182, 206, 328
Levine, Brooklyn, 174–175
Licensed practical nurses (LPNs), 71
Licensed vocational nurses (LVNs), 71
Lifetime coverage maximum, 281
Limited English Proficiency (LEP):
  communication problems, 37, 192–195
  cultural competence issues concerning, 180–181, 186–187, 189–190, 195–197
  health-care professional policy advocacy and, 377–378
  importance of policy advocacy and, 377–379
  Patient Protection and Affordable Care Act of 2010, 280
  translation and interpretation services, 190–191, 195–197, 377–379
  vulnerable populations, 28
Linguistic competence, 180–181, 186–187, 195–197. See also Limited English Proficiency (LEP)
  DHHS LEP guidelines, 190–191, 207
  importance of policy advocacy for Limited English Proficiency (LEP), 377–379
  language identification tools in, 195, 196
  primary language protections under Civil Rights Act, 209
  translation and interpretation services, 190–191, 195–197, 377–379
Litigation. See Court rulings and litigation
Living wills, 119. See also Advance directives
Local governments, cultural competency issues and programs, 210
Long-term care:
- for elderly persons, 264–265, 266, 272, 280, 359
- in-home support services, 294–295, 360–361, 364
- nursing-home care, 280, 359, 363
- self-funded, 264–265, 272
Lucile Packard Children’s Hospital, Stanford University, 399

Major depressive disorder (MDD), 334
Major Depressive Episode, 300, 301

Mammograms/sonograms, 86–89

Managed-care plans:
- accreditation and quality of care, 154
- conflicts of interest, 100, 156
- ethical issues concerning, 100, 156
- gag orders, 10
- protecting consumers from arbitrary actions of, 279
- structure and financing of U.S. health system, 222–223
Management Sciences in Health, 195–196
Marijuana, 233
Maryland Occupational Health and Safety Board, 430
Massachusetts:
- Framingham Heart Study, 236, 247
- second opinion requirement, 262
- universal coverage program of, 254
Mayo Clinic, 11, 349, 399

Mediators, 82
Medicaid:
- accreditation and quality of care, 153–154
- application process for, 279, 284–286
- community-based care and, 352, 353, 359–360
- Community First Choice Option, 267, 358
- co-morbidities, 173
- contesting decisions of, 287
- disproportionate share funds (DSH), 258, 352
- dual eligibility for Medicare and, 290–291
- expansion of, 264
- federal government expenditures on, 231, 257–258
- gaining access to, 279, 284–286, 352
- means tests in, 15–16, 255
- mental health coverage, 319
- Patient Protection and Affordable Care Act of 2010 and, 173, 256–261, 266–267, 270–271, 279, 284–287
- poor law tradition and, 15–16
- primary care for welfare recipients, 232
- reductions in eligibility, 266–267
- spend-down period, 266
- transition planning and, 356
- Medical Bankruptcy Fairness Act of 2009, 279

Medical culture:
- community-based care and, 349–350
- influence-using skills and, 76–77, 167
- preventive care and, 223
- support for advocacy and, 411

Medical devices:
- approvals of, 156–157
- litigation for defective, 156

Medical errors, 9
- advocacy with patients following, 167
- cultural competence issues in, 189
- deaths due to, 145
- failure to follow procedures, 39, 150–151
- impact of poor communication on quality of care, 173–175
- linguistic competence issues in, 189
- meetings with hospital staff or administrators, 47
- preventing and collecting information on adverse events, 152

Medical records:
- for chronology of events, 34
- confidentiality of (see Confidentiality)
- electronic medical records (EMR), 155, 359–360, 369
- evaluations of medical practice, 151–152
- obtaining and using, 47
- transition planning and, 355

Medical savings accounts, 261
Medical silos, 19–20, 36–37

Medicare. See also Elderly persons
- accreditation and quality of care, 153–154
- application process for, 279
- clinical trial coverage, 157–158
- community-based care and, 352, 353
- contesting decisions of, 289–290
- “donut hole,” 266, 289
- dual eligibility for Medicaid and, 290–291
- evidence-based medicine (EBM), 147
- federal government expenditures on, 231
- gaining access to, 279, 287–289, 352
- hospice care coverage, 135–136
- Medicare Advantage Plans, 259, 288–289
- Medicare Beneficiary Ombudsman, 279
- mental health coverage, 319
- preventive care and, 237–238
- primary care for welfare recipients, 232
- purchasing power to protect consumers, 150, 157
- supplemental insurance, 265–266, 290
- transition planning and, 356

Medicare Act of 1965, 153

Medications:
- controlled substances, 233
**Medications (continued)**

- Drug cocktail for HIV/AIDS, 334
- Emergence of "miracle drugs," 235–236
- FDA approvals of, 156–157, 165–167
- Litigation for defective, 156–167
- Patient Protection and Affordable Care Act of 2010 and, 266
- As prevention panaceas, 228
- As replacement for preventive care, 228
- Technology and, 17

**Mediterranean diet**, 245

**MEDLINE**, 146–147, 335

**Mental conditions and mental health care**, 3, 297–344. See also Disabled persons accreditation standards and, 305–306
- Assets in policy and regulatory thicket, 306–318
- Augmentation of mental health staff, 340–342
- Brief mental health therapy, 324
- Cancer and, 335–336
- Child abuse and neglect, 316–317
- Children and, 125, 316–318, 324–325
- Chronic conditions and, 333–336, 339–340
- Community-based care and, 347–348, 353, 354–356
- Confidentiality of information, 309–310, 313–314
- Conservatorships, 312
- Disability and, 337–338
- Elder abuse and neglect, 316
- Emergency care and, 299–300, 329, 341–342
- End-of-life care, 325–327
- End-stage renal disease (ESRD) and, 320, 339–340
- Environmental factors, 330
- Family and Medical Leave Act of 1993, 320
- Family problems that intersect health problems, 330–331
- Family violence situations, 298, 314–317, 331–332
- Hospitals and, 299, 305–306, 310, 311–312
- Illegal substances, 312–313
- Independent case-finding, 340–342
- Infants with serious medical conditions, 317–318
- Intervention types, 303
- Involuntary admissions, 310, 311–312
- Kinds of mental distress, 300–303, 321–323, 326
- Law enforcement and, 306–308, 310, 329
- Liabilities in policy and regulatory thicket, 304–306
- Low-income populations and, 302
- Medicare and Medicaid coverage, 319
- Need for assistance, 297–300
- Neurological conditions and, 330–331, 336
- Notifying next of kin, 313
- Patient Protection and Affordable Care Act of 2010, 280
- Policy and regulatory thicket issues, 304–321
- Positive evaluations of mental health services, 320–321
- Postpartum mothers and, 324
- Post-traumatic stress disorder (PTSD), 325
- Pregnancy and childbirth-related, 313, 317, 324
- Private insurance coverage, 319
- Providers of care, 298, 303–304, 305, 308–309, 319–320
- Release of HIV test results, 313–314
- Reporting threats to other people, 308–309
- Scenarios for advocacy, 321–342
- Screening instruments, 321–323
- Sexual assault and rape, 315, 316–317
- Sleep disorders and, 338–339
- Social workers and, 304, 307–308, 319–320
- Substance abuse conditions, 298, 310–313, 338
- Suicide risk and, 328–329, 341–342
- Support for mental health services, 319
- Terminal conditions and, 325–327
- Training needs, 305
- Vignette on police officer/social worker advocacy, 307–308
- Vignette on suicide risk, 341–342
- Vignette on terminal condition, 327
- Voluntary admissions, 312
- Vulnerable populations and, 302, 306
- Women who "surrender" newborns, 317
- Mental health integration model (MHI), 320
- Mental Health Parity and Addiction Equity Act of 2008, 319
- Microsoft, 163, 224–225, 361
- Minors. See Children; Infants
- Mormons, 236
- Mount Sinai Hospital (Chicago), 399
- Multicultural Health standards, 191–192
- Multifamily discussion groups, 331
- Multiple sclerosis (MS), 334
- Muslims, 203–204
- Narrative development, 33–34
- National Assessment of Adult Literacy (NAAL), 181
- National Association of Insurance Commissioners, 281
- National Association of Social Workers, 12, 382, 389, 427
- National Cancer Institute (NCI), 74, 93, 163
- National Center for Chronic Disease Prevention and Promotion, 229
- National Center for Complementary and Alternative Medicine, 205–206
- National Center for Cultural Competence, 180
National Center for PTSD, 325
National Children’s Cancer Association, 53, 55, 56
National Cholesterol Education Program, 223
National Committee for Quality Assurance, 348
National Committee for Responsive Philanthropy, 424
National Committee on Quality Assurance (NCQA), 154, 188–189, 191–192, 207
National Conference of State Legislatures, 306, 348
National Domestic Violence Hotline, 332
National Guidelines Clearinghouse, 146–147
National Heart, Lung, and Blood Institute, 147
National Hospice and Palliative Care Organization, 121, 136
National Institutes of Health (NIH), 74, 160, 163, 164, 166, 223, 230, 426
National Library of Medicine, 163
National Marrow Donor Program Network, 54
National Quality Forum (NQF), 208–209
National Standards for Cultural and Linguistically Appropriate Services in Healthcare (CLAS standards), 180, 188, 191
National Suicide Prevention Lifeline, 329
Native Americans:
  suicide risks, 328
  as vulnerable population, 27–28
Natural populations, 237
Nazi Germany, ethical rights violations in, 98
NCLEX-RN, 70
Nedjat-Haiem, Frances, 203–204
Neonatal Intensive Care Unit (NICU), 73
Networking, 66–74
  with administrative staff, 67–68
  external stakeholders and, 73–74
  internal units and, 73
  networks, defined, 66
  with nurses, 69–72
  with occupational therapists, 73
  with physical therapists, 73
  with physicians, 68–69
  with social workers, 69, 72–73
  with speech and language pathologists, 73
types of networks, 66–67
Neurological conditions, mental health care and, 330–331, 336
New England Journal of Medicine, 163
Nixon, Richard, 233, 386, 389
Nongovernmental organizations (NGOs), 20
Not-for-profit organization advocacy, 11, 20
Nurse Licensure Compact Agreement, 70
Nurse practitioners, 71
Nurses:
  collaboration with residents, 69
  community-based advocacy of, 346
  in Consumer Advocacy and Navigation Model (CAN), 4
  ethical decisions and, 403, 404, 406, 409
  as frontline staff, 5
  hierarchy of, 69–72
  involvement in policy advocacy, 406, 409
  networking with, 69–72
  policy advocacy and, 8
  Nurses Health Study, 236, 246
  Nursing-home care, 280, 359, 363
Nutrition, in preventive care, 232, 245–248
Obama, Barack, 258–259
  Food Stamps and, 246
gay rights and, 378
  stimulus program of 2010, 136, 155, 369
  vignette on policy advocacy by, 386
Obama Plan. See Patient Protection and Affordable Care Act of 2010
Obsession, 322
Occupational factors:
  community-based care relating to, 348, 361, 370–371
  employer funding of health care, 254–257, 261–262, 267–268, 277, 278
  Family and Medical Leave Act of 1993, 278, 320, 360, 370
  injured workers, 280
  in preventive care, 224–225
  workmens’ compensation laws, 370
Occupational Safety and Health Administration (OSHA), 224, 232, 370
Occupational therapists:
  as ancillary staff, 12
  in Consumer Advocacy and Navigation Model (CAN), 4
  as frontline staff, 5
  networking with, 73
Office of Disease Prevention and Health Promotion, 230
Office of Hearing and Appeals, 289
O’Kane, Margaret, 348
Older Americans Act, 358, 361
Oncology Nursing Society, 402
One-Stop Centers, 368
ON LOK approach, 358
ORYX, 154
OSHA (Occupational Safety and Health Administration), 224, 232, 370
Overlooked problems, 30
Padres Contra Cancer (Parents Against Cancer), 54
Paek, Jennifer, 11
Panic Disorder, 322
Paranoid Personality Disorder, 300
Parens patriae doctrine, 117, 126
Parkinson's disease, 330–331, 336
Partial care, 29
Partnership for a Drug Free America, 338
Patient Advocacy Program (Stanford University), 9
Patient-child interaction therapy (PCIT), 331
Patient Protection and Affordable Care Act of 2010, 253–296
buck-passing and, 260–264
community-based care and, 353
cost of medical care and, 263–264, 276–278
criticisms of, 255
disabled persons and, 274, 280, 293–294
disclosure of financial relationships, 99–100
elderly persons and, 264–267, 271–272
emergency care and, 169, 280
employer-sponsored plans with good coverage, 267
employer-sponsored plans with moderate coverage, 267–268
enactment of, 10, 255–256
immigrants and, 272–274, 291
impact of poor coverage on health outcomes, 275–276
impact on federal deficits, 259
impact on policy advocacy, 9–10
individual insurance plans, 270, 280–282
in-home supportive services, 294–295
injured workers and, 280
lack of insurance, 2, 255, 260, 268–269
Limited English Proficiency (LEP) and, 280
managed-care plans, 279
Medicaid and, 173, 256–261, 266–267, 270–271, 279, 284–287
medical errors, 167
mental health care and, 280
nursing home care and, 280
nutritional content disclosures, 224
Patient's Bill of Rights, 104
premature discharges from hospitals, 171
prescription drugs, 266
preventive care and, 18, 237–238, 266
problems of health care consumers and, 16, 21
public option in, 12
quality of care issues, 149–150, 157
safety-net systems in cities and counties, 292–293
scenarios for advocacy, 280–295
SCHIP and, 271, 273
selecting insurance policies, 280–282
self-funded long-term care, 272
social justice issues, 99–100, 102–103
underinsurance, 2, 255
unemployed persons with COBRA, 269
uninsured persons, 255, 260, 268–269, 282, 283–284, 389
veterans and, 274–275
Patient representatives, hospital, 9
Patient’s Bill of Rights, 105
Patient Self-Determination Act of 1990, 120, 410, 426
Pediatric care. See Children; Infants
Peer pressure, 82
Peer Review Organizations (PROs), 147
Pelosi, Nancy, 255, 386
Permanently Residing Under Color of Law (PRUCOL), 273
Personal health records (PHRs), 369
Personalismo, 199
Personality Disorder, 300
Pharmaceuticals. See Medications
Phoenix Children’s/Maricopa Medical Center, 399
Physical danger, triage for, 30
Physical therapists:
as ancillary staff, 12
in Consumer Advocacy and Navigation Model (CAN), 4
as frontline staff, 5
networking with, 73
Physicians. See also Specialist physicians
community-based care and, 349–350, 352–354
in Consumer Advocacy and Navigation Model (CAN), 4
entrepreneurialism of, 17
gag orders of managed-care plans, 10
hierarchy of, 68–69
impact of poor communication on quality of care, 173–175
mandates from, 50
networking with, 68–69
practice evaluation by health-care organizations, 151–152, 160–161
promoting ethical conduct of, 99, 104
providers of mental health care services, 298, 303–304, 305, 308–309
residents, 5, 68, 69
specialists versus primary-care, 222–223
Planetree Alliance, 398
Planetree Model, 11, 395–398, 413
Policy advocacy:
  challenges of, 12, 379–387
  in communities, 421–425
  of consumers, 7
  in electoral settings, 425–426
  evolution of, 21
  graduate-level courses in, 9
  of health-care organizations, 9, 391–420
  of health-care professionals, 7, 377–390
  importance of, 377–378
  in legislative and regulatory settings, 426–430
  nature of, 3
  from outside health system, 10–11
Policy Advocacy Framework, 379–387, 395
policy agenda in specific health settings, 430–431
progressing to, 21, 51, 63, 140, 176, 295, 374
for regulatory change, 429–430
resurgence of interest in, 8–10
systemic factors that require, 379
vignette on policy advocacy by Barack Obama, 386
Policy-analysis matrix, 383–384
Policy and regulatory thicket:
  community-based care and, 349–361
  in context-reading task, 24–25
  cultural competency and, 189–192
  ethical conduct and, 101–105
  mental health care issues and, 304–321
  preventive care and, 228–238
  protecting consumer health coverage, 278–280
  quality of care and, 146–159
Poor law tradition (England), 15–16
Postpartum mothers, 317, 324
Posttraumatic Stress Disorder (PTSD), 300, 301, 322, 325
Posttreatment period, empowering consumers in, 85, 86–95
Poverty. See also Medicaid; Vulnerable populations
  access to charitable funds of health care organizations, 282
  community-based care and, 351–352, 367–368
  community-based policy advocacy and, 422
dental care and, 350, 373–374
mental conditions and mental health care needs, 302
nutrition and, 246
poor law tradition, 15–16
preventive health care and, 225–226
Power-dependence theory, 77
Preferred Provider Organizations (PPOs), 158, 162, 262–263
Pregnancy:
  maternal substance abuse, 313
  mental health care for postpartum mothers, 324
  occupational issues, 278, 320, 360, 370
  preventive care in, 220, 250
  rights to termination of, 110
  women who “surrender” newborns, 317
Prejudice, 35–36
  consumer trust in health care system and, 199–200
  mental health care and, 304–305
  negative response to consumer behaviors, 36
  against vulnerable populations, 35–36, 181, 199–200
Premature births, 317–318
  advocacy questions concerning, 125–126
  ethical issues concerning, 107–108, 125–126
Prescription drugs. See Medications
Prevention and Public Health Fund, 238, 352
Preventive care, 3, 211–252
  accreditation standards and, 234–235
  alcoholic beverages and, 212–214, 221, 232, 246
  at-risk populations and factors, 214–218, 226–227, 239–240
  automobile safety, 213–214, 219, 221
  challenges of prevention, 220–228, 230
  chronic diseases and, 219–220, 229, 240–241, 242, 246
  community-based, 226, 350, 351, 366–367
  criticisms of U.S. health care, 218–228
  cultural issues in, 218–220, 224
drug addiction avoidance, 219
  for elderly persons, 243
evironmental stressor reduction, 214, 221, 250
eexercise in, 229, 242, 243–244
goals and strategies of, 214–218
  identifying at-risk factors, 239–240
  international comparisons of, 218–220, 224, 225, 236–237
  natural populations and, 237
  need for, 17–18
  nontraditional providers, 251
  unusual screening tests, 251
  nutrition, 232, 245–248
  occupational factors in, 224–225
Patient Protection and Affordable Care Act of 2010 and, 18, 237–238, 266
Policy and regulatory thicket concerning, 228–238
  for pregnant women and young children, 220, 250
Preventive care (continued)

prevention, defined, 211–213
primary prevention, 211, 215–217
scenarios for advocacy, 239–251
screening tests relevant to at-risk factors, 226–227, 240
secondary prevention, 211, 217–218
smoking cessation, 214, 215, 219, 229, 231–232, 234, 248–249
social and economic inequality and, 225–226
tertiary prevention, 211, 217–218
weight loss, 241–243
wellness education programs, 213

Primary prevention:
defining, 211
strategies for, 215–217

Prisons:
medical care in, 20

Pritikin Program, 241

Privileges, 69
Probate Codes, 312

Procedures, professional lack of knowledge, 40

Process power, 78

Progression task:
described, 21, 51
moving to policy advocacy, 21, 51, 63, 140, 176, 295, 374
in quality of care, 176
skills for, 63

Project Bridge, 372

Proposals in policy advocacy:
approving, 393–394, 413–418
developing, 383–384, 393, 413–418
enactment of, 384–385, 393–394, 413–418
securing approval of, 384–385

Protocols, citing, 50

Providers:
entrepreneurialism of, 17
of mental health care, 298, 303–304, 305, 308–309, 319–320
practice evaluation by health-care organizations, 151–152, 160–161
promoting ethical conduct of, 98–99, 104
relevance in meeting needs of consumers, 424

Psychological danger, triage for, 30

Psychologists:
in Consumer Advocacy and Navigation Model (CAN), 4

as frontline staff, 5
mental health care by, 304

Psychotherapists:
duty to warn of danger, 308–309
family problems intersecting with health problems, 331

Public Health Action Plan to Prevent Heart Disease and Stroke, A (Prevention Research Centers), 229

Public health staff:
community-based care and, 371
as frontline staff, 5
insular medical care versus, 20
medical silos versus, 19–20

Public schools:
community-based care and, 365
medical care in, 20, 365

Quality of care, 143–177. See also Medical errors

accreditation standards in, 151, 153–154
approvals for medical devices and medications, 156–157
clinical trial participation, 91–93, 157–158, 165–167
criticisms of U.S. health care, 144–146, 218–220
defining quality health care, 143–144
diagnostic testing, 169–171
evidence-based medicine (EBM) and, 144, 146–150, 159–160, 164–165
electronic medical records in, 155, 359–360, 369
emergency room, premature exits, 168–169
information concerning adverse events, 152
information concerning decisions, 151–152, 160–161, 163–165
leaving without being seen (LWBS), 168–169
policy and regulatory thicket concerning, 146–159
practice evaluation by health-care organizations, 151–152, 160–161
premature hospital discharge, 171–172
progression task in, 176
research on improving, 321
risk management in, 158
scenarios for advocacy, 159–176
second opinions and, 6, 17, 161–162, 262
using health system to maximum benefit,
168–169
vignette on pediatric brain tumor quality of care,
51–56
for vulnerable populations, 145, 146, 172–173
Quinlan, Karen, 124
Rainbow Heights Club, 206
RAND Institute, 149
Rape, 315
Reagan, Ronald, 231
Reconciliation Bill, 386
Referrals:
bypassing specific professionals in, 79
for community-based care, 361–363
making, 48
Refusing treatment, rights concerning, 118
Registered nurses (RNs), 69–72
Regulations:
citing, 50
ethical requirements of, 103
navigating, 79–80
policy advocacy in legislative and regulatory
settings, 426–431
preventive care and, 231–232
professional lack of knowledge, 40
quality of care and, 158–159
Rehabilitation Act of 1973, 337
Relationships:
child abuse and neglect, 125, 316–317
family problems intersecting with health
problems, 330–331
family violence situations, 298, 314–317, 331–332
impact on preventive care, 224
including family in health care, 202
patient-doctor, cultural competence in, 199
sexual assault and, 315–317
triage for destructive, 30
Relativist approach, to ethical reasoning, 110–111
Religious and spiritual practices:
impact on health care, 110–111, 181–182, 203–205, 236
mental health advocacy for terminal conditions,
326–327
preventive care and, 236
vignette on impact of religious beliefs on medical
decisions, 203–204
Residents:
as frontline staff, 5
networking with, 68, 69
Resource persons, 82
Retirees. See Elderly persons
Reward power, 75
Risk management, quality of care and, 158
Ronald McDonald House, 53, 55, 56
Ryan White Act, 358
Safety-net systems, 292–293
Safeway, 224–225
St. John’s Well Child and Family Center
(Los Angeles), 423–424
Sarabbi, Vivian, 429, 431
Satcher, David, 230
Scarsdale diet, 241
Scenarios for advocacy, 2
community-based care, 361–374
cultural competence, 192–210
ethical issues and rights, 115–136
mental conditions and mental health care,
321–342
nature of, 6–7
Patient Protection and Affordable Care Act of
2010 and, 280–295
policy advocacy and, 413
preventive health care, 239–251
quality of care, 159–176
SCHIP (State Children’s Health Insurance
Program), 209, 257–258, 271, 273, 277, 292,
345, 350, 352, 368, 407
Schizoid Personality Disorder, 300
Schools. See Public schools
Screening tests:
federal and state funding of, 229–230
for mental health conditions, 321–323
nonusual, 251
release of HIV test results, 313–314
relevant to at-risk factors, 226–227, 240
Secondary prevention:
defining, 211
strategies for, 217–218
Second opinions, 6, 262
quality of care and, 161–162
technology and, 17
Self-advocacy, 5
empowering consumer, 33, 45–46, 85, 86–95
triage for, 30–31
vignette on breast cancer patient, 85, 86–95
Self-endangerment, triage for, 31–32
Self-funded long-term care, 264–265, 272
Senior citizens. See Elderly persons
Service Excellence/Healing Environment
committee, 397
Seventh Day Adventists, 110–111, 236
Sexual assault:
child sexual assault, 316, 317
rape, 315
Shortcuts, 33
Siegel, David, 321
Singer, Peter, 107–108
Skilled nursing facilities (SNFs): for elderly persons, 264–265 hospice care, 135–136 transition planning, 356
Skills of case advocacy. See Analytic skills; Communication skills; Influence-using skills; Value-clarifying skills
Sleep disorders, mental health care for, 338–339
Smoking cessation, 214, 215, 219, 231–232, 234, 248–249
Social Health Maintenance Organization (S/HMO), 358
Social justice, state and federal requirements for, 99–100, 102–103
Social networks, 224, 372–373
Social phobia, 322
Social Security Act of 1935, 232
Social Security Administration Disability Determination Services, 274
Social Security Administration (SSA), 274, 289
Social Security Disability Insurance (SSDI), 274, 289–290, 293, 337, 407
Social workers:
as ancillary staff, 12
case-finding regulations, 319
collaboration with residents, 69
in Consumer Advocacy and Navigation Model (CAN), 4
employment in healthcare, 320
ethical decisions and, 403, 404, 406, 409
federal requirements for nephrology, 320
as frontline staff, 5
growth of multidisciplinary teams including, 320
involvement in policy advocacy, 406, 409
mental health care by, 304, 307–308, 319–320
networking with, 69, 72–73
training in community services, 350–351
types of, 72
Social Workers’ Code of Ethics, 409
Sorry Foundation, 167
South Beach diet, 241
Southcentral Foundation (Alaska), 399
Special interests: advertising and, 221, 231–232
corporations and trade unions in elections, 426
health-care professional policy advocacy and, 389–390
Specialist nurses, 71–72
Specialist physicians: bypassing, 79
community-based care versus, 349–350
entrepreneurialism of, 17
excessive specialization, 19–20, 36–37
medical silos and, 19
networking with, 68
primary-care physicians versus, 222–223
Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), 52, 232, 250, 345, 368
Specific phobia, 322
Speech and language pathologists:
as ancillary staff, 12
as frontline staff, 5
networking with, 73
SSDI (Social Security Disability Insurance), 274, 289–290, 293, 337, 407
SSI (Supplemental Security Income), 53, 56, 274, 289–290, 293, 337, 407
Standards of care, 2
State Balancing Incentive Program, 358
State Exchanges, 150, 269
State Health Insurance Assistance Program, 279
States:
advocacy programs of, 11
Basic Health Plan for uninsured persons, 269
cultural competency issues and programs, 209
ethical requirements of, 102
linguistic competence policies, 190
Medicaid applications, 286
reporting of adverse events, 152
Statutes:
ethical requirements of, 102–103
preventive care and, 232–234
Strategizing task, 40–50
asset and liability identification, 41–42
case and family conferences, 46
ethical guidelines, 50
external advocates, 47–48
goal and time frame, 40–41
honoring consumer wishes, 49–50
implementing case-advocacy strategy, 50, 56
institutional contacts, 46
intermediaries, 49
mandates from physicians and other medical staff, 50
medical records, 47
meetings with hospital staff or administrators, 47
motivations of decision makers, 42
protocols, 50
referrals, 48
regulations, 50
resource location, 48–49
responsibility allocation, 42–43
selecting actions, 45–50
sequence of actions, 43–45
skills for, 61–62
steering consumers, 50
vignette application, 55–56
Subordinate networks, 66
Substance abuse, 219, 298, 310–313
conservatorships, 312
HIV/AIDS suicide risks, 328
illegal substance regulations, 312–313
involuntary hospital admissions, 311–312
involuntary outpatient treatment, 312
maternal, 313
mental health care for, 298, 310–313, 338
regulations regarding, 310–311
voluntary hospital admissions, 311
Substance Abuse and Mental Health Services Administration, 310
Suicide:
mental health services for persons at risk, 328–329, 341–342
passive measures of hastening death versus, 127–130
vignette on suicide risk assessment, 341–342
Supreme Court of New Jersey, 118, 124
Surgery:
as replacement for preventive care, 228
vignette on informed consent for back surgery, 116–117
Surrogates, 111
advance directives and, 123–125
contesting, 124–125
nature of, 123
TANF (Temporary Assistance for Needy Families), 52, 368
Tasks of case advocacy, 23–57
allocating services task, 32–33, 55, 61
assessing task, 50, 56, 62–63
case advocacy vignette, 51–56
diagnosing task, 33–40, 55, 61
implementing task, 50, 56, 62
overview of interventions, 23–24
progression to policy task, 21, 51, 63, 140, 176, 295, 374
strategizing task, 40–50, 55–56, 61–62
triage task, 27–32, 55, 60
Teaching Health Centers, 238
Technology:
access to health information through, 163–164
biopsychosocial framework versus, 19
community-based care and, 359–360, 368–369
culture and attitudes toward, 200–202
decision to use, 45
electronic medical records (EMR), 155, 359–360, 369
health system emphasis, 17
narrow mind-sets regarding, 36
problems of, 17
Temporary Assistance for Needy Families (TANF), 52, 368
Temporary Protected Status, 273
Terminal conditions, mental health advocacy for, 325–327
Tertiary prevention:
defining, 211
strategies for, 217–218
Theirot, Angelica, 395
Thicket. See Policy and regulatory thicket
Threats to health, 213–214
Time frame:
establishing, 40–41
importance of timing, 78
Toyota, 262
Transfers, hospital notification requirements, 313
Translation services, 190–191, 195–197, 377–379
Triage task. See also Emergency care
delayed care, 29
destructive relationships, 30
high-threshold problems, 28–29
inability to self-advocate, 30–31
lack of care, 29
lack of case advocacy from others, 31
medical system bewilderment, 31
multiple problems, 29
overlooked problems, 30
partial care, 29
physical or psychological jeopardy, 30
revolving-door problem, 30
self-endangerment, 31–32
skills for, 60
suicide risk and, 328–329
vignette application, 55
vulnerable populations, 27–28
TRICARE, 275
Truman, Harry, 386, 389
Trust, of consumers in health care system, 199–200
Tuberculosis vaccine, 234
Tuskegee experiment, 18, 98–99
Unequal Treatment (Institute of Medicine), 186
Uninsured persons, 2, 235, 260, 268–269, 282, 283–284, 389
U.S. Department of Agriculture (USDA), 245
U.S. Department of Health and Human Services (HHS), 125, 230, 426, 430
Limited English Proficiency (LEP) guidelines, 190–191, 207
U.S. Department of Health and Human Services (HHS) (continued)
   Office of Civil Rights, 188, 190, 209
   Office of Minority Health, 180, 188, 191
U.S. Department of Justice, Civil Rights Division, 294
U.S. Department of Veterans' Affairs (VA), 257, 275, 277
National Center for PTSD, 325
U.S. Department of Veterans Affairs (VA), 257, 275, 277
U.S. Food and Drug Administration (FDA), 146, 156–157, 165–167, 231–232, 288
U.S. Public Health Service (PHS), 229–231
U.S. Supreme Court, 127, 278
corporations and trade unions in elections, 426
ethical requirements of, 103, 115
legality of surrogates, 124–125
treatment of infants with disabilities, 125
withholding medical care from children, 126
United Way, 363
University of California San Francisco, 399
University of Florida-Gainesville, 399
Utilitarian approach, to ethical reasoning, 107–108

Vaccinations, in preventive care, 234, 236, 249–250
VA Health Care System, 274–275
Value-Based Purchasing Program (VBP), 150
Value-clarifying skills. See also Ethical issues and rights
   in allocating services task, 61
   in assessing task, 63
   in context-reading task, 59–60
   in diagnosing task, 61
   ethical reasoning skills, 75–76, 106–115
   in implementing task, 62
   in progression task, 63
   in strategizing task, 61–62
   in triage task, 60
Vanderbilt University Medical Center (Nashville), 399
Veterans
   Patient Protection and Affordable Care Act of 2010 and, 274–275
Vignettes on advocacy, 2
   administrator involvement in policy advocacy, 419
   advocacy to improve communication, 193–194
   assessment task, 50
   bioethics and end-of-life vulnerability, 133–134
   breast cancer patient self-advocacy, 85, 86–95
   case advocacy to avert bullying, 174–175
   community-based advocacy of Good Samaritan nurse, 346
   community-based care for elderly persons, 365–366
   conflicts of interest in major hospital, 417
   ethics of Alzheimer's disease diagnosis and treatment, 112, 113–115
   ethics of confidential patient information, 131–132
   ethics of consumer decisions concerning care, 122–123
   ethics of consumers obtaining rights, 137–140
   ethics of premature births, 108
   ethics of upholding advance directives, 120–121
   nature of, 7
   pediatric brain tumor quality of care, 51–56
   police officer/social worker advocacy for consumer with mental distress, 307–308
   religious beliefs and medical decisions, 203–204
   social worker advocacy with family, 128–130
   social worker intervention, 409
   suicide risk assessment, 341–342
   terminal conditions, 327
   vignette on informed consent, 116–117
   Village (Los Angeles), 359
   Visiting Nurse Association of America, 364
   Vocational Rehabilitation Act (VRA), 125
Vulnerable populations. See also Linguistic competence
   consumers with disabilities, 206–207
   cultural issues concerning, 181–182, 206–207
   ethical issues concerning, 18, 98–99, 102
   mental conditions and mental health care needs, 302, 306
   nature of, 27–28
   prejudice against, 35–36, 181, 199–200
   quality of care issues, 145, 146, 172–173
   triage with, 27–28
   trust in health care system, 18, 145, 146, 197, 199–200

Walmart, 254
Walsh, Patrick, 84–85
War on Drugs, 233
War on Poverty, 351
WEBMD, 163
Weight loss, in preventive care, 241–243
Weiss, Barry D., 198
Welfare and Institutions Codes, 312
Welfare Reform Act of 1996, 273
Well-Integrated Screening and Evaluation for Women Across the Nation (WISEWOMAN), 229–230
Wellness education programs, 213
<table>
<thead>
<tr>
<th>Subject Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>Western Center on Poverty and Law, 10</td>
</tr>
<tr>
<td>Win-win approach, 78</td>
</tr>
<tr>
<td>Wishes of consumers, 49–50</td>
</tr>
<tr>
<td>Women. See also Pregnancy</td>
</tr>
<tr>
<td>gender as threat to health, 213–214</td>
</tr>
<tr>
<td>preventive care and, 229–230</td>
</tr>
<tr>
<td>sexual or physical assault and, 332</td>
</tr>
<tr>
<td>suicide risks, 328</td>
</tr>
<tr>
<td>as vulnerable population, 28, 146</td>
</tr>
<tr>
<td>Women, Infant, and Children Program (WIC), 52, 232, 250, 345, 368</td>
</tr>
<tr>
<td>Workforce Advisory Commission, 238</td>
</tr>
<tr>
<td>Workmens’ compensation laws, 370</td>
</tr>
<tr>
<td>World Health Organization (WHO), 234, 331–332</td>
</tr>
<tr>
<td>Wrangham, Richard, 212</td>
</tr>
<tr>
<td>Yahoo, 163</td>
</tr>
<tr>
<td>Yoga, 205–206</td>
</tr>
</tbody>
</table>