



# PATIENT ADVOCATE EXCHANGE

## UPCOMING EVENTS

**Education Presentations:** *How many medications is too many medications?*

with Dr. Nancy Taylor, PharmD, BCPA, CSA on Thursday, November 14, 2024 from noon - 1pm via Zoom. **Annual**

**Membership Meeting:** Thursday, November 14, 2024 1:00-1:30pm following the educational session.

**Professional Members Discussion**

**Session:** Wednesday, November 20, 2024 from Noon to 1pm This is a meeting for Members only who will receive an email with an invitation to join the Zoom meeting. **Social Networking:** Holiday Party Thursday, December 12, 2024. Watch for details in your email inbox soon.

Members login to the website for access to the dashboard with meeting minutes, recordings, resources, and more. Non-members wanting to receive email communication about happenings, including a current newsletter, please subscribe at the top of our website homepage [www.ArizonaAPA.org](http://www.ArizonaAPA.org) today.

## PRESIDENT'S MESSAGE

Dear fellow advocates,

At this time of year, AAPA is typically preparing for our annual election to fill vacancies within the Board of Directors. However, this year we were unable to obtain interested individuals to serve on the Board. While this is a challenge for our small organization, the Board of Directors will continue diligently in our work to advance patient advocacy and health care in Arizona. We will continue to lay a strong foundation that will be able to support a blossoming independent patient advocacy profession in the future. We will announce any changes in Board positions at the Annual Membership meeting November 14th. We would love to have you attend and hear the great work AAPA has been doing in 2024 and the plans we have for 2025. If you have an interest in serving AAPA, please contact us as we have many openings on various Committees and would appreciate your help.

Kind regards,

Jennifer Whalen

**Board of Directors**

**President:** Jennifer Whalen, DHSc, PA-C, BCPA

**Past-President:** Michelle Riddle, BCPA

**Secretary:** Nancy Keller, PhD, BCPA

**Treasurer:** Jodie Pang-Diekevers, LMSW, BCPA

**Director at Large:** Melissa Cardine, MSN, RN, BCPA



## What have our members been up to?



Michelle Riddle, BCPA (AAPA Past-President) in Washington, DC advocating for patient safety with our elected officials. She encourages everyone to contact your representatives for action on patient safety reform.



Jennifer Whalen, DHSc, PA-C, BCPA (AAPA President) spoke at the Healthcare Advocate Summit in Las Vegas, Nevada about entrepreneurship for medical professionals who work as independent patient advocates.



Nancy Keller, PhD, BCPA (AAPA Secretary) represents AAPA at a talk she delivered to Del Webb community members at Rancho Del Lago in Vail, Arizona. She spoke about the benefits of independent patient advocacy and how to utilize an independent advocate.



National Patient  
Safety Board  
ADVOCACY COALITION

## Have you heard of the **National Patient Safety Board Advocacy Coalition**?

This group is working to establish a National Patient Safety Board that would work to improve patient safety in the United States where approximately 250,000 people die each year from preventable medical errors.

From their website <https://npsb.org/about/>:

“A proposed independent federal board housed within the Department of Health and Human Services, the **National Patient Safety Board (NPSB)**, would model the efforts of CAST and NTSB within health care. The NPSB, with its nonpunitive, multidisciplinary Research and Development Team, would complement existing agencies in monitoring and anticipating patient safety events with artificial intelligence, provide expertise to study the causes of errors, create recommendations and solutions to prevent future harms, and leverage existing systems to bring key learnings into practice. The NPSB would guarantee a data-driven, scalable approach to preventing and reducing patient safety events in healthcare settings—and will save lives.”



Patients for Patient Safety US advocates for a safe health care system by patients and family members who have experienced medical errors. Find more information about them at <https://www.pfps.us/>

## AAPA Annual Membership Meeting

Thursday, November 14, 2024  
1-1:30pm

following the educational session.

Members will receive a Zoom link via email.  
You do not need to RSVP.

Please note: This is a **separate meeting**  
with a **separate Zoom link** from the  
educational session. We will close the  
educational session Zoom and open the  
Annual Meeting directly afterward.



We hope to see you there!



**ARIZONA**  
Association of Patient Advocates

### HOW MANY MEDICATIONS IS TOO MANY MEDICATIONS?

- Understand the intentional and unintentional ways medication quantities add up to dangerous levels.
- Recognize the biggest hidden dangers large quantities of medications have on our older adult population.
- Determine where a patient advocate can step in to the prescribing cycle and assist in safe medication regimens.

**THURSDAY**

NOV. 14, 2024

12:00PM - 1:00PM

**REGISTER NOW**

Virtual

SCAN ME

admin@arizonaapa.org

www.arizonaapa.org

**Dr. Nancy Taylor**  
PharmD, BCPA, CSA

There are two great opportunities to engage with AAPA. On Thursday, November 14, 2024 we will first host an educational session with speaker Nancy Taylor who will present crucial information for advocates regarding medications. This program is pre-approved for 1 General CE toward the Board Certified Patient Advocate credential. Immediately following the educational session, we will start the Annual Membership meeting but they are two separate meetings using two different Zoom links. You must register for the educational session. However, members will be emailed the Zoom link for the Annual Membership meeting.

If you have advice, resources, educational information or anything you would like to share with AAPA, please send an email to [admin@ArizonaAPA.org](mailto:admin@ArizonaAPA.org)

We are happy to share your wisdom with those starting out in patient advocacy and our seasoned advocates. Ultimately, patients will benefit.