



PATIENT ADVOCATE EXCHANGE

UPCOMING EVENTS

Education Presentations:

Thursday, September 12, 2024 from noon -1pm via Zoom. Watch for announcements on speaker.

Professional Members Discussion Session:

Wednesday, September 18, 2024 from Noon to 1pm This is a recurring monthly meeting for Professional Members only who will receive an email with an invitation to join the Zoom meeting.

Please note the change in the day of the week this will be held.

Social Networking:

The next social event will occur on October 10th. Be on the lookout for the date and location.

Members login to the website for access to the members only 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 today.

PRESIDENT'S MESSAGE

Dear fellow advocates,

I hope this message finds you well. As we head into the fall season when kids go back to school and the weather cools, I always find myself with a renewed sense of purpose and dedication to my work. I hope you feel that same energy and drive as I do. At AAPA, this time of year means recruiting and preparing a list of candidates for Board positions for the upcoming election. If you have an interest in serving on the Board or with any of our committees, please contact us. We would be happy to talk about the rewards and responsibilities of volunteering in this capacity with us. We are always looking for people to bring us new insight and expertise as we advance health care in Arizona.

I will be attending the Healthcare Advocate Summit in Las Vegas next week. Let me know if you will be there as well. Please let us know how we can continue to serve you and your practice.

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

Board Member Spotlight



Get to know AAPA Director at Large, Melissa Cardine, MSN, RN, BCPA

Melissa was elected to the AAPA Board of Directors as a Director at Large and began serving her two-year position in January 2024. As a Board member, she brings her years of expertise as nurse and independent patient advocate business owner to guide the future of AAPA. She is the Board Liaison for the Membership Committee and has played an important role in developing the new Affiliate membership.

Melissa has been a nurse for over 27 years and received her Bachelor of Nursing degree in 1997 and Masters of Nursing in 2002. Her passion is listening to patients, families, and caregivers. She enjoys collaborating with other healthcare professionals and has done that at every turn in a nursing career that spans from complex home health care services and hospital nursing to opening a nationally recognized outpatient treatment center. She believes that healing accelerates when patients and healthcare providers connect and build a common understanding of symptoms and goals.

Melissa opened her independent patient advocacy business, The Bridge RN Patient Advocates in 2015 becoming a Board Certified Patient Advocate four years later. She was also selected to be a Board Member of the Patient Advocate Certification Board (PACB) beginning in November 2019 then elected President, serving from November 2020 to November 2021. She enjoyed shaping the process for patient advocacy certification and guiding the evolution of the profession through this position and as she continues to do with AAPA. The past decade has been one of immense personal and professional growth for Melissa, but her passion for listening to patient stories is still the same as the day she first became a nurse.

Have you heard of *urgency culture*? The feeling like you need to do everything right away.

Banner Health sent out an article recently about this topic and it caught my attention as someone who runs a family, owns and runs a small business, and volunteers extensively.

Although I never had a name for it, I struggle with urgency culture at times. Do you?

Banner Health offers some realistic tips on how to manage it.

<https://www.bannerhealth.com/healthcareblog/better-me/how-to-cope-with-urgency-culture-at-work-and-home>

by Jennifer Whalen

If you have advice, resources, educational information or anything you would like to share with AAPA, please send an email to 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.

ACCESS EDUCATION ARCHIVES

Members can access archived educational presentations through the website Education Opportunities page. Watch a year's worth of great presentations and earn CE on demand.



PRESENTATIONS INCLUDE:



- The Importance of Hiring the Right Caregiver
- Precision Medicine: Moving Away From One Size Fits All
- The Customer Revolution in Healthcare
- Arizona Transportation Resources
- How to Conquer Burnout and Care for Yourself when you're Caring for Others
- Everything You Need to Know About Being a
- Healthcare Power-of-Attorney:
- Lessons From the Bedside

To access the presentations:
<https://www.arizonaapa.org/educational-archive>



If you are looking for a patient advocacy conference, Healthcare Advocate Summit has an independent patient advocate track with CEs for BCPAs.

Las Vegas, Nevada
September 3-6, 2024

<https://www.healthcareadvocatesummit.com/>

We had several patient advocates from Arizona attend last year who enjoyed the conference and found it worthwhile for learning, earning CEs, and connecting with other enthusiastic patient advocates. Let us know if you plan on going and we can organize an all Arizona get together.

Let us know if you will be there.



We need you.



Will you answer the call?



Candidates for Board positions needed.

AAPA Board of Directors is looking for Professional Members to join us on the Board. Would you like to share your insight and help guide the future of the patient advocate profession? We would love to talk to you about our open board positions.

Please send an email to admin@ArizonaAPA.org expressing your interest. We look forward to hearing from you!