Professional Certificate in Patient Advocacy (Part II)

Advocacy in Chronic Disease Management

Adherence – The extent to which a patient's behavior corresponds with agreed recommendations for medication, diet, or lifestyle changes. Related terms: Compliance, persistence. Effective advocacy includes assessing barriers to adherence, such as cost, health literacy, and side-effects, and collaborating with providers to simplify regimens or provide support resources. Example: A patient with hypertension who forgets doses may benefit from a reminder app recommended by the advocate.

Adverse Event – Any undesirable experience associated with the use of a medical product or intervention. Related terms: Side effect, complication. Advocates must ensure patients are informed about potential adverse events, encourage timely reporting, and facilitate appropriate medical response. Challenge: Balancing risk communication without causing undue fear.

Age-Friendly Health System – A framework that aligns care delivery with the needs of older adults, emphasizing what matters, medication safety, and functional ability. Related terms: Geriatric care, patient-centered care. Advocates use this model to tailor chronic disease management plans for seniors, ensuring interventions support independence.

American Diabetes Association (ADA) – Professional organization that publishes standards of care for diabetes management. Related terms: Clinical guidelines, evidence-based practice. Advocates reference ADA recommendations when discussing treatment options with patients and providers.

American Heart Association (AHA) – Organization dedicated to cardiovascular health, providing guidelines for hypertension, cholesterol, and heart disease. Related terms: Guideline, preventive cardiology. Advocacy may involve helping patients access AHA-endorsed educational materials.

Annual Wellness Visit (AWV) – Medicare benefit that includes preventive health assessments, personalized prevention plan, and medication review. Related terms: Preventive care, health maintenance. Advocates schedule AWVs for eligible patients to address chronic disease risk factors.

Assistive Technology – Devices or software that aid individuals with functional limitations (e.G., Glucose meters with larger displays). Related terms: Adaptive equipment, accessibility. Incorporating assistive technology can improve self-management for patients with visual impairment.

Behavioral Health Integration – Coordination of mental health services within primary care to address psychosocial factors influencing chronic disease. Related terms: Integrated care, collaborative care. Advocates identify patients with depression that may hinder diabetes control and facilitate referrals.

Biomarker – Measurable indicator of a biological state, such as HbA1c for glucose control. Related terms: Laboratory test, surrogate endpoint. Advocates help patients understand what biomarker results mean for disease progression.

Care Coordination – Organized arrangement of patient's health services across multiple providers and settings. Related terms: Case management, interdisciplinary team. Effective advocacy ensures that medication changes made by a specialist are communicated to the primary care provider.

Caregiver Burden – Physical, emotional, and financial strain experienced by those providing unpaid care. Related terms: Caregiver stress, respite care. Advocates assess burden and connect caregivers with support groups or respite services.

Case Management – Structured process of assessing, planning, implementing, and evaluating services to meet a patient's health needs. Related terms: Care coordination, patient navigation. Advocacy includes acting as a patient's case manager when system navigation is complex.

Chronic Disease – Long-lasting condition that requires ongoing management, such as diabetes, COPD, or heart failure. Related terms: Non-communicable disease, long-term condition. Advocacy focuses on sustaining quality of life and preventing complications.

Chronic Disease Management (CDM) – Systematic approach to delivering coordinated, evidence-based care for chronic illnesses. Related terms: Disease-specific program, population health. Advocates facilitate enrollment in CDM programs, monitor progress, and address gaps.

Clinical Decision Support (CDS) – Health-IT tool that provides clinicians with patient-specific recommendations at the point of care. Related terms: Electronic health record (EHR) alerts, evidence-based prompts. Advocates may request CDS enhancements that incorporate patient preferences.

Clinical Guideline – Systematically developed statements to assist practitioner and patient decisions about appropriate health care. Related terms: Protocol, standard of care. Advocacy involves ensuring guidelines are applied equitably across diverse populations.

Co-Pay Assistance – Programs that reduce out-of-pocket medication costs for eligible patients. Related terms: Patient assistance program (PAP), financial counseling. Advocates identify eligible co-pay assistance to improve medication adherence.

Community Health Worker (CHW) – Trained layperson who links individuals to health services and provides culturally appropriate education. Related terms: Peer navigator, health promoter. Advocates collaborate with CHWs to extend outreach in underserved neighborhoods.

Comorbidity – Presence of one or more additional diseases co-occurring with a primary condition. Related terms: Multimorbidity, disease interaction. Advocacy must consider drug-drug interactions when multiple chronic diseases are present.

Continuity of Care – Seamless provision of health services over time and across settings. Related terms: Follow-up, transition of care. Advocates monitor discharge summaries to ensure follow-up appointments for chronic disease monitoring.

Contradiction – A specific situation in which a drug, procedure, or other intervention should not be used because it may be harmful. Related terms: Contraindication, precaution. Advocacy includes verifying that

prescribed therapies do not conflict with existing conditions.

Cost-Effectiveness Analysis – Economic evaluation comparing the relative costs and outcomes of different interventions. Related terms: Health economics, value-based care. Advocates may use cost-effectiveness data to argue for coverage of high-value therapies.

Culture-Sensitive Care – Health care that respects and integrates patients' cultural beliefs, practices, and language. Related terms: Cultural competence, health literacy. Advocacy involves translating educational materials into the patient's preferred language.

Decision Aid – Tool that helps patients weigh benefits and risks of treatment options aligned with personal values. Related terms: Shared decision-making, patient preference tool. Advocates provide decision aids for choices like insulin initiation versus oral agents.

Digital Health Literacy – Ability to seek, understand, and use health information from digital sources. Related terms: E-health literacy, technology adoption. Advocacy may include teaching patients how to navigate patient portals for lab results.

Discharge Planning – Process of preparing a patient for transition from hospital to home or another care setting. Related terms: Transition of care, post-acute care. Advocates ensure medication reconciliation and community resources are arranged for chronic disease follow-up.

Disease-Specific Registry – Database that collects standardized information on patients with a particular condition (e.G., COPD registry). Related terms: Quality registry, outcome tracking. Advocates may encourage enrollment to facilitate monitoring of disease trends.

Disparities – Differences in health outcomes linked to social, economic, or demographic factors. Related terms: Health equity, social determinants of health (SDOH). Advocacy aims to reduce disparities by addressing barriers such as transportation or insurance gaps.

Electronic Health Record (EHR) – Digital version of a patient's paper chart, enabling real-time, patient-centered records. Related terms: Health information technology, health IT. Advocates may request that patient-entered summaries be added to the EHR.

Empowerment – Process by which patients gain control over health decisions and actions. Related terms: Self-advocacy, patient autonomy. Advocacy strategies often focus on building empowerment through education and skill-building.

Evidence-Based Practice (EBP) – Integration of best research evidence with clinical expertise and patient values. Related terms: Clinical evidence, guideline adherence. Advocates promote EBP by sharing up-to-date research summaries with patients.

Fall Prevention – Strategies to reduce risk of falls, especially in patients with osteoporosis or neuropathy. Related terms: Balance training, home safety assessment. Advocacy may involve coordinating physical therapy referrals for gait training.

Federally Qualified Health Center (FQHC) – Community-based clinics that provide primary care services to underserved populations. Related terms: Safety-net provider, community clinic. Advocates may refer patients lacking insurance to an FQHC for chronic disease monitoring.

Financial Toxicity – Economic burden and stress caused by health care costs. Related terms: Out-of-pocket expense, medical debt. Advocacy includes budgeting assistance and exploring charity care options.

Formulary – List of prescription medications covered by a health plan. Related terms: Drug tier, prior authorization. Advocates review formulary status to avoid unexpected costs and may request exceptions when needed.

Health Advocacy – Action taken to influence health-related decisions, policies, or practices on behalf of individuals or groups. Related terms: Patient advocacy, policy advocacy. In chronic disease management, health advocacy includes negotiating insurance coverage for essential therapies.

Health Literacy – Capacity to obtain, process, and understand basic health information for appropriate decisions. Related terms: Plain language, teach-back method. Advocacy incorporates plain-language summaries of disease information.

Health Policy – Decisions, plans, and actions undertaken to achieve specific health care goals within a society. Related terms: Legislation, regulation. Advocates monitor policy changes that affect medication coverage for chronic conditions.

Health Promotion – Enabling people to increase control over health and improve it. Related terms: Preventive care, wellness. Advocacy may involve community workshops on nutrition for diabetes prevention.

Home Health Services – Professional health care provided in the patient's residence, such as wound care or medication administration. Related terms: Skilled nursing, home infusion. Advocates arrange home health when mobility limits clinic visits.

Human Rights in Health – Principle that health is a fundamental right, requiring equitable access to care. Related terms: Right to health, health equity. Advocacy frames chronic disease barriers as human rights issues to influence policy.

ICD-10 Code – International Classification of Diseases, 10th Revision, used for diagnosis coding. Related terms: Diagnostic coding, billing. Accurate coding ensures appropriate reimbursement for chronic disease services.

Informed Consent – Process by which a patient voluntarily agrees to a proposed medical intervention after understanding risks and benefits. Related terms: Shared decision-making, autonomy. Advocates verify that patients receive clear explanations before starting high-risk therapies.

Insurance Prior Authorization – Requirement that a health plan approve a service or medication before it is delivered. Related terms: Utilization management, step therapy. Advocacy includes preparing documentation to expedite approvals.

Interdisciplinary Team – Group of health professionals from diverse disciplines working collaboratively. Related terms: Multidisciplinary team, care team. Advocates act as liaison among physicians, pharmacists, dietitians, and social workers.

Internet of Things (IoT) in Health – Network of connected devices (e.G., Smart inhalers) that collect health data. Related terms: Remote monitoring, wearable technology. Advocacy may involve recommending IoT devices that improve disease tracking.

Medication Adherence Pack – Pre-filled, organized medication containers that simplify dosing schedules. Related terms: Pill organizer, blister pack. Advocates suggest packs for patients with polypharmacy.

Medication Therapy Management (MTM) – Pharmacist-led service reviewing all medications to optimize therapy and reduce adverse events. Related terms: Comprehensive medication review, deprescribing. Advocacy includes requesting MTM for patients with complex regimens.

Medication Reconciliation – Process of creating the most accurate list of all medications a patient is taking. Related terms: Medication list, transition of care. Advocates verify reconciliation at each care transition to avoid duplications.

Medicare Advantage (MA) – Private-run health plans that provide Medicare benefits and often additional services. Related terms: Medicare Part C, managed care. Advocacy includes reviewing MA formularies for chronic disease coverage.

Multimorbidity – Co-existence of two or more chronic conditions in one individual. Related terms: Comorbidity, disease burden. Advocacy must prioritize interventions that address overlapping needs.

National Institutes of Health (NIH) – U.S. Medical research agency that funds studies and provides health information. Related terms: Clinical trials, research funding. Advocates may direct patients to NIH-supported resources for disease education.

Navigator – Person who assists patients in understanding health system processes and accessing services. Related terms: Patient navigator, community health worker. Advocacy often involves acting as a navigator for complex insurance pathways.

Non-Communicable Disease (NCD) – Chronic disease not transmitted from person to person, such as cardiovascular disease, cancer, diabetes. Related terms: Chronic disease, lifestyle disease. Advocacy campaigns target NCD prevention through policy change.

Patient-Centered Outcomes – Measures that reflect the patient’s perspective on health status, quality of life, and functional ability. Related terms: PRO, quality-of-life metric. Advocates ensure these outcomes are captured in chronic disease programs.

Patient Education Material – Written, visual, or digital content designed to inform patients about health conditions. Related terms: Brochure, video tutorial. Advocacy includes selecting culturally appropriate materials.

Patient Empowerment Model – Framework that emphasizes shared decision-making, self-management, and active participation. Related terms: Empowerment, self-advocacy. Advocates apply this model to guide chronic disease coaching.

Patient Portal – Secure online website that gives patients access to personal health information. Related terms: E-health, personal health record. Advocacy may involve teaching portal use for lab result review.

Patient Rights – Legal and ethical entitlements, such as the right to privacy, informed consent, and respectful care. Related terms: Autonomy, confidentiality. Advocates protect patient rights during care encounters.

Patient Self-Management – Individual's ability to manage symptoms, treatment, lifestyle, and psychosocial consequences of their disease. Related terms: Self-care, self-monitoring. Advocacy supports skill-building workshops for glucose monitoring.

Peer Support – Mutual assistance among people who share a common health condition. Related terms: Support group, patient community. Advocates facilitate connection to peer networks for chronic disease coping.

Pharmacy Benefit Manager (PBM) – Third-party administrator of prescription drug benefits for health plans. Related terms: Formulary management, rebate. Advocacy may involve negotiating with PBMs to lower patient costs.

Plan of Care – Document outlining goals, interventions, and timelines for managing a health condition. Related terms: Care plan, treatment plan. Advocates ensure the plan reflects patient priorities.

Population Health Management – Strategy that improves health outcomes of a group by addressing shared risk factors and health behaviors. Related terms: Cohort analysis, risk stratification. Advocacy can influence population-level initiatives for diabetes screening.

Post-Acute Care – Services provided after hospitalization, such as skilled nursing or home health. Related terms: Transitional care, rehabilitation. Advocates coordinate post-acute services to maintain chronic disease control.

Prescriber Prior Authorization – Process where clinicians must obtain approval before a medication is dispensed. Related terms: Prior authorization, utilization review. Advocacy includes preparing clinical justification letters.

Preventive Services – Interventions aimed at disease detection or risk reduction before illness occurs. Related terms: Screening, immunization. Advocacy promotes annual screenings for colon cancer in patients with inflammatory bowel disease.

Primary Care Provider (PCP) – Health professional who delivers first-contact, continuous care. Related terms: Family physician, general practitioner. Advocates maintain open communication lines with the PCP for chronic disease oversight.

Prognostic Indicator – Clinical factor that predicts disease outcome (e.G., Ejection fraction in heart failure). Related terms: Risk marker, predictor. Advocacy may involve discussing prognostic information to guide advance care planning.

Quality Improvement (QI) – Systematic, data-driven activities aimed at enhancing health care processes and outcomes. Related terms: Performance improvement, PDSA cycle. Advocates participate in QI projects targeting medication adherence rates.

Readmission Reduction – Efforts to decrease hospital returns within 30 days, often tied to chronic disease exacerbations. Related terms: Transitional care, discharge planning. Advocacy includes arranging follow-up appointments promptly.

Remote Patient Monitoring (RPM) – Use of technology to collect health data from patients in their homes. Related terms: Telehealth, home telemonitoring. Advocates may recommend RPM for COPD patients to track oxygen saturation.

Risk Stratification – Categorizing patients based on likelihood of adverse outcomes. Related terms: Predictive analytics, high-risk cohort. Advocacy helps allocate resources to high-risk individuals for intensive support.

Self-Efficacy – Belief in one's ability to execute behaviors necessary to achieve specific outcomes. Related terms: Confidence, empowerment. Advocacy interventions often incorporate self-efficacy building exercises.

Shared Decision-Making (SDM) – Collaborative process that allows patients and clinicians to make health decisions together. Related terms: Patient participation, decision aid. Advocates facilitate SDM by presenting balanced information.

Social Determinants of Health (SDOH) – Conditions in which people are born, grow, live, work, and age that affect health. Related terms: Health equity, social risk factors. Advocacy addresses SDOH by connecting patients to housing assistance or food programs.

Specialty Pharmacy – Pharmacy that focuses on high-cost, complex, or disease-specific medications. Related terms: Specialty drug, infusion therapy. Advocates coordinate with specialty pharmacies for prior authorizations and patient education.

Standard of Care – Level and type of care that a reasonably competent health professional would provide. Related terms: Best practice, guideline. Advocacy ensures patients receive at least the standard of care for their condition.

Telehealth – Delivery of health services via electronic communication technologies. Related terms: Virtual visit, telemedicine. Advocacy includes helping patients set up telehealth for routine chronic disease check-ins.

Therapeutic Alliance – Collaborative partnership between patient and clinician. Related terms: Rapport, trust. Advocates nurture the therapeutic alliance by advocating for respectful communication.

Therapeutic Inertia – Failure to initiate or intensify therapy when indicated. Related terms: Clinical inertia, treatment lag. Advocacy addresses therapeutic inertia by prompting clinicians to review treatment goals.

Transition of Care – Coordination and continuity of health care as patients move between settings. Related terms: Handoff, discharge planning. Advocates ensure medication lists and follow-up plans are transferred accurately.

Trusted Source – Person or organization recognized as reliable for health information. Related terms: Authority, credibility. Advocacy leverages trusted sources such as the CDC for vaccine guidance.

Unmet Need – Gap between current health status and optimal health outcome. Related terms: Service gap, deficiency. Advocates identify unmet needs like lack of nutrition counseling for diabetics.

Value-Based Care – Payment model that rewards providers for health outcomes rather than volume of services. Related terms: Bundled payment, outcomes-based reimbursement. Advocacy may involve negotiating for value-based contracts that cover chronic disease education.

Virtual Care Coordinator – Professional who manages patient interactions, appointments, and follow-ups through digital platforms. Related terms: Remote coordinator, e-care manager. Advocates may serve as virtual coordinators to streamline chronic disease management.

Waiver Program – Government-approved exception allowing coverage of services not normally covered. Related terms: Medicaid waiver, HCBS waiver. Advocacy includes applying for waivers to obtain home-based therapy for stroke survivors.

Wearable Device – Electronic device worn on the body that collects health data (e.G., Activity tracker). Related terms: Sensor, health monitor. Advocates recommend wearables that sync with patient portals for activity monitoring.

Whole-Person Care – Approach that addresses physical, emotional, social, and spiritual health. Related terms: Holistic care, integrated care. Advocacy integrates mental health referrals for patients with chronic pain.

Workforce Shortage – Insufficient number of qualified health professionals to meet demand. Related terms: Provider scarcity, staffing gap. Advocacy may involve lobbying for policies that expand the primary care workforce.

Zero-Cost Share – Insurance benefit where the patient pays nothing for a covered service. Related terms: Free medication, copayment exemption. Advocates highlight zero-cost share options for essential chronic disease medications.