



## **Study Materials for the Patient Advocate Certification Exam**

(Updated February 1, 2018)

### **Table of Contents**

Background on the Examination .....	1
Glossary of Term .....	2
Websites .....	2
Books / Textbooks.....	4
Additional Books for Professional Development .....	4

The following study materials are provided to candidates preparing for the patient advocate examination leading to the Board Certified Patient Advocate (BCPA) designation.

They were gathered from various sources including professional patient advocates. Many of them were cited by those preparing the exam as the source used to determine the correct answer.

These resources may also be used for your own professional development.

### **Background on the Examination:**

The examination for Board Certification Patient Advocate was developed from two main documents: The Ethical Statement for Board Certified Patient Advocates and Competences and Best Practices for Board Certified Patient Advocates.

### **Understanding the 7 Domains of Practice for Patient Advocacy**

The chart provided here shows how the domains of practice are broken down. As you can see Ethics, Legal and Practice Standards are weighted the highest so you can expect to see many questions related to this section.



We have further noted the breakdown of the Domains of Practice for Patient Advocacy. The exam is broad in scope, so as you prepare, think about the various roles in which today's advocates work. Consider how advocates ensure patients are safe, informed, educated so they can make informed decisions and be active members of the healthcare team.

1. Scope of practice and transparency	10%
2. Empowerment, autonomy, rights, and equity	15%
3. Communication and interpersonal relationships	19%
4. Healthcare access, finance, and management	16%
5. Medical knowledge and the healthcare system	10%
6. Professionalism, professional development, and practice	5%
7. Ethical, legal, and practice standards	25%
	100%

## Glossary of Terms

This list is available as a separate file. Please find the most recent version on the [PACB Study Materials list](#).

## Websites\*

Agency for Healthcare Research and Quality  
<https://www.ahrq.gov/>  
(Federal info on health policy and strategies)

American Society of Clinical Oncology  
<http://www.cancer.net/navigating-cancer-care>

Centers for Medicare & Medicaid Services  
<https://www.cms.gov/>  
(databases to research physicians, hospitals and facilities by location)



Communication Skills for Healthcare professionals

<http://healthcarecomm.org/about-us/impact-of-communication-in-healthcare>

Compassion & Choices

<https://www.compassionandchoices.org/> (end of life planning)

Caregiver.org

<https://www.caregiver.org/hospital-discharge-planning-guide-families-and-caregivers> (Discharge Planning)

End of Life Decisions

<https://www.nia.nih.gov/health/understanding-healthcare-decisions-end-life>

HIPAA

<https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html>

Impact of Communications in Healthcare

<http://healthcarecomm.org/about-us/impact-of-communication-in-healthcare>

Kaiser Family Foundation

<https://www.kff.org/> (national health issue updates)

Long Distance Caring: Twenty Questions and Answers.

[https://order.nia.nih.gov/sites/default/files/2017-07/L-D-Caregiving\\_508.pdf](https://order.nia.nih.gov/sites/default/files/2017-07/L-D-Caregiving_508.pdf)

Mandatory Reporting on Abuse by Healthcare Professionals

[https://www.medscape.org/viewarticle/585562\\_2](https://www.medscape.org/viewarticle/585562_2) (You will need to register to read this. Registration is free.)

Medicare

<https://www.medicare.gov/what-medicare-covers/index.html>

Medicaid

<https://www.medicaid.gov/medicaid/index.html>

Observation Status

<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/bp102c06.pdf>

*\*These web addresses are correct as of February 1, 2018. Sometimes they change (especially the government provided sites), so if you have trouble, please do a search for the topic area to find the corrected web address.*



## **Books / Textbooks**

*Look in libraries (public or academic), make a request for inter-library loans, or find these books online.*

Bastable, S. B. (2017). *Essentials of patient education* (2nd ed.). Burlington, MA: Jones & Bartlett.

Dutta, M. J., & Kaur, S. (2017). Communicating the culture-centered approach to health disparities (pp. 333-356). In J. Yamasaki, P. Geist-Martin, & B. Sharf (Eds.) *Storied Health and Illness*. Long Grove, IL: Waveland.

Jansson, B. S. (2011). *Improving healthcare through advocacy: A guide for the health and helping professions*. Hoboken, NJ: John Wiley & Sons, Inc.

Torrey, Trisha (2013) *You Bet Your Life! The 10 Mistakes Every Patient Makes (How to Fix Them to Get the Healthcare You Deserve)* Syracuse, NY: DiagKNOWsis Media

Zoller, H., & Sastry, S. (2017). Communicating the politics of healthcare systems (pp. 305- 332). In J. Yamasaki, P. Geist-Martin, & B. Sharf (Eds.) *Storied Health and Illness*. Long Grove, IL: Waveland.

## **Additional Books for Professional Development**

(but not necessary to study for this exam)

Albrecht, T. L., & Goldsmith, D. J. (2003). Social support, social networks, and health (pp. 263-284). In T. L. Thompson, A. M. Dorsey, K. I. Miller, & R. Parrot (Eds.) *Handbook of Health Communication*. Mahwah, NJ: Lawrence Earlbaum Associates.

Dean, M. (2017). Communicating in patient-provider relationships (pp. 53-78). In J. Yamasaki, P. Geist-Martin, & B. Sharf (Eds.) *Storied Health and Illness*. Long Grove, IL: Waveland.

Earp, J.L., French, E.A. & Gilkey, M.B., (2007) *Patient Advocacy for Health Care Quality: Strategies for Achieving Patient-Centered Care*, edited published by Jones and Bartlett. ISBN-13: 978-0-7637-4961-3



Fleming, D. A. (2015). The moral agency of physician organizations: Meeting obligations to advocate for patients and the public. *Annals of Internal Medicine*, 163, 918-921. doi: 10.7326/M15-2527

Gilliotti, C. M. (2003). Medical disclosure and decision-making: Excavating the complexities of physician-patient information exchange (pp. 163-181). In T. L. Thompson, A. M. Dorsey, K. I. Miller, & R. Parrot (Eds.) *Handbook of Health Communication*. Mahwah, NJ: Lawrence Earlbaum Associates

Huber, R, Nelson, Nelson, E. Netting, W. Borders, Elder 2008. *Advocacy: Essential Knowledge and Skills Across Settings (Aging/Gerontology)* 1st Edition. Thomas Learning Incorporated. 13:978-0-495-00004-4 Ebook

Lammers, J. C., Barbour, J. B., & Duggan, A, P. (2003). Organizational forms of the provision of health care: An institutional perspective (pp. 319 – 346). In T. L. Thompson, A. M. Dorsey, K. I. Miller, & R. Parrot (Eds.) *Handbook of Health Communication*. Mahwah, NJ: Lawrence Earlbaum Associates.

Lucatorto, M. A., Thomas, T. A., Siek, T. (2016). Registered nurses as caregivers: Influencing the system as patient advocates. *Online Journal of Issues in Nursing*, 21. doi:dx.doi.org/10.39.12/OJIN.Vol21No03Man02

Osborne, H. (2013). *Health literacy from A to Z*. Burlington, MA: Jones & Bartlett.

Stalk, S., Altin, S., Palmowski, S., Berger, B., & passon, A. (2015). Patients' advocates and counselors: Perceived needs in education and training. *Patient Education and Counseling*, 98, 1431-1438. doi: 10/10.1016/j.jpec.2015.06.014 van Servellen, G. (2009). *Communication skills for the health care professional* (2nd ed.). Burlington, MA: Jones & Bartlett.

Torrey, Trisha, *The Health Advocate's Career Series* (3 books, topic: business of independent advocacy; 2014, 2015, 2017)) Syracuse, NY; DiagKNOWsis Media

Yamasaki, J. (2017). Communicating health and connection in supportive communities (pp. 251-272). In J. Yamasaki, P. Geist-Martin, & B. Sharf (Eds.) *Storied Health and Illness*. Long Grove, IL: Waveland.

###