



“What Worries You” Card Activity

Why “What Worries You?”

Often the root cause of a medical problem is not medical, but social in nature. This “What Worries You?” exercise allows clinicians, patients and community members to explore these causes and provide a safe place for sharing our deepest worries about the costs of health care.

This project was started in 2015 at Barnes Jewish Hospital Emergency Department, where nurses and physicians passed out cards to patients waiting in the emergency room. The answers they got were moving and surprising. This year, we are focusing on what worries people about health care costs, because the financial burden of medical treatment can be as damaging as the physical consequences of disease or injury.

Right Care Action Week 2017 is going to be the kickoff to a bigger campaign for the Right Care Alliance. All of the events will collect stories as evidence of why the health care system prioritizes patients over profits. Everybody who attends an event will fill out a sign-up form, and then event hosts will follow up with them to invite them to get more involved with the RCA. Right Care Action Week is about finding more people to get involved with our network, and to take action together.

Preparing for the Event:

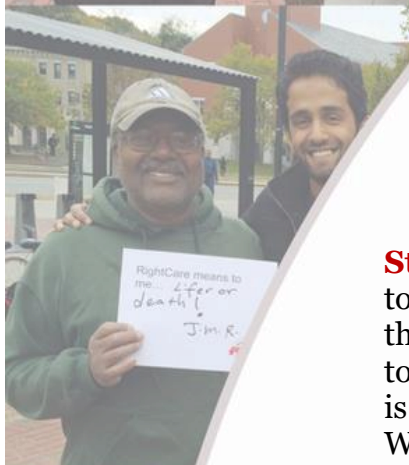
Step 1: Sign up on rightcareactionweek.org to let us know this is happening! Be sure to fill out the RCAW Event Interest Form to share the details.

Step 2: Find collaborators. They can be people you work with in your clinic or hospital, co-workers, members of your faith community, or people you know from anywhere else. All they have to do is pass out cards and collect them. Find collaborators by making announcements in meeting and classes; sending e-mails; meet with colleagues and friends in person. If you work at a hospital, collaborators could be residents, attending physicians, nurses, medical assistants and other staff.

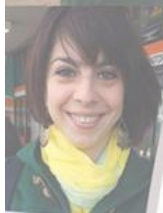




Step 3: Discuss the project with your team of collaborators. Decide on a day; how will you pass out cards? How will you collect cards? And who you will give cards to? You could give cards to church members before the service begins and collect them on the way out. In a hospital, you could give cards to patients in the waiting room of the ER or in examination rooms in a clinic. You could hand them to yogis as they settle in to yoga class.

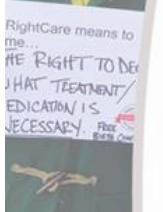


Step 4: Discuss with your team the language you might use to invite people to fill out a card. For example, you could say, “We’re part of a group called the Right Care Alliance that brings together doctors, nurses, patients and others to make healthcare more affordable and accessible. Our yearly week of action is focused on finding out what people think about health care costs. Will you fill out this card to share your opinion?”



Step 5: Send a reminder the day before you plan to start the project to all who agreed to participate.

Day of the Action:



Step 1. Make sure your materials are ready. The cards, pens and collection box should be placed in a prominent location and the people handing out the cards are ready to go.

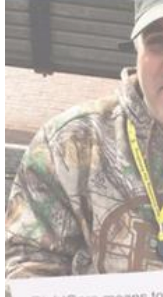
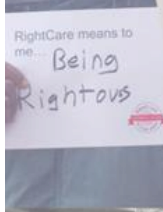
Step 2. Hand out cards and ask people to fill them out.

Step 3. Collect the cards in person if you can. Talk to people about their answers.

Step 4. Make notes of your conversations on the back of the cards. Include your name on each card that you collect. Put the cards

Step 5. Share responses and reflections via social media using #RCAW17.

Step 6. Photograph all cards, share and discuss them during a meeting at the end of the week to foster discussion and reflection. Consider taking photos of people filling out the cards. Prepare a recap to distribute to others, and be sure to fill out the Event Summary Form.





Materials:

- Non-glossy card stock, printed from the template PDF on RightCareActionWeek.org.
- Pens! Be sure to have almost as many pens as cards – it's easy for pens to disappear.
- Box for collecting the completed cards.