



The National Union of Healthcare Workers presents  
**SPEAK UP! HOW TO ADVOCATE  
FOR YOUR PATIENTS**

*a free Continuing Education Course for NUHW members*

**Now Available Online -- Information at [www.nuwh.org/ce](http://www.nuwh.org/ce)**

**Two (2) Credits/Contact Hours (CPTA .2 CEUs). Free for NUHW members.**

Target Audience:

- Anesthesia Technologist, Certified
- Audiologist, Speech Pathologist, Licensed
- Certified Alcohol and Drug Counselor (CADC I or II)
- Certified Nursing Assistant (CNA)
- EKG/ECG Technician/Technologist, Certified
- Licensed Vocational Nurse (LVN)
- LMFT, LCSW, LPCC, Licensed.
- Medical Assistant, Certified
- MRI Technologist, Certified
- Nuclear Medicine Technologist, Certified
- Occupational Therapist, Licensed
- Pharmacist, Licensed
- Physical Therapist, Licensed
- Psychiatric Technician, Licensed
- Psychologist
- Radiological Technologist, Certified
- Registered Dietitian Nutritionist (RDN) and NDTR
- Registered Nurse, Licensed
- Registered Respiratory Therapist (RRT) or Certified Respiratory Therapist (CRT)
- Respiratory Care Practitioner (RCP), Licensed
- Phlebotomist or Clinical Lab Scientist



Suzanne Gordon  
[suzannegordon.com](http://suzannegordon.com)

Course Content and Instructional Method: Health care workers have a right and a responsibility to speak up when they think doing so will improve the treatment a patient is receiving. Because doing so in the real world is not always easy, the course teaches practical communication strategies that help health care workers overcome fear and express their concerns in a manner most likely to be heard and responded to by their colleagues. (Lecture, Group Discussion)

Instructors:

Suzanne Gordon is an author and speaker with special expertise in healthcare systems, teamwork, patient safety, and nursing. Suzanne is the author or editor of many books including *From Silence to Voice: What Nurses Know and Must Communicate to the Public*. Suzanne is an Assistant Adjunct Professor at the UCSF School of Nursing and an Affiliated scholar with the University of Toronto Faculty of Medicine's Wilson Centre.

Latika Malkani, JD, is a partner at Siegel, LeWitter & Malkani. Her specialties include health care workers' scope of practice, and she also has substantial experience helping employees navigate and advocate within government agencies.

### Course Objectives:

- Identify and describe one law that gives health care workers the right to advocate for patients.
- Identify and describe one law that gives health care workers the responsibility to advocate for patients.
- List three attributes of an environment conducive to advocating on behalf of patients.
- List three practices the individual can use to create a work environment that is supportive of advocacy.
- List and describe two specific techniques a health care worker can use to raise concerns about a patient.
- Educate coworkers about successful and unsuccessful workplace problem solving techniques.

### Course Schedule:

- I. Introduction (12:30 - 12:45)
    - A. How Do You Define Advocacy?
    - B. Advocacy Suggests
    - C. Advocacy Depends On
    - D. What Providers Need to Provide Safe Ethical Patient Care
  - II. Legal Right and Responsibility to Advocate (12:45 - 1:15)
    - A. Responsibility to advocate for patients
    - B. Right to advocate for patients
    - C. Rights and responsibilities of caregivers under California and federal law to advocate for patients
    - D. Licensure issues
    - E. Whistleblower issues
    - F. Other topics
  - III. Creating a Psychologically Safe Environment (1:15 - 1:30)
    - A. Psychologically safe environment is the necessary foundation for good communication
    - B. Dos
    - C. Don'ts
    - D. Case Study: CHO
  - IV. Problems Healthcare Workers Face (1:30 - 1:45)
    - A. Worker vs Worker problems
    - B. Worker vs Manager problems
    - C. Worker vs Structure/System problems
- BREAK 1:45 - 2 (No Credit)
- V. How to Speak Up - Communication Strategies (2 - 2:15)
    - A. Introduction
    - B. Technique 1: DEAR formula
    - C. Technique 2: CUS
    - D. Technique 3: Quadruple A
  - VI. Application of Communication Strategies (2:15 - 2:30)
  - VII. Role Play (2:30 - 2:40)
  - VIII. Conclusion (2:40 - 2:45)

Certificates of Completion will be awarded immediately after the class.

This live activity has no commercial support. The instructors and the program have no conflicts of interest.

Approvals: Provider approved by CCAPP-EI, Provider Number TBD for 2 CEH'S. NUHW is approved by the California Psychological Association to provide continuing professional education for psychologists. NUHW maintains responsibility for this program and its content. Provider approved by CAMFT, Approval Number 143091. Course meets the qualifications for 2 hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences. NUHW is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs, and/or LEPs. NUHW maintains responsibility for this program/course and its content. Provider approved by the California Board of Registered Nursing, Provider Number 16983, for 2 contact hours. Provider approved by Department of Public Health to provide continuing education for CNAs. Course meets the qualifications for 2 hours of continuing professional development credit for Speech-Language Pathologists and Audiologists as required by the California Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board (Provider Number PDP 403.) Approved by the ASRT for Category A continuing education credit. CPTA Basic Level of Instruction.

Refund Policy: Continuing education activities are provided free of charge to NUHW members. Notice of cancellation is appreciated but not required. For those who do pay for the course, the following refund/cancellation policy applies. For live activities, registered participants who cancel more than 14 days in advance of the event will receive a full refund in 3-5 business days. No other refunds will be given. Requests for refunds must be made via email to [ceadministrator@nuhw.org](mailto:ceadministrator@nuhw.org). For online courses, no refunds will be given. Online courses must be completed within one year of the original purchase date. After one year, access to the course may be removed and no refund will be given. If NUHW cancels an activity, registrants will be contacted by email and a full refund of any fees paid will be offered.

ADA Statement: Facilities and programs are accessible to persons with disabilities. If you have a special need and plan to attend the workshop, please contact Suzanne Wilson at [ceadministrator@nuhw.org](mailto:ceadministrator@nuhw.org) with as much advance notice as is possible.