Health Care Scenarios

This interactive activity asks participants to apply their learning in a group setting and consider when they might utilize different programs offered by their health insurance. It was designed as a follow up to the “Your Health Benefits Toolbox” presentation, a part of Healthy Decisions. Information from that presentation will help participants successfully participate in this activity. You can order a copy of this presentation from AWC at any time. AWC Resources are also listed inside the front cover of the Healthier at Home self-care book.

Materials

- Health Care Scenario (one per group)
- Pen and Paper (one per group)
- Handouts from “Your Health Benefits Toolbox” presentation or Healthier at Home book for each group *You can ask employees to bring their copies from home.

Time needed

20-30 minutes

Activity

Participants will work in small groups for this activity. 3-5 people per group is best. Three creative ways to divide into groups:

- **Form A Band.** Ask all attendees to form “bands.” Each person in the band chooses to become a drummer, guitar player, keyboard player or singer. Then they mime out their band, complete with air instrumentation, to find their new groups. All of the drummers are in one group, all singers in another, etc. You can create as many band members as you need groups. (This example will give you four groups.) Similarly, you can do the same with a baseball team—pitchers, catchers, hitters, outfielders and hot dog salespeople. This will give you five groups.

- **Shake, Rattle and Roll.** Take as many film canisters as you have people. In each film canister, put an object. Sample objects: cotton balls, pennies, paperclips, jelly beans, m&m's, etc. If you have 30 people and you want to divide them into three groups of 10 each, you would place a cotton ball in 10 of the canisters, a paperclip in 10 of the canisters, and a penny in 10 of the canisters. Each individual then picks a canister from a bag, basket or some other container. They cannot open the canister. They can only shake the canister to distinguish the different sounds of the objects. The object is for the individual to find persons in the group with a like sounding object and stay with that group.

- **Tea Bag Shuffle.** Before the workshop, purchase packages of herbal tea and tape one to the bottom of each chair. Ask the participants to check under their chairs and then get together with their matching tea flavor. They can then enjoy a nice cup of herbal tea as they do their activity.

Pick one of the above ways and use it to divide into groups. Ask group members to sit together. Once everyone is in their group, give the following directions:

“I will give each group a Health Care Scenario card. The card describes a situation that real people find themselves in every day. Your task is to discuss the situation and what you would do if you were in the situation. As a group, think of three possible things that you could do in that situation. Remember the many resources that we learned about in our last
session—Nurse Advice Line, Self Care book, EAP, etc. Then, write down the pros and cons of each response. Remember that there is no right or wrong responses. I will give you 10 minutes to do this. At the end of 10 minutes, we’ll come back together as a group and discuss your answers.”

Once you have given the directions, hand out the HealthCare Scenario cards, paper and pencil to each group. Make yourself available for questions while the groups are working. Watch the clock. After 8 minutes have passed, see how your groups are doing. If you think they’ll need more than 2 minutes to wrap up, announce that you are giving them 5 more minutes to work. If it looks like they’ll finish on time, give them a 2 minute warning.

When time is up, ask the group to put down their pencils. If there is space, ask the group to sit in a circle. Moving around the circle, ask each group to read their scenario aloud. Then, ask them to share one response to the situation and their thoughts about the pros and cons of the response. Remember—there are no wrong or right answers, only different options! Be sure to thank each group for sharing when they are finished presenting.

When all of the groups have shared, close the activity with some of your observations. Sample observations:

- I noticed that a lot of groups mentioned using the Nurse Advice Line.
- It was interesting to me that none of the groups mentioned contacting city benefits staff or contacting the AWC member services staff. Our staff at the city is always available to help when you are having trouble understanding your benefits.
- It sounded like some of you could relate to some of these scenarios.

If time allows, ask the group some of the following questions.

- Were any of you surprised that your response to a situation was different from those of your coworkers?
- Did anyone learn a new resource or tool to use when dealing with a health care issue?
- Has anyone used one of these resources? Can you share one thing that you like about it?
- Why would resources like a Nurse Advice Line or a Self Care book be given to you as part of your health insurance benefits?

Finish by thanking everyone for their careful consideration of the scenarios and for sharing their ideas. Remind them where they can find contact information for these resources. You can then transition to the next activity or close the program.

**Keys to remember:**

- There are no wrong or right answers to these fictional scenarios. As in real life, there are many factors towards making a decision that is best for the individual. If participants disagree about how to respond to a situation, use the opportunity to discuss the pros and cons of each option. The group should be actively discouraged from coming to a final decision about the ‘best’ option.
- This is a cooperative activity, not a competition. Some participants might know a lot more about a program or benefit. This is a great opportunity for peer to peer education. Let your participants teach each other as much as possible.
- Read over all of the provided scenarios ahead of time and pick those that best fit your group. Leave out any scenario that will hit too close to home for any of the participants. Scenarios work best when people are comfortable discussing them.