



Message from the President



Why I am a BCPA

Hello AAPA Members,

I have been thinking a lot lately about what being a Board Certified Patient Advocate (BCPA) means to me. As you may know, the Patient Advocate Certification Board (PACB) administers the examination to become a BCPA twice yearly. I was certified in 2019 and have since gone through the renewal process which requires documentation of continuing education related to patient advocacy.

I choose to maintain that certification for a few reasons. It shows my commitment to high ethical standards for the profession and to my professional development. I align my practice with the PACB guidelines for ethics within the profession and appreciate that those have been crafted for us to follow. I also believe that it helps to elevate the profession when practicing advocates and other professionals acknowledge the value that certification brings to them. It helps to standardize the profession in the eyes of the public which is important as many patient advocates practice as solo business owners with different scopes of practice and unique niches.

AAPA shows their commitment to the patient advocacy profession by requiring current BCPA certification for our Professional Members. One way we hope to help grow this profession is by encouraging our members to become Board Certified when they feel ready. I hope you can see the value Board certification brings to us as patient advocates, for the profession, and for the community. I would love to hear your reasons too!

Warm regards,

Jennifer Whalen

Upcoming AAPA Meetings

Education Presentations:

Precision Medicine: Moving Away From One-Size-Fits-All, Dr. Carla Shamblen, DMSc, PA-C, Thursday, March 14, 2024 Noon-1pm

Professional Members Discussion Session:

Thursday, March 28, 2024 from Noon to 1pm
Thursday, April 25, 2024 from Noon to 1pm
This is a recurring monthly meeting for Professional Members only who will receive an email with an invitation to join the Zoom meeting.

Social Networking:

April 2024- time and place to be determined. Stay tuned!

Members login to the website for access to the members only dashboard with meeting minutes, recordings, resources, and more.

Non-members wanting to receive email communication about happenings, including a current newsletter, please subscribe at the top of our website homepage www.ArizonaAPA.org today.

2024 AAPA Board of Directors

President – Jennifer Whalen, DHSc, PA-C, BCPA

Past-President – Michelle Riddle, BCPA

Secretary – Nancy Keller, PhD, BCPA

Treasurer – Jodie Pang-Diekevers, LMSW, BCPA

Director at Large – Melissa Cardine, MSN, RN, WOCN, BCPA

Meet a Board Member - Spotlight on Nancy Keller, PhD, BCPA



Dr. Nancy Keller, a seasoned healthcare professional with over 40 years of experience, is a Board Certified Patient Advocate committed to guiding individuals through the complexities of the healthcare system. Trained initially at the University of Arizona as a Medical Technologist and subsequently obtaining a Ph.D. in Pathology from Vanderbilt University, Nancy has a solid foundation in both clinical and academic aspects of healthcare. Her expertise encompasses extensive research in complex diseases, specializing in Reproductive Biology, Autonomic Dysfunction, and Type II Diabetes. She was also a Medical Science Liaison in the pharmaceutical industry, where she educated physicians and clinical researchers in academia and private practice.

Later, Dr. Keller transitioned to a more personal approach as a patient advocate and founded Stepwise Patient Advocacy in 2022. Although based in Tucson, she serves clients nationwide. Her down-to-earth nature and straightforward communication style set her apart, making healthcare accessible and understandable.

Nancy joined AAPA shortly before launching her business. She stated that finding an organization of established, well respected patient advocates in the state provided a sense of community and the professional support needed to boost her confidence going forward. This year, she assumed the role of Secretary for the Board of Directors, recognizing an opportunity to contribute to the collective mission of raising awareness about patient advocacy in Arizona and improving the overall healthcare experience for patients. She is the chairperson for the Social Committee and looks forward to planning meaningful get-togethers for members and others in the community who are curious about the vast array of services that advocates can provide.

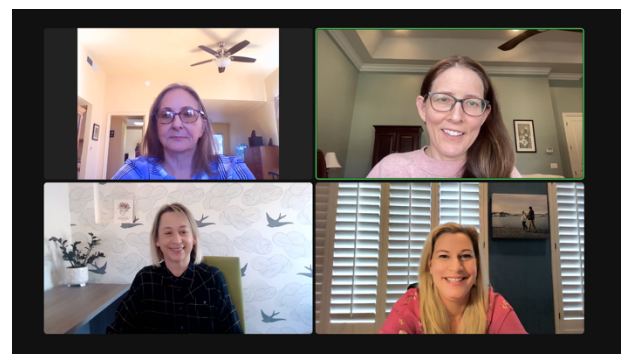
A native of Iowa, Nancy recently returned to Tucson after living in Tennessee for 35 years. In her free time, she enjoys spending time with friends, walks with her dog, hiking, reading, sewing, crafting, and going to the gym.



Above: February Social Networking Luncheon where we shared resources and tips for enhancing our businesses.



Right: Professional Members Gab Session where we talked about our past experiences and how they helped shaped who we are as patient advocates.



Do you have an interest in Bioethics and Innovation? This might be right conference for you!



As biomedical research advances, questions arise regarding equitable access to emerging treatments and technologies. This conference seeks to navigate these dilemmas, exploring how to foster innovation while ensuring healthcare accessibility for all. Through interdisciplinary dialogue, attendees will examine the ethical dimensions of healthcare innovation and strive to chart a path forward that prioritizes both progress and inclusivity. Join us as we grapple with the challenges and opportunities of healthcare innovation in pursuit of a more ethical future.

Location:
Mayo Clinic Arizona at the
ASU Health Futures Center
6161 E Mayo Blvd
Phoenix, AZ 85054

Update from the Education Committee

We love bringing you informative, engaging, and current topics in health care and patient advocacy. We want to know what topics interest you. Please send us an email at admin@ArizonaAPA.org to let us know if you have a topic in mind. We will look for speakers to bring to you. Or if you know of a great speaker or you personally would like to speak, let us know!

Thank you!

Let's give AAPA Past-President Michelle Riddle, BCPA a huge congratulations for representing patient advocates in Arizona in a news report on changes for BCBS and Dignity Health on AZ Family CBS 5. View Video



A flyer for a webinar. It features the Arizona Association of Patient Advocates logo at the top left. A circular portrait of Dr. Carla Shamblen, DMSc, PA-C, is on the right. The title is "Precision Medicine: Moving Away From One-Size-Fits-All". Below the title are five learning objectives. At the bottom, there is a box with the date (March 14, 2024), time (12 Noon to 1:00), and "Live Via Zoom". A note at the bottom right states: "Webinar is pending approval for 1.0 General CEs by the Patient Advocate Certification Board to satisfy the requirements for Board Certified Patient Advocates (BCPA)." The footer includes the organization's name and contact information: www.arizonaapa.org and admin@arizonaapa.org.