

Advocacy: An Evidence Based Protocol
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Problem: A small number of denials by insurance plans for medically recommended services are reversed.

Evidence: There is a dearth of research in this area. The protocol offered is based on work where a group of nurses successfully reversed the administrative decision of a large insurance plan to deny services (Williams & Pollmann (2007). Paper in review by a nursing journal.

Strategies: Strategic Planning, empowerment of patient, political activism, use of media, networking with legislators, medical personnel, and prior patients, legal services, assertive communication, demonstrated commitment to rectifying the decision, citation of research for treatment, and knowledge of state and Federal statutes were used.

Practice Change:

Practice change is based on the synthesis of knowledge from nursing Leadership, management, and community health nursing.

Evaluation: Successful reversal of the denial decision.

Results: The application of concepts from theory and practice in two areas of nursing led to a change in the decision affecting this patient and her family. Advocacy and partnering with patients resulted in a successful outcome.

Recommendations:

Use the protocol to increase the potential for a successful outcome. Despite difficult odds, employing theory, and having good timing can result in achieving nurses' ethical responsibility as patient advocates.

Bibliography

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