

Exercises

Arizona SHIP

The Arizona SHIP also uses exercises and games to help Counselors learn more about Medicare, including an SMP fraud game and a bingo game.

Indiana SHIP

Trainers used to incorporate a short quiz at the end of each update training to review the material and stimulate discussion. Now, volunteers really want case studies and role-playing. The Indiana SHIP Trainers are in the process of developing case studies for every section of the training manual.

Maine SHIP

The Maine SHIP uses an interactive exercise with its volunteers and staff to reinforce the training and information learned about Medicare. Participants are instructed to assume they are about to turn 65. They are then asked to identify the best Medicare choices for themselves, based upon the prescriptions they take, the providers they use, type of supplemental insurance they should consider, etc. Each participant then shares their plan with the group and discusses the reasoning behind their decision. The Maine SHIP has found that this type of self-reflective exercise is even more meaningful and tangible than a case study. It helps participants synthesize and apply the information they've learned during the training sessions.

Massachusetts SHINE

SHINE has developed 8 - 10 case studies for each chapter of its training manual. SHINE has found that these exercises are the best way for new volunteers to learn and apply Medicare concepts. During each day of initial training, volunteers spend the afternoon practicing with case studies and role-playing.

Volunteers are also sometimes assigned homework exercises. For instance, volunteers may be asked to call 1-800-Medicare or another organization with a SHINE question or problem. This helps volunteers get used to contacting other agencies and also helps them learn who to contact about specific Medicare issues.

Nebraska SHIIP

The Nebraska SHIIP regularly incorporates interactive games and activities into its trainings. SHIIP Trainers have developed 7 - 8 different case scenarios to help volunteers think about and apply the concepts they've learned in training. Volunteers consider the scenarios and then come together to discuss them as a group. Additionally, SHIIP has created Medicare-related games based upon popular TV shows, such as "Are You Smarter than a Fifth Grader," "Who Wants to be a Millionaire," and "Jeopardy." Feedback from volunteers has been extremely positive. They love the interactive learning opportunities.