



VISION & VOICE

FAITHFUL CITIZENS AND HEALTH CARE

Claiming Our Vision:
the Road to Our Health Care Future

FACILITATOR MANUAL SESSION ONE



SESSION 1

CLAIMING OUR VISION: THE ROAD TO OUR HEALTH CARE FUTURE

THEMES

Reflecting upon our personal experiences with U.S. health care and listening to the experiences of others

OUTCOMES

People in your group will leave this session with:

- A description of “dialogue” so that they have a tool to help them talk about things like change in health care. *(for sessions longer than one hour)*
- An understanding of what success will look like for these sessions so that they can consider the role of individuals and their faith community in health care change.
- Knowledge of some common gaps in U. S. health care so that they have a more complete picture of U.S. health care.
- An action they will take before the next session to learn more about faith-based work on health care reform.

PREPARATION

Supplies/resources needed:

- Wall mural of “The Road to Our Health Care Future” (see example [page 14](#)) – created in advance

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- Green, yellow and red circles (representing traffic lights) cut out of construction paper—one of each color for each participant (see [page 16](#)) plus extras for those who might need them
- Charts of “Overview of Sessions” (see sample [page 15](#))
- “The Road to Our Health Care Future” intersections—printed out and highlighted for each of the readers (see [pages 17-21](#) of this session); Note: Use all or some of the intersections based on time and the make-up of your group. Also, if you will be using intersection three on children, add in the number of uninsured children in your state. (See Kaiser Family Foundation statistics at www.statehealthfacts.org/children.jsp for information for your state).
- Copies of participant page, one for each person. This sheet includes:
 - + Outcomes for this session
 - + Some assumptions for this session
 - + “Dialogue” description; Note: Highlight a different section in three copies for use by readers (for sessions longer than one hour)
 - + What to do between this session and the next
 - + List of faith-based organizations working on health care
- Copy of the “Commitment & Action Check-In” form for each participant (Note: See [page 22](#). There are three forms per page; photocopy and cut so you have one form for each participant.)
- Pens or pencils to fill out check-in form
- Tape or glue to attach the colored circles to the road
- Tape or some other way to hang the wall mural
- Markers for use with the traffic light circles
- Opening and closing words/prayers (See the document in “[download materials](#)” on Vision and Voice website)

Note: Activities marked as “optional” are for sessions longer than one hour.

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Before the session:

- Post “The Road to Our Health Care Future” mural on the wall
- Reflect on your own experience with U.S. health care and post a red, yellow and green traffic light on the mural.
- Post chart with overview of the four sessions
- As people arrive, ask for volunteers to prepare and read the:
 - + Description of dialogue—three readers to read highlighted sections (for sessions one hour or longer)
 - + Intersections for “The Road to Our Health Care Future” on [pages 17-21](#); cut these so each intersection is on a separate piece of paper (The number of readers will depend upon how many of the intersections you choose to use.) Give people tape to post the reading on an intersection.
- Consider which of the “What to do between now and the next session” activities you will invite people to take

OPENING

Opening words that tie faith with action

5 min

Welcome, introductions and overview of the four sessions

5 min

After opening words, share the Outcomes and Assumptions for this session, which are included on the participant page.

Some Assumptions of this Session

- Some of us know a lot about the U.S. health care system. For some, thinking about the U.S. health care system is new. All of us have experience—our own, that of family and friends—with health care that we can draw upon.
- U.S. health care isn’t working for a lot of people, and we each know some of these people.
- Our Faith Values + Our Active Citizenship (learning about issues, voting, etc.) = Power for Change

REFLECTION

Activity: What does success look like for these sessions?

5 min

Introduction: In our society, making decisions about important things, like health care, is a long process. People of faith have always been a part of this process. At best, people of faith have played a role in moving our society to be both compassionate and just. For example, people of faith provided leadership in efforts to end child labor and to work for civil rights for African Americans. And as we know from these examples, such changes can take years. So what can we do in these four sessions? In other words, what will success look like?

Health care reform involves major social reform. Many parties are invested in the status quo and elected leaders can be reluctant to undertake big changes. Communities of faith have a responsibility to promote their vision of a more just, sustainable health care future.

Here is what success will look like for these Vision and Voice sessions:

- People of faith who participate in these sessions will have a deeper understanding of moral issues related to U.S. health care.
- Individuals and faith communities will have some tools to help them talk about the future of U.S. health care in a way that reflects the values of their faith traditions.
- Communities of faith will learn ways to share these messages in the media and election events.

For those who are ready to take action, success for these sessions might also include:

- Your/our faith community—or a group of individuals within it—will commit to activities that will help keep health care front and center in an effort to shape a health system responsive to the demands of human dignity.
- Your/our faith community—or a group of individuals within it—along with other faith groups will take action to help keep the conversation on health care active and growing in your faith community, local area, state and the nation.

Activity: Commitment and action check-in

Introduction: Given that that these sessions build toward making a commitment and taking action, our next task is to pause and consider where each of us currently is around commitment and action.

Hand out the commitment and action check-in slips. Ask people to take a minute to complete this and return it to the facilitator. You may wish to post these sometime during the session or before session two so participants can see the responses.

REFLECTION

Optional Activity: Introducing dialogue principles for use in the sessions 10 min

Introduction: These sessions are brief. We will have limited time for conversation. Because the health care issue can be personal and discussion about reform can be difficult, it may be helpful for us to consider the principles of dialogue at the beginning of our time together. The principles outlined here come from Our Health Care Future, a dialogue project started by faith-based groups. We'll work to practice this kind of dialogue.

As you listen to this description, think about this:

1. What is one thing you already do well?
2. What is one thing you could work on during these sessions to improve your practice of dialogue?

This is for your reflection. We won't ask you to share your answers.

Point out that this description is included on the participant page. People who wish may follow along as it is read.

Description of Dialogue

In dialogue, we pay attention to the wisdom of the group. We listen for new thinking and ideas that help us address complex and challenging issues. A conversation is a dialogue when people in a group agree to:

- Listen deeply to one another, giving full attention to each other, looking for common ground.

- Respect the ideas and viewpoints of each person, trusting that others have part of the answer.
- Give voice to their own ideas and thinking.

In dialogue, each person also monitors her/his participation, taking responsibility for getting her/his ideas out there, while making sure that others in the group have both the clock time and a respectful environment in which to share their ideas. In dialogue, we see changes in thinking and often see new ideas emerge.

Dialogue is usually in danger when people defend their point of view, assume there is one right answer, criticize others' thinking, ask questions that are really opinions or judgments, and look only for conclusions that agree their thinking.

Quoted from www.OurHealthcareFuture.org.

Give participants a few moments to reflect silently upon the two questions posed above.

Activity: Reflection on our own health care journey

15 min

Introduction: What kind of nation are we? As a national community, what do we promise one another? As a country, what needs—basic to a good life—do we guarantee for each other? When it comes to health care, what do we promise to each child through his/her lifetime?

Today, you are invited to think of U.S. health care as a road that each of us travels. Clearly, we each have different experiences on this road: Some of us encounter a green light at nearly every intersection: in terms of our health care needs, it's "smooth driving." Others move down the road with caution: each need for health care creates bumps and slow going. And still others experience red light after red light: each need for health care is a "full stop" that prevents them from moving ahead to get what is needed.

Activity: Describing our own experiences

Introduction: Stop. Think for a moment about your own experience of

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health care. In general, what color light do you encounter on the road of health care? Select the color of light that best describes your experience.

GREEN = smooth driving: getting needed health care is easy and the experience is positive

YELLOW = driving with caution, bumps and slow going: getting needed health care is a challenge

RED = full stop each step of the way; health care has been unavailable, denied, etc.

On the color of paper circle that best reflects your experience, write a few words to summarize your experience of U.S. health care.

Now think about the experiences of those in your circle: family, co-workers, friends, neighbors, and acquaintances. What has their experience been like? What color traffic light do they find on the road to U.S. health care? Write a few words on the paper circles, using the color that best describes that experience. Additional circles are available if you need a different combination of colors.

When you are finished, post your circles on the corresponding section of the traffic light image on “The Road to Our Health Care Future” mural. Then walk around the mural to view what other persons have posted.

Facilitator note: Because health care can be such a personal issue it will be important to ask group participants to exercise sensitivity with one another and to honor confidentiality about what is shared.

Options for sharing the information about the traffic lights, depending on the size of the group:

Option 1: *When all the circles are posted, have people get into pairs. Ask them to briefly tell about one of the experiences they placed on the mural. Ask people to share in a respectful way, that is, without revealing any information that might embarrass the person they know.*

Option 2: *When everyone has posted their circles, people in the group share information from one circle “popcorn style,” with individuals sharing their information randomly as they are comfortable in doing so.*

Brief Wrap-Up in Large Group: *Information to be shared “popcorn style,” with individuals sharing their thoughts randomly.* Look at our traffic light: What do you notice about this group’s experience? What color light is most prominent? Least prominent? What do you think this says about our experience as a group?

LEARNING

The Road to Our Health Care Future

20 min

Introduction: Again, the questions we want to look at are: What kind of nation are we? As a national community, what do we promise to one another? As a country, what needs—basic to a good life—do we guarantee for each other?

There are many answers to such questions. One way to answer it is to look at how well we build and maintain systems that guarantee what is basic to a good life. And most Americans would agree that good health and all a person needs to support it—like clean water, fresh air, healthy food, safe communities, education, a living wage, and good health care—are essential to a good life.

In these sessions we will measure how well we are doing as a national community by hearing how some of our brothers and sisters experience their health care journey. If we think of our health care system as a road, we discover that there are many intersections on this road: places where—due to normal life circumstances—people are forced to take a detour and don’t get the health care they need. And just like a detour, the way suddenly becomes uncertain.

Activity: The Road to Our Health Care Future

Introduction: We are going to take a few moments to share some additional stories and to put these up on “The Road to Our Health care Future.”

As we take the tour down the road as people of faith think about:

1. What catches your attention about the U.S. health care system?

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2. What similarities do you see between this road and what you wrote on your traffic lights earlier?
3. What feelings and thoughts arise for you?
4. What prayer(s) arise?

Reader #1 - Intersection One: We are the 4 million men and women in our national community who—for a variety of reasons: downsizing, outsourcing, restructuring—will wake up one day this year to learn that we no longer have a job. Added to the stress of finding a new job, we'll also have to figure out how to continue to provide health care for our families. If we are fortunate to have health insurance, we will be faced with paying more at a time when we are trying to make do with less.

You are or have been one of us. You know or have known some of us. *Pause.* Remember us. Remember that we are all brothers and sisters.

Reader #2 - Intersection Two: We are the 4 million people in our national community who will celebrate a 19th birthday this next year. As we blow out the candles on the cake, we may be marking the loss of our health insurance. Our society will ensure that if we call the fire department, someone will respond. It will not offer us the same guarantee for our health.

You are or have been one of us. You know or have known some of us. *Pause.* Remember us. Remember that we are all brothers and sisters.

Reader #3 - Intersection Three: We are the 9 million children in our national community, the _____ [insert number] in our own state of _____ [insert name of state) whose lack of health insurance sets up a barrier to good health. We are children in a nation that works to make sure we each have a basic education. We are children in a nation which ignores that we need a similar guarantee for health care.

You are or have been one of us. You know or have known some of us. *Pause.* Remember us. Remember that we are all brothers and sisters.

Reader #4 - Intersection Four: We are the 30 million workers between the ages of 18 and 64 who earn less than \$9 an hour. Those of us who

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work full-time earn \$18,800 a year. Many of us are the store clerks, mechanics, dry cleaners, and restaurant workers you meet. Our nation relies on our work to keep American humming along.

We typically have no health insurance. We make too much to get health care from many public health programs. We often end up in emergency rooms for care because we have no other place to go.

You are or have been one of us. You know or have known some of us. Pause. Remember us. Remember that we are all brothers and sisters.

Reader #5 - Intersection Five: We are the owners of small businesses, those businesses with less than 100 workers. We employ 38 million people in communities across the country. We support the local little league team and sponsor civic events. Because of the high cost, we often are unable to provide the protection of health insurance for our employees.

You are or have been one of us. You know or have known some of us. Pause. Remember us. Remember that we are all brothers and sisters.

Reader # 6 - Intersection Six: We are the six of every 10 people in the United States who are lucky enough to have jobs that offer health insurance for our families. And yet, each year, we find that we are paying more. Deductibles and co-payments keep going up. More and more things are not covered by our insurance, which means we have to pay for them.

As a result, many of us—people who own homes, who had full-time employment and insurance before getting ill—will declare bankruptcy because of our medical bills.

You are or have been one of us. You know or have known some of us. Pause. Remember us. Remember that we are all brothers and sisters.

Reader #7 - Intersection Seven: We are the 18,000 people who will die this year because we do not have the security of health care that comes with having insurance. Out of pride, out of shame, out of fear—or because we simply don't have the money to go to the doctor—

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we will ignore signs that our health may be in jeopardy. If we do get medical attention it will be too late.

You are or have been one of us. You know or have known some of us. Pause. Remember us. Remember that we are all brothers and sisters.

Reader #8 – Intersection Eight: We are the uncounted millions for whom preventive health care and a healthy lifestyle are a struggle. We live in the inner city where fresh fruit and vegetables are not available in our markets. We live in rural communities with no doctors. The color of our skin or our gender disproportionately impacts the diagnosis and treatment of a medical condition.

You are or have been one of us. You know or have known some of us. Pause. Remember us. Remember that we are all brothers and sisters.

Activity: Dialogue

Have people engage in Dialogue around the questions below, first in pairs and then briefly as a total group.

As people of faith, while traveling this Road to Our Health Care Future:

1. What caught your attention about the U.S. health care system?
2. What similarities did you see between this road and what you wrote on your stop lights earlier?
3. What feelings and thoughts arose?
4. Ask people to hold their prayers for the closing.

Optional Activity: Move circles from the traffic light to the intersections

5 min

If you are leading a session that lasts more than an hour, you may wish to ask participants to remove their circles from the traffic light and place them at the appropriate intersections on the wall mural.

ACTION

Activity: What to do between now and the next session

5 min

Introductory statement: To keep the learning and conversation going between the sessions, there are suggested next steps. Here are some possibilities for the time between this session and the next.

Options for action:

1. Watch for stories about health care in your community—local, state and national—and health care in the news. Clip articles, make note of news stories, and bring your research or a summary of it to the next session.
2. Check out some faith-based, policy or advocacy organizations that are doing work on health care reform. Sign up for at least one Listserv as a way to learn more about what is happening. (See participant page for more information.)
3. Talk with other people about health care and health care reform in our country. Pay attention: Whom do you know who regularly encounters the red and yellow lights along the road? What are the circumstances creating those challenges?

For further study: You may wish to invite participants to look at one or more of the following.

- Learn the health care story of your state. Compare it with other states in the country. Visit the interactive website www.StateHealthFacts.org.
- Read a “report card” on U.S. health care from a respected, independent organization, The Commonwealth Fund. See “Mirror, Mirror on the Wall: An International Update on the Comparative Performance of American Health Care” at www.commonwealth-fund.org/publications.
- See what elected leaders are proposing—or not proposing — to address the health care challenges highlighted during this session. See these websites for current information about health reform policy
 - www.commonwealthfund.org
 - www.kff.org

PRAYER

Closing Words

Set up a prayerful space. Have people share the prayers that came to mind as you did the Road to our Health Care Future reflection. Share your closing words or prayer.

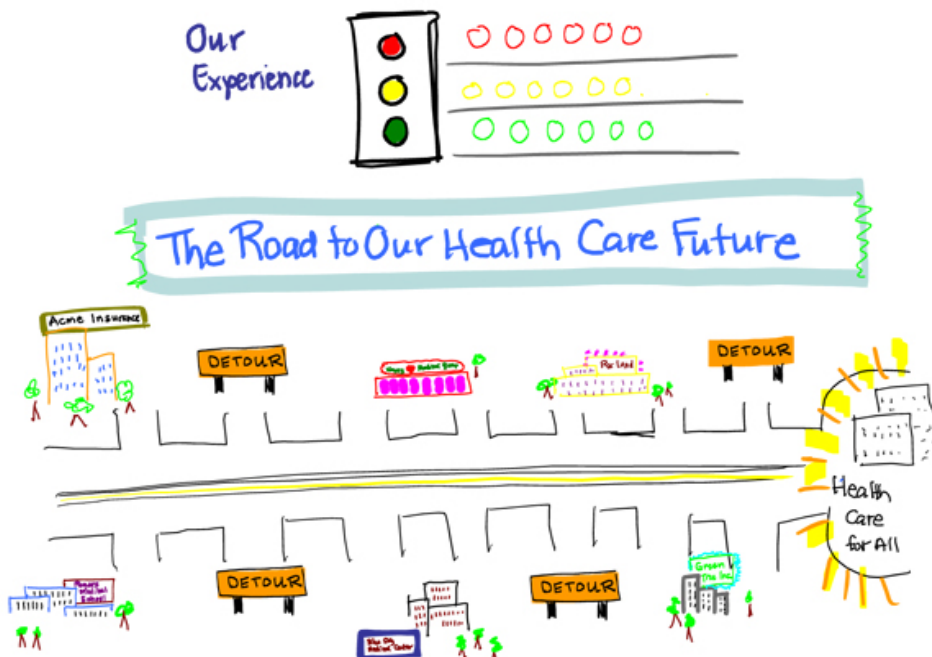
5 min

Sample Mural: Road to Our Health Care Future

Directions for creating the wall mural

1. Get a role of butcher or mailing paper that is at least 24 inches wide and six feet long.
2. Using the sample below as a guide, create the wall mural.
 - a. Use marker to draw the main road. Include the number of intersections to correspond with the number you have selected to use from the readings. Note: Leave plenty of space around the intersections for people to write and post things throughout the series of sessions.
 - b. Draw several buildings at the intersections. If you prefer not to draw them, use “Google Image” on the internet to find a hospital, insurance building, etc. Print these out. Then cut them out and glue them to the mural. Note: You may want to label buildings so that they correspond to institutions with which people are familiar.
 - c. Add in some trees and other natural things. Again, you can use “Google Image” and cut things out if you prefer not to draw.
 - d. Put up a stop light, with lines where people can post their paper circle, somewhere on the chart. Again, you can find a stop light on “Google Image” if you do not want to draw one.

Tip: If you don't enjoy creating things like this mural, enlist the help of someone who likes to do this. Be sure the creator of the mural reads through the four sessions so she/he understands how it will be used.



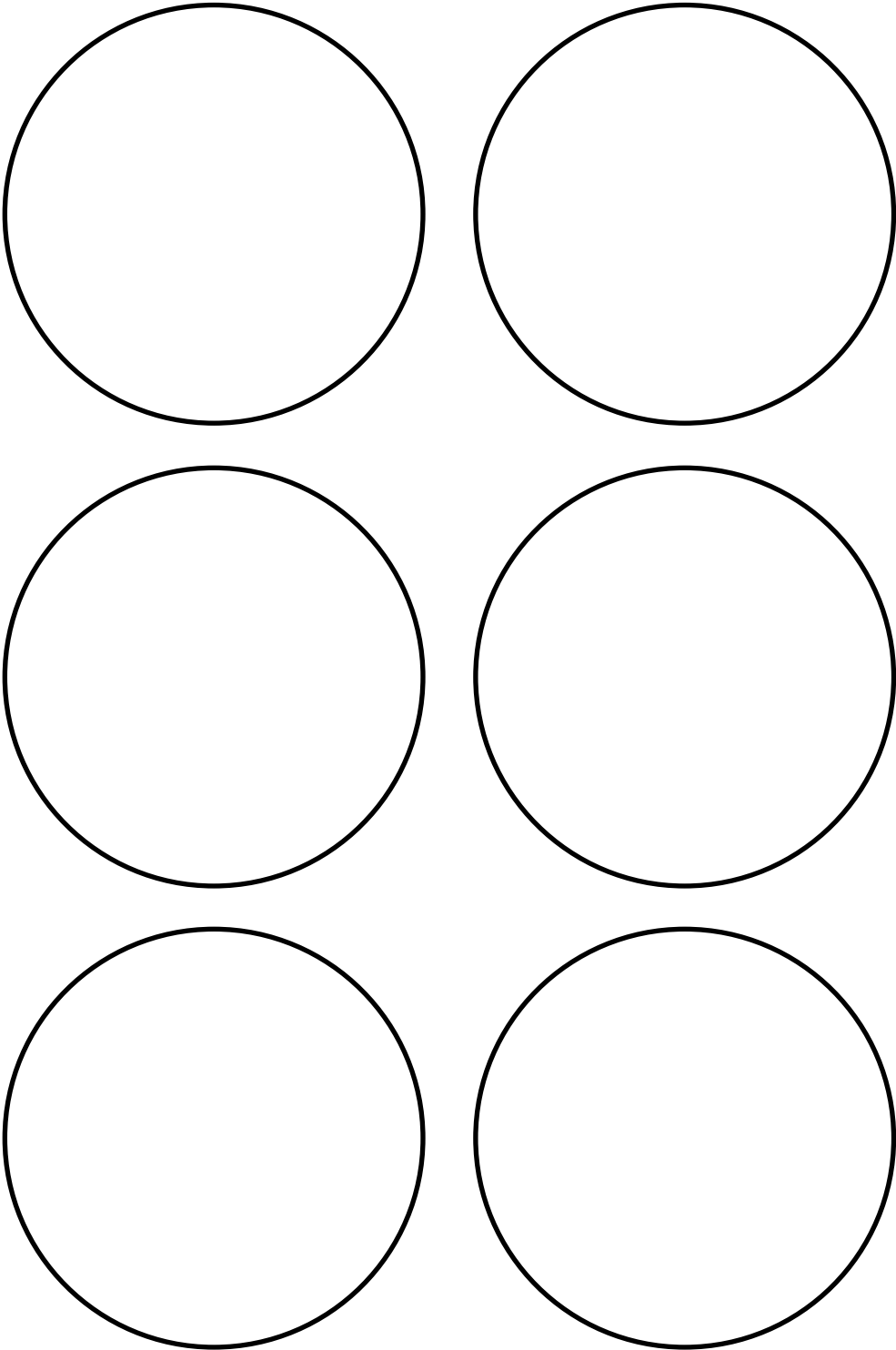
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Sample chart: Overview of Vision and Voice Sessions

Below is a sample chart with an overview of all the sessions that should be posted for all participants to view. Before posting an enlarged or hand-written version, you will want to customize the Action row by inserting the activities you have chosen to do in each session.

Session Sections	SESSION ONE: Our Experience	SESSION TWO: Faith Teachings	SESSION THREE: A Faith Voice	SESSION FOUR: Faith in Action
Opening	<ul style="list-style-type: none"> •Opening Words •Overview 	<ul style="list-style-type: none"> •Opening Words •Overview 	<ul style="list-style-type: none"> •Opening Words •Overview 	<ul style="list-style-type: none"> •Opening Words •Overview
Reflection	<ul style="list-style-type: none"> •What is Dialogue? • Our Own Health Care Journey 	<ul style="list-style-type: none"> •Check-In: What We've Heard about Health Care - <i>Report on Last Week's Actions(s)</i> •Healing Activities of Faith Communities 	<ul style="list-style-type: none"> •Check-In: What We've Heard about Health Care - <i>Report on Last Week's Action(s)</i> 	<ul style="list-style-type: none"> •Check-In: What We've Heard about Health Care - <i>Report on Last Week's Action(s)</i>
Learning	<ul style="list-style-type: none"> •Road to Our Health Care Future 	<ul style="list-style-type: none"> •Four Themes for Faithful Citizens and Health Care 	<ul style="list-style-type: none"> •Communities of Faith and Public Conscience Work 	<ul style="list-style-type: none"> •Asking the Justice Questions (<i>optional</i>) •Letters to Candidates
Action	<ul style="list-style-type: none"> •Actions for Session Two 	<ul style="list-style-type: none"> •Actions for Session Three 	<ul style="list-style-type: none"> •An Elevator Speech or Vision Statement •Actions for Session Four 	<ul style="list-style-type: none"> •Individual and faith community commitment. •Evaluation
Prayer	<ul style="list-style-type: none"> •Closing Prayer 	<ul style="list-style-type: none"> •Closing Prayer 	<ul style="list-style-type: none"> •Closing Prayer 	<ul style="list-style-type: none"> •Closing Prayer

Traffic Light Patterns



Readings for the “Road to Our Health Care Future”

Reader #1 - Intersection One: We are the 4 million men and women in our national community who—for a variety of reasons: downsizing, outsourcing, restructuring—will wake up one day this year to learn that we no longer have a job. Added to the stress of finding a new job, we’ll also have to figure out how to continue to provide health care for our families. If we are fortunate to have health insurance, we will be faced with paying more at a time when we are trying to make do with less.

You are or have been one of us. You know or have known some of us. Pause. Remember us. Remember that we are all brothers and sisters.

Reader #2 - Intersection Two: We are the 4 million people in our national community who will celebrate a 19th birthday this next year. As we blow out the candles on the cake, we may be marking the loss of our health insurance. Our society will ensure that if we call the fire department, someone will respond. It will not offer us the same guarantee for our health.

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Reader #4 - Intersection Four: We are the 30 million workers between the ages of 18 and 64 who earn less than \$9 an hour. Those of us who work full-time earn \$18,800 a year. Many of us are the store clerks, mechanics, dry cleaners, and restaurant workers you meet. Our nation relies on our work to keep American humming along.

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Reader #5 - Intersection Five: We are the owners of small businesses, those businesses with less than 100 workers. We employ 38 million people in communities across the country. We support the local little league team and sponsor civic events. Because of the high cost, we often are unable to provide the protection of health insurance for our employees.

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As a result, many of us—people who own homes, who had full-time employment and insurance before getting ill—will declare bankruptcy because of our medical bills.

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You are or have been one of us. You know or have known some of us. Pause. Remember us. Remember that we are all brothers and sisters.

YOU WILL LEAVE THIS SESSION WITH:

- A description of dialogue so that you have a tool for helping talking about things like change in health care.
- An understanding of what success will look like for these sessions so that you can consider the role of individuals and your faith community in health care change.
- Knowledge of the common gaps in U.S. health care.
- An action you can take before the next session to learn more about faith-based work on health care reform.

SOME ASSUMPTIONS OF THIS SESSION

- Some of us know a lot about the U.S. health care system. For some, thinking about the U.S. health care system is new. All of us have experience—our own, that of family and friends—with health care that we can draw upon.
- Our Faith Values + Our Active Citizenship (learning about issues, voting, etc.) = Power for Change
- U.S. Health Care isn't working for a lot of people, and we each know some of these people.

WHAT IS DIALOGUE?

As you listen to this description, take just a few minutes to think about this:

1. What is one thing you already do well?
2. What is one thing you could work on during these sessions to improve your own practice of dialogue?

This is for your own reflection. We won't ask you to share your answers.



Description of Dialogue

In dialogue, we pay attention to the wisdom of the group. We listen for new thinking and ideas that help us address complex and challenging issues. A conversation is a dialogue when people in a group agree to:

- Listen deeply to one another, giving full attention to each other, looking for common ground.
- Respect the ideas and viewpoints of each person, trusting that others have part of the answer.
- Give voice to their own ideas and thinking.

In dialogue, each person also monitors her/his participation, taking responsibility for getting her/his ideas out there, while making sure that others in the group have both the clock time and a respectful environment in which to share their ideas. In dialogue, we see changes in thinking and often see new ideas emerge.

Dialogue is usually in danger when people defend their point of view, assume there is one right answer, criticize others' thinking, ask questions that are really opinions or judgments, and look only for conclusions that agree their thinking.

Quoted from www.OurHealthcareFuture.org.

WHAT WILL SUCCESS LOOK LIKE?

Here is what success will look like for these Vision and Voice sessions:

- People of faith who participate in these sessions will have a deeper understanding of moral issues related to U.S. health care.
- Individuals and faith communities will have some tools to help them talk about the future of U.S. health care in a way that reflects the values of their faith traditions.
- Communities of faith will learn ways to share these messages in the media and election events.

For those who are ready to take action, success for these sessions might also include:

- Your/our faith community—or a group of individuals within it —

will commit to activities that will help keep health care front and center as health policy reform is being considered and to hold elected officials accountable for implementing health reform.

- Your/our faith community—or a group of individuals within it—along with other faith groups will take action to help keep the conversation on health care active and growing in your faith community, local area, state and the nation.

WHAT TO DO BETWEEN THIS SESSION AND NEXT

Options for action:

1. Watch for stories about health care in your community—local, state and national—and health care in the news. Clip articles, make note of news stories, and bring your research or a summary of it to the next session.
2. Check out some faith-based, policy or advocacy organizations that are doing work on health care reform. Sign up for at least one Listserv as a way to learn more about what is happening.
3. Talk with other people about health care and health care reform in our country. Pay attention: Whom do you know who regularly encounters the red and yellow lights along the road? What are the circumstances creating those challenges?.

List of Selected Faith-Based, Policy and Advocacy Groups Working on Health Care

National Faith-Based Organizations:

- Catholic Health Association - www.chausa.org (search Covering a Nation)
- Evangelical Lutheran Church in America — www.elca.org (search health care)
- Faithful Reform in Health Care — www.faithfulreform.org
- Center for Healthcare Reform, St, Joseph Health System — www.stjoe.org



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- NETWORK: A National Catholic Social Justice Lobby — www.networklobby.org (Issues: economic equity)
- Presbyterian Church USA — www.pcusa.org (Issues: health care)
- Union of Reform Judaism — www.urj.org/csa/projects/healthcare
- United Church of Christ — www.ucc.org (Issues: health care)
- United Methodist Church General Board of Church and Society — www.umc-gbcs.org (Issues: the social community/health care)
- United States Conference of Catholic Bishops www.usccb.org/sdwp/national (see health issues)

Research and Information

- Cover the Uninsured Week — www.covertheuninsured.org
- Commonwealth Fund — www.cmwf.org
- Families USA — www.familiesusa.org
- Kaiser Family Foundation — www.kff.org

Information about state-based health care justice organizations

- Universal Health Care Action Network — www.uhcan.org

FOR FURTHER STUDY

- Learn the health care story of your state. Compare it with other states and the entire country. Visit the interactive website www.StateHealthFacts.org.
- Read a “report card” on U.S. health care from a respected, independent organization, The Commonwealth Fund. See “Mirror, Mirror on the Wall: An International Update on the Comparative Performance of American Health Care” at www.commonwealth-fund.org/publications
- See what health policy reform elected leaders are proposing —or not proposing —to address the health care challenges highlighted during this session. See these websites for current information about health reform policy:
 - www.commonwealthfund.org
 - www.kff.org



VISION & VOICE

FAITHFUL CITIZENS AND HEALTH CARE

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