

HEALTH PROMOTION DISEASE PREVENTION AT THE SAN DIEGO VA

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VISION OF VHA PREVENTIVE CARE PROGRAM

- I. The Veteran will experience health promotion and disease prevention (HPDP) clinical interventions that are **seamlessly integrated across the continuum of their health care** and are delivered in a variety of modalities matched to the Veteran's needs and preferences.
- II. VHA clinicians and clinical support staff will **value and participate in the delivery of HPDP interventions** for patients as appropriate to each Veteran's priorities and overall plan of care.

NCP HEALTHY LIVING MESSAGES



- ◉ Eat wisely.
- ◉ Be physically active.
- ◉ Maintain a healthy weight.
- ◉ Be tobacco free.
- ◉ Limit alcohol.
- ◉ Get recommended screening tests and immunizations.
- ◉ Manage stress.
- ◉ Be safe.
- ◉ Get involved in your healthcare.

MICHAEL

60 y/o Vietnam Veteran



- ⦿ High BP
- ⦿ Poorly-controlled diabetes
- ⦿ Physical inactivity
- ⦿ Depression
- ⦿ Arthritis/pain
- ⦿ Stress

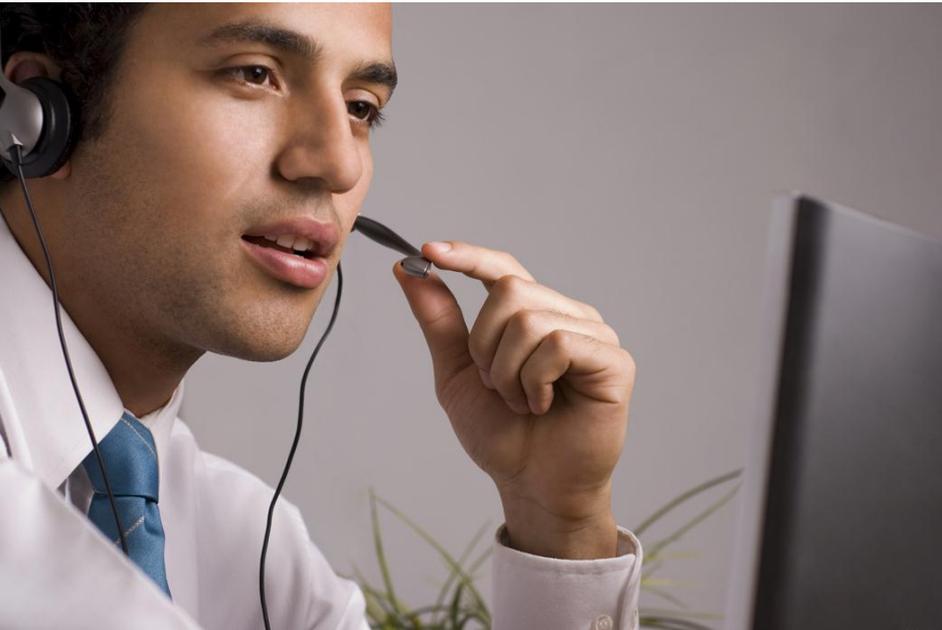
FIRST VHA CONTACT



- One of his co-workers is a Vet and introduces him to Vietnam Veterans of America (VVA).
- He goes to a meeting at VVA with his friend and hears a talk about health and wellness presented by VHA staff member. He picks up a brochure and information about services.

VA SAN DIEGO MEDICAL FACILITY CONTACT

- Calls for appointment
 - While on hold briefly, hears a message promoting physical activity.
- Gets appointment for a New Patient Orientation group visit.



(New Patient Orientation)

NEW PATIENT ORIENTATION GROUP VISIT

- ◉ Gets information about healthcare services offered by SD VA medical facility.
- ◉ Learns about programs and educational resources to help him improve and maintain his health.
- ◉ Registers for My HealthVet and gets “in-person authenticated.”

(MyHealthVet)



MY HEALTHEVET

- Goes to My HealthVet website to:
 - Complete the online Health Risk Assessment and get feedback report.
 - Search for more health information in online Veterans Health Library.
 - Sign up for Secure Messaging.



NEXT...

- Veterans health Benefits Handbook
- Appointment letter for visit with primary care team.
- Brochures about healthy lifestyle.



PUTTING VETERANS FIRST

Veterans Health Care
Patient Services
& Information
VA San Diego Healthcare System

www.sandiego.va.gov

(Veterans Health Benefits Handbook)



FIRST PRIMARY CARE PACT VISIT

- At the medical center, he notices:
 - Posters with health promotion messages.
 - A sign in the clinic asking: “What have you done recently to improve your health? Your Provider wants to know.”
 - Signs encouraging physical activity.

CLERK

- Greets patient warmly.
- Asks how he'd like to be addressed.
- Checks to ensure the appointment is correct.
- Encourages patient to write down any questions for the provider and other PACT team members.





LVN

- ◉ Explains concept of PACT care
- ◉ Gives a letter/business card with names of PACT team
- ◉ Begins completing clinical reminders, including depression, PTSD screening.
- ◉ Asks about current meds and any changes
- ◉ Takes vitals
- ◉ Wears a Planetree Patient-Centered Care button saying “I am listening.”



RN CARE MANAGER

- ◉ Addresses needed clinical preventive services.
- ◉ Notes (+) screen for depression, follows up.
- ◉ Reviews MOVE! Program and offers referral.
- ◉ Explains options for supported self-management:
 - nutrition coaching; teleMOVE, etc.

RN CARE MANAGER IN FY11

- Assesses interest in learning more about importance of physical activity and healthy eating, especially increasing whole grains and vegetables/fruits and decreasing added salt (**Clinical Reminder**)
- Uses clinical reminder to document
- Uses My Health Choices tool (**TEACH**) to help Michael develop action plan and set goals.



RN CARE MANAGER IN THE FUTURE

- FY 12: uses **standardized tools** to do more complete assessment of physical activity and healthy eating; offers variety of options for follow-up.
- FY 13 and beyond: reviews **HRA** responses and **report**; provides/arranges appropriate follow-up interventions.



PROVIDER

- Reviews current problems, medical history, meds, does exam
- Reviews HRA responses, feedback
- Addresses any complex issues related to clinical preventive services
- Discusses action plan, goals, supports behavior change
- Orders medications
- Refer to individual/group wellness or disease management clinics, PC-MHI as appropriate



WELLNESS CLINIC

- Led by Health Coach (NP and nutritionist) Feb. 2011.
- In-depth session on health-related behaviors (Physical activity, healthy eating, weight management, stress, etc.)
- Describes other VA and community resources: **Wellness page** on our Internet website.
- Uses **MI techniques** to address ambivalence and **TEACH** communication/health education skills and teaches problem-solving skills
- Invites Michael to join a “Take Charge of Your Health Group” (Stanford **CDSMP**)



IMPACT ON MICHAEL AND HIS FAMILY

- ◉ **Well-informed** about his conditions, risks
- ◉ **Able to choose** preferred format of care
- ◉ **Participating** in MOVE!
And beginning to improve his diet, increase his physical activity, and lose weight
- ◉ **Self-managing** his diabetes better
- ◉ Depression, arthritis under better control
- ◉ **Using problem-solving**, less stress





SUMMARY OF HPDP ACTIVITIES

- ◉ Veteran meeting in community (speaker)
- ◉ Phone: hears message while on hold briefly
- ◉ New group orientation
- ◉ Registers for My HealtheVet, in person authentication.
- ◉ Uses MHV website
- ◉ Complete Health Risk Assessment on MHV (NCP)
- ◉ Signs up for secure messaging
- ◉ Reads the Health Benefit Handbook
- ◉ Reads healthy living brochures.
- ◉ LVN does some clinical reminders.
- ◉ LVN wears Planetree button: “I am listening.”
- ◉ Development of a Wellness page on our Internet site.

CONTI. SUMMARY

- ◉ RN addresses needed prevention services.
- ◉ RN may offer referral to MOVE or internal/external HPDP activities)
- ◉ RN uses Motivational Interviewing when talking with pt.
- ◉ RN does Clinical reminders.
- ◉ RN uses My Health Choices tools (TEACH) training to help develop an action plan with pt.
- ◉ RN offers a 6 week group class (CDSMP).
- ◉ RN reviews Health Risk Assessment
- ◉ Provider does standard History and Exam, but specifically asks about interest in healthy living. Gets specific.
- ◉ Provider refers to Wellness/Health Living Clinic

Questions?

National Center for Health Promotion and Disease Prevention

Office of Patient Care Services
Veterans Health Administration

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www.prevention.va.gov



BEHIND THE SCENE

○ HPDP Program

- HPDP Program Manager (Mary Kodiath)
- Health Behavior Coordinator (Susan Tate)
- My HealthVet Coordinator (David Haas-Baum)

- HPDP Program Committee

BEHIND THE SCENE

Self-Study Orientation Program

- * Role-specific orientation checklists (HPDP PM, HBC and VISN HPDP Program Leaders)
- * Orientation modules

Phases I and II and III

- | | |
|--|-----------------------|
| *Overview and General Role Orientation Measurement | *Evaluation and |
| *Resources and Communication Management Program | *MOVE! Weight |
| * Core Prevention Messages Education and Info. | *Veterans Health |
| *Clinical Prevention Services Health Integ. | * Primary Care-Mental |

BEHIND THE SCENE

Continuation of Self-Study Orientation Program

- * Employee Wellness
- * Patient Aligned Care Teams (PACT)
- * Systems Redesign
- * My HealtheVet

BEHIND THE SCENE

- Mail Groups
 - VHA HPDP Program managers
 - VHA health Behavior Coordinators
 - VHA VISN HPDP Program Leaders
- Monthly national conference calls
- Monthly prevention education call
- Sample Facility HPDP Program Committee Charter

BEHIND THE SCENE

- ◉ National Goals and proposed FY 11 facility HPDP Program Goals
- ◉ Internet, intranet and SharePoint resources
- ◉ Communication campaign for 9 Healthy Living Messages (in development)
 - Posters, brochures
 - Phone messages
 - Social media (Facebook, Twitter, Flickr, YouTube)

BEHIND THE SCENE

- ◎ Staff training in patient-centered communication
 - TEACH for Success course: 20% of PACT
 - Motivational Interviewing training: 25% of RN Care Managers
 - Follow-up mentoring and coaching: MI, TEACH for Success, Stanford CDSMP, Inservices for staff.

BEHIND THE SCENE

- Staff tools (being developed)
 - My Health Choices
 - Guide for Health Coaching
 - Guide for Healthy Living Messages

BEHIND THE SCENE

○ Measures/metrics

- CAHPS question
 - How often ways to prevent illness or injury were discussed (FY 11: 67% usually/always)
- FY 11 developmental measures
 - ≥2 staff completed TEACH facilitator training;
 - ≥1 completed MI facilitator training
 - 20% PACT staff trained in TEACH by 4Q
 - 25% RN Care Managers trained in MI by 4Q
- HPDP included in PACT certification

BEHIND THE SCENE

◉ Measures/metrics

- EPRP measures about health behaviors
 - Smoking counseling/NRT
 - Screening for obesity
 - Participation in MOVE!
 - Screen/counseling for problem alcohol use
 - Assessment of healthy eating/PA
- Roll-up of new clinical reminder



BEHIND THE SCENE

◉ Tools/Resources

- New Patient Orientation Toolkit
- Health Risk Assessment
- Veterans Health Library
- Telephone Lifestyle Coaching program
- TeleMOVE! service
- Web-based weight management program
- Process for assessing and monitoring competency of PACT staff health promotion and disease prevention communication with Veterans.



