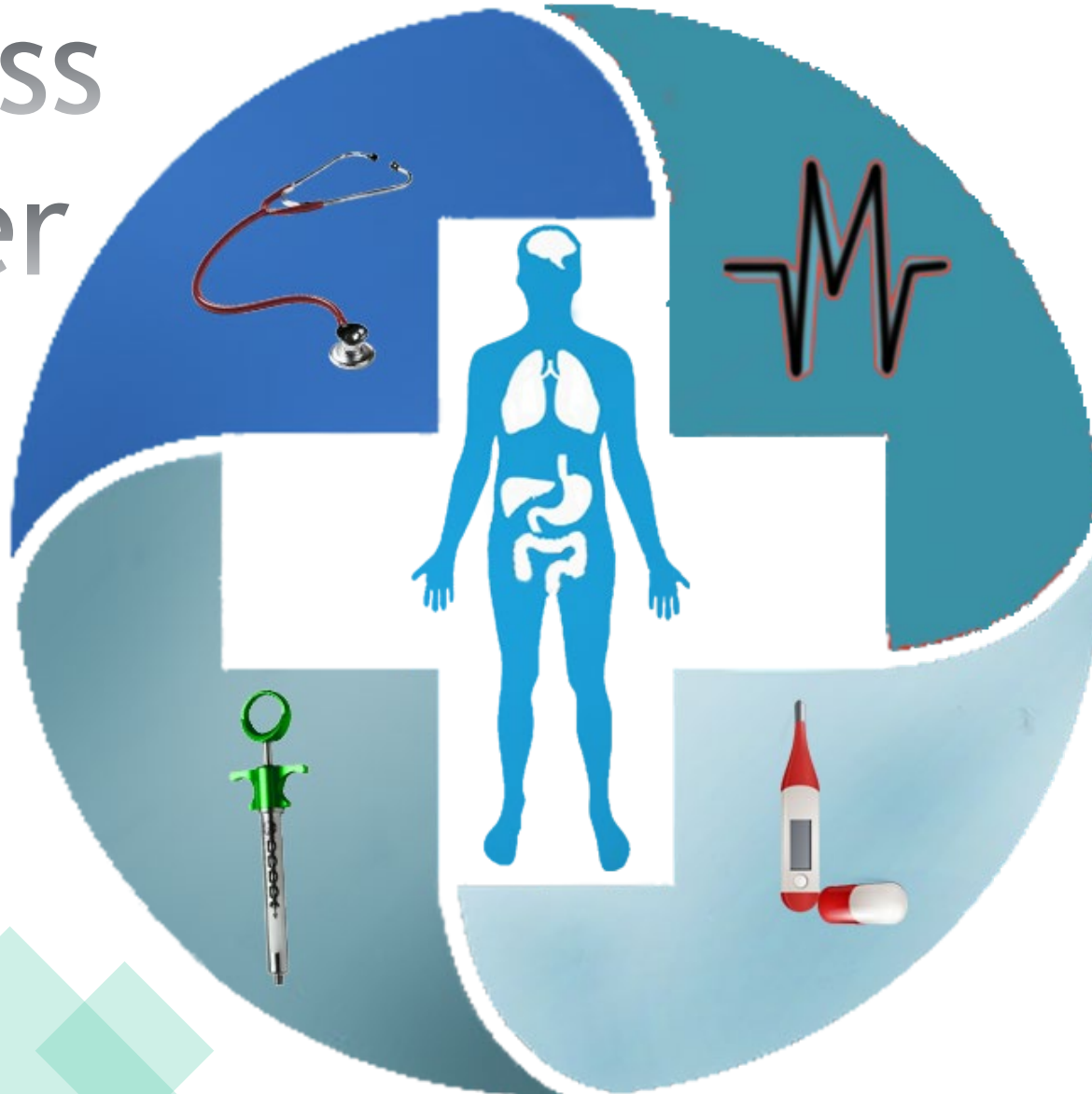




Patient Journey:

Wellness Ambassadors
and Comparing
Women's Wellness
Rural vs. Urban
Healthcare Systems

Wellness Center



Hospital



Primary Care

Resiliency is the ability to 'bounce back' in the face of adversity, to thrive amidst change, to weather life's storms and come out stronger in the end.

To have the greatest chance for success in life, individuals and communities need important protective factors.



These resilient factors must be present in all significant environments...

HOME



SCHOOL/WORK



COMMUNITY



Individual Resiliency Characteristics:
Strength, Energy, Determination, Connectedness, Purpose, Self-confidence, Positive Outlook



Community Resiliency Characteristics:
Safety, Productivity, Responsibility, Awareness, Balance, Positive Outlook.

How to measure & Monitor RESILIENCY?

*Resiliency Factor Analysis for Individuals, Organizations, Schools and Families

Resilient Assets and Factors

Resilient Individual



- Inclusion & Sense of Belonging *Goal Achievement
- Guiding Inspirational Support

Resilient Marriages



- Affection & Intimacy
- Purposeful Experiences
- Interest and Common Ground
- Adaptability & Compromise

Resilient Family



- Guiding & Inspiring
- Adaptability & Compromise

Resilient Communities



- Strong Partnerships & Alliance
- Social & Educational Events

Safe & Supportive Environments

Clear, Timely, Two-Way Communication

Dimensions of Wellness

- **Environmental Wellness:** housing status is secure, and living space does not have deficiencies that have an impact on health- physical space-safe, protected, sustainable, orderly/organized, aesthetically pleasing and motivational, adequate spacing and natural resources.
- **Financial Wellness:** Income and the source of income are both stable, with the ability to pay for necessities and health care/social services- resources, money, budgeting, economic development.
- **Intellectual Wellness:** Interest in acquiring knowledge and learning new skills; able to make informed decisions about life and health- knowledge and know how both formal and informal.
- **Spiritual Wellness:** Has a sense of purpose and values; engages in self-care activities to help alleviate stress and anxiety personal/organizational goals, inner-self, higher power & spiritual growth.
- **Mental Wellness:** dealing with obstacles or loss, mental clarity, able to deal with difficult situations, sound decision making, emotional response and chemical makeup - cope with life's challenge.
- **Physical Wellness:** Choosing to follow a plan to improve health, based on an evaluation of fitness, and nutrition needs, and existing health conditions. healthy development of our bodies-physical fitness, disease, nutrition.
- **Social Wellness:** Limited social isolation and the presence of a support system. feel a sense of belonging/acceptance, engagement, communication and interaction with others in all significant spheres of life: 1) home; 2) school/ work; and 3) community.



DATE:

PARTICIPANTS'S NAME:

Part IV: Wellbeing Plan

Area Targeted: Identify your priorities in the target area(s) (please indicate in order of importance-place a "0" in any of the areas that are not a priority, rank in order with "1" most important). This helps identify the types of programs/services you would like to explore in the coming year:

Financial Educational Environmental Mental Physical Social Spiritual

-Financial – (those things which contribute to financial recovery and prosperity, the ability to manage and plan for economic stability, the ability to budget and commit to economic development strategies that supports you and/or your family's quality of life)

-Environmental – (those things which contribute to visual appeal, safety, protection, and life sustaining resources of the physical environment-the house and/or community, including environmental security and responsibility)

-Educational – (those things which contribute to knowledge and know how, both formal and informal education and life-long learning, including classes, degrees, online courses, certification, or self-paced learning)

-Mental – (those things which prepare us to avoid or weather a crisis, dealing with obstacles or loss, crisis intervention and prevention, ability to think clearly, the health of your mind and thought processes)

-Physical – (those things which contribute to the care of our bodies and potential long life, healthy development, physical fitness, nutrition.)

-Social – (those things which contribute to a sense of belonging, positive social inter-generational interaction, interpersonal relationships)

-Spiritual – (those things which contribute to spiritual healing and purpose, introspective reflection, inner-self, goals, satisfaction level and spiritual growth)

* Each section provides samples and an empty space to begin thinking about and establishing an individualized Life Improvement Plan. A blank plan is provided in the attachment to allow additional spaces for you to initiate a draft with your Resiliency Coach.

Activity - Wellness Priorities

Community Health Assessment Best Practices



Best Practices for Patient Experience

*CAHPS Patient Experience



Wellbeing & Resiliency Resources & Stakeholders



Sample list...

Physical Wellbeing

parks & recreation, gyms, hospitals, doctors, dentists, vision care, grocery stores, restaurants, fruit & vegetable stands and gardens, gymnastics, dance, karate, school athletic programs, other sport offering (pools, golf, ball fields, playgrounds, etc)

Mental Wellness

mental health facilities, counseling, support groups (AA, abuse recovery)
for-profit 3rd, community centers, clubs/organizations/ programs for children, youth, households, mentoring programs, student clubs & organizations, church youth groups

Social Wellbeing

Spiritual Wellbeing churches, community gardens, yoga, meditation

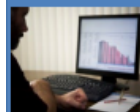
public transportation, fire/police stations, public parks/sidewalks, farms, ranches, community gardens, neighborhood watches, EPA, hardware stores, nurseries, homeless shelters/hospitality, recycling centers, homes, apartments

Environmental Wellbeing

Intellectual Wellbeing daycares, pre-schools, K-12 schools, post-secondary institutes, libraries, museums, bookstores, Internet providers

banks, credit unions, tax attorneys, accountants, bookkeepers, financial consultants

Financial Wellbeing



Pillars for Success Resiliency Coaching

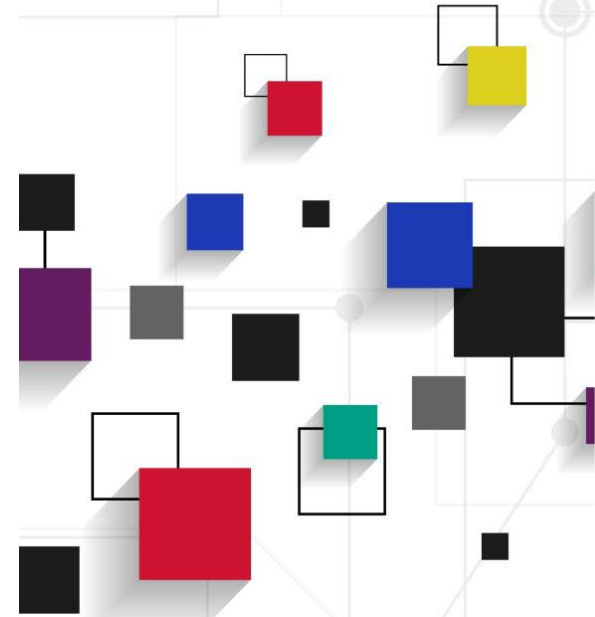
- Overall Resiliency and Balanced Wellbeing
- Life Improvement Skills
- Functional Family and Community Support
- Integrated Care Team - clinical and non-clinical services



Resiliency Coach Versus Wellness Ambassador?

A Resiliency Coach walks along beside each client as they explore life's challenges, opportunities and threats to help them discover solutions.

- Help the client(s) work with their family, explores life factors and equips the participants with strategies and resources to help each person be all they can be by helping them at home, work/school and/or life.
- Explores strengths, gifts, talents and interest.
- Builds Life Improvement Plans that empower clients to break free of challenges.
- Empowers the client with the tools, strategies, and renewed energy to tackle hurdles and bounce back to come out stronger in the end.
- Strictest of confidentiality-no personal information is to be shared without express written consent and must follow HIPPA & GEPA privacy and security.



Confident.

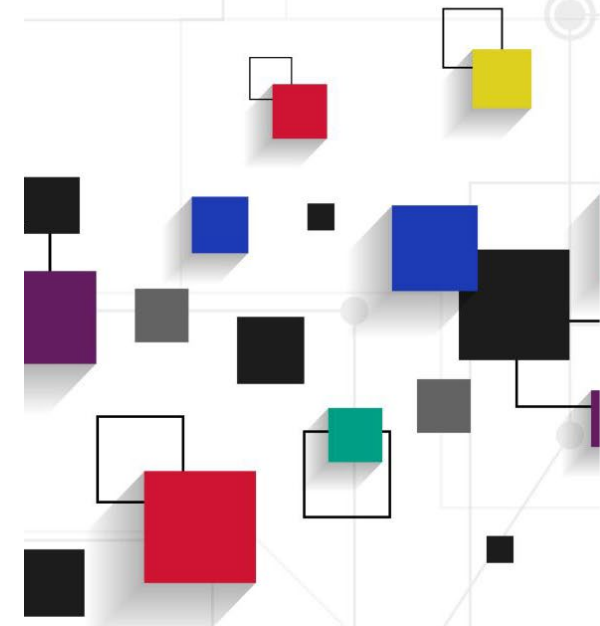
Cheerleader.

Devil's Advocate.

Resiliency Coach Versus Wellness Ambassador?

A Wellness Ambassador walks along beside communities and agencies to help them develop and/or deliver solutions.

- Help the client(s) understand the difference between health and wellness services.
- Builds awareness of key health and wellness conditions and solutions to mitigate or manage.
- Becomes a trusted advisor to deliver health education and promote regional access to care.
- Identifies and develops strategic partnerships that nurture balanced wellbeing and resiliency.
- Executes a variety of community and family outreach strategies.
- Participates in community health improvement planning processes and teams to become a thought leader in the region.



Confident.

Cheerleader.

Devil's Advocate.

Family-Centered Outreach & Services

Government, Workplaces, Providers, Community-based, Strategic Partners, Faithbased

External Touch Points

- Advertising
- Social Media
- Seminars
- Sponsorships
- Events
- Expos
- Kiosk
- Onsite Educators
- Cause Related Marketing
- Strategic Campaigns
- Fundraisers
- Radio & Interviews
- Partnerships
- Patient Portal

Internal Touch Points

High-Touch

- High-Impact
- High-Cost
- Grounds & Housekeeping
- Greeting & Registration
- Admissions/Billing
- Employee in Hall
- Nurse/Technician Vitals
- Provider
- Admissions



Performance Management

Data-Driven Care



Patients
Families
Community
Members

- **People**
 - Experience & Expertise
 - Dress & Look
 - Attitude & Customer Care
- **Process & Programs**
 - Across Segments
 - Consumer Centric
 - Customized
- **Technology**
 - Ease of Use
 - Personalized Experience
 - TeleMedicine
- **Materials**
 - Consumer-focused
 - Value-based
- **Facilities**
 - Look Good
 - Feel Good
 - Smell Good

Position For Success

Build Brand, Maximize Brand Awareness, Trust & Credibility
Drive Traffic to Hospital, Wellness Center, Community Events, Social Networks, Member Portal, Patient Portal, Personalized Service, Generate Leads and Increase Reach

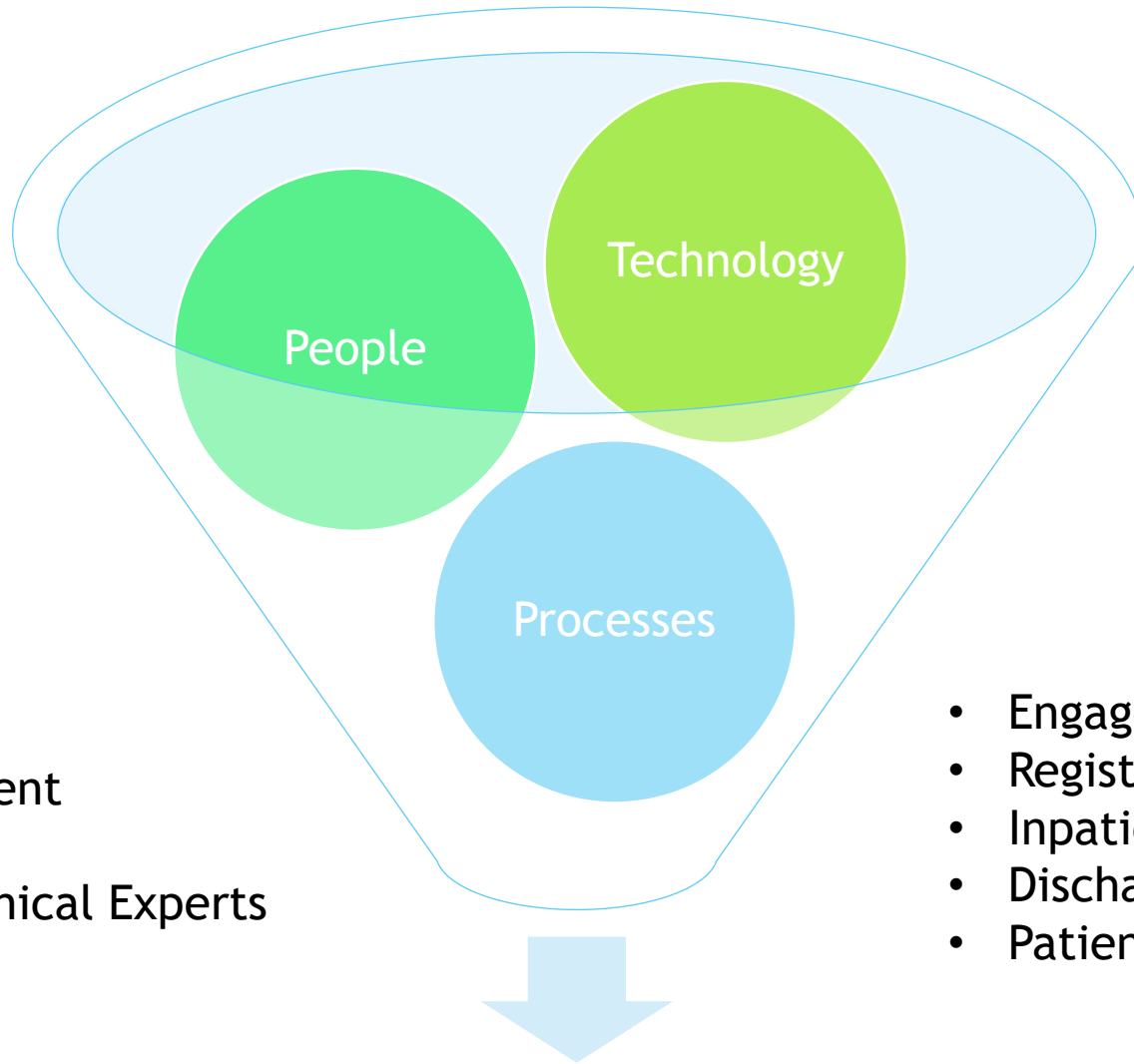
Compliance. Service. Satisfaction. Retention. Loyalty

Promoting Wellbeing & Resiliency

- Bring things, services, people and places together on a journey of exploration to discover and rebuild lives, families, marriages and communities.
- Help individuals define new purposes and identify strategies to address deficits in resiliency factors and wellbeing indicators.
- Coach and guide them as they build life improvement plans that promote balanced wellbeing and resiliency.
- Help develop an action plan for change and resources to help live out that plan.
- Create a space for clients to be safe, respected, and creative as they embark on a journey of exploration to identify and act.
- Become a sounding board to listen and help establish individualized agendas in a holistic way.
- Work with a variety of clinical and nonclinical expert to integrate strategies and services.

Learning. Discovery. New Insight.





- Case Management
- Coaches
- Peer Support
- Patient Navigator
- Financial Management
- Caregivers
- Nurses/Doctors/Clinical Experts

- Electronic Health Record (EHR)
- Patient Portal
- Click Up Project Management
- Wearables
- DTx

- Engagement & Education
- Registration
- Inpatient/Outpatient Services
- Discharge Planning
- Patient flow & Referral process

Critical Components to Support Wellness Coaching

Assessments & Tools



- MCMH standard assessments
- Pre-screening Mini Assessment
- PRAPARE/SDOH
- CMS
- PHQ
- Flourishing Measures
- Resiliency Portfolio
- SBIRT

Who. What. When. How. Where?

Table 1. Community versus Patient Level Evaluation from USDA Semi-Annual Report 1 (as submitted)

Community Level Evaluation vs. Patient Level Evaluation	
<u>Community-Level</u>	<u>Patient-Level</u>
Baseline data available in Florida CHARTS.	Some baseline data is available if already collected in the EHR.
FL CHARTS data can show the need for the intervention.	New screening tools can aid in collecting greater patient-level data.
E.g., the percentage of residents living in a different house in the prior year as it relates to the Environmental Wellness dimension.	E.g., Ferrans and Powers Quality of Life Index as it relates to Spiritual and Mental Wellness dimensions.

Socioecological Model (SEM) demonstrates the influence of relationship (interpersonal), community, and societal factors on individual behaviors and wellness

Socioecological Model (SEM) Continued

Table 3. Socioecological Model (SEM) Evaluation (proposed revision)

Adapting the Socioecological Model to Evaluation		
<u>Level</u>	<u>Factors</u> ¹	<u>Potential Sources</u>
Individual	Biological and personal factors, e.g., age, education, income, race, recovery, and biomarkers.	PRAPARE, Alcohol/Substance Use Screening (from SBIRT), PHQ-2, EHR(s), PACE-EH, F&P QLI, PWS
Relationship	Family, home, social, and emotional factors, e.g., housing status, partner safety, and number of family members living in the household.	PRAPARE, PACE-EH, F&P QLI, PWS
Community	Factors impacted by school, work, church, and volunteering sites, e.g., transportation.	PRAPARE, PACE-EH, F&P QLI, Florida CHARTS
Societal	Policy and regional ² -level factors, e.g., Florida CHARTS and Robert Wood Johnson Foundation data.	Florida CHARTS, Robert Wood Johnson Foundation data

¹ Krug et al., 2002

² *Note.* Regional refers to Jefferson, Madison, Taylor, Lafayette, Hamilton, and Suwannee counties

Social Determinants of Health



SDOH Healthy 2030

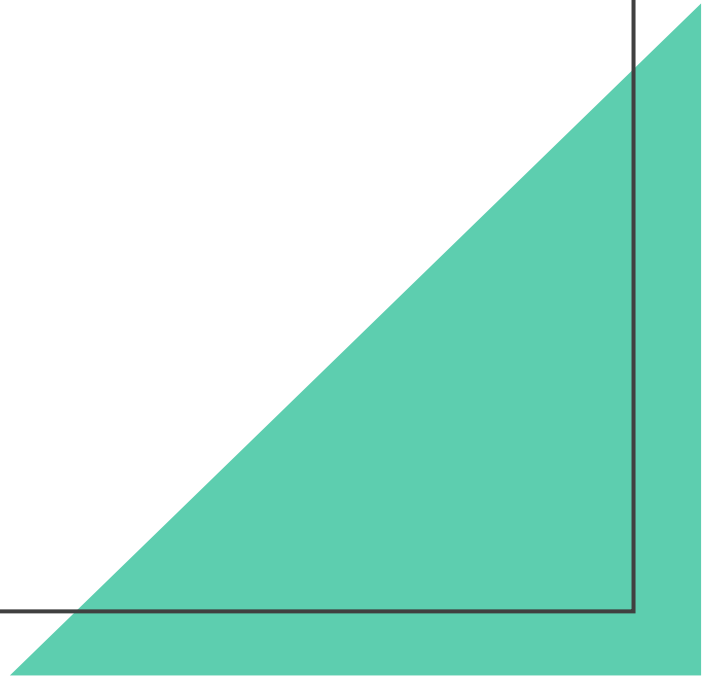
Patient Health Questionnaire-2 (PHQ-2)

PHQ-2

Over the last 2 weeks, how often have you been bothered by any of the following problems?

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3

For office coding: 0 + 1 + 2 + 3
= Total Score



PRAPARE (Pre-screening for SDOH)



Personal Characteristics

1. Are you Hispanic or Latino?

Yes	No	I choose not to answer this question
-----	----	--------------------------------------

2. Which race(s) are you? Check all that apply

Asian	Native Hawaiian
Pacific Islander	Black/African American
White	American Indian/Alaskan Native
Other (please write):	
I choose not to answer this question	

3. At any point in the past 2 years, has season or migrant farm work been your or your family's main source of income?

Yes	No	I choose not to answer this question
-----	----	--------------------------------------

4. Have you been discharged from the armed forces of the United States?

Yes	No	I choose not to answer this question
-----	----	--------------------------------------

5. What language are you most comfortable speaking?

Family & Home

6. How many family members, including yourself, do you currently live with? _____

I choose not to answer this question

7. What is your housing situation today?

I have housing
I do not have housing (staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, or in a park)
I choose not to answer this question

8. Are you worried about losing your housing?

Yes	No	I choose not to answer this question
-----	----	--------------------------------------

9. What address do you live at?
Street: _____
City, State, Zip code: _____

Money & Resources

10. What is the highest level of school that you have finished?

Less than high school degree	High school diploma or GED
More than high school	I choose not to answer this question

11. What is your current work situation?

Unemployed	Part-time or temporary work	Full-time work
Otherwise unemployed but not seeking work (ex: student, retired, disabled, unpaid primary care giver) Please write: _____		
I choose not to answer this question		

12. What is your main insurance?

None/uninsured	Medicaid
CHIP Medicaid	Medicare
Other public insurance (not CHIP)	Other Public Insurance (CHIP)
Private Insurance	

13. During the past year, what was the total combined income for you and the family members you live with? This information will help us determine if you are eligible for any benefits.

I choose not to answer this question

PRAPARE (Pre-screening for SDOH) continued

14. In the past year, have you or any family members you live with been **unable** to get any of the following when it was **really needed**? Check all that apply.

Yes	No	Food	Yes	No	Clothing
Yes	No	Utilities	Yes	No	Child Care
Yes	No	Medicine or Any Health Care (Medical, Dental, Mental Health, Vision)			
Yes	No	Phone	Yes	No	Other (please write):
I choose not to answer this question					

15. Has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living? Check all that apply.

Yes, it has kept me from medical appointments or
Yes, it has kept me from non-medical meetings, appointments, work, or from getting things that I need
No
I choose not to answer this question

Social and Emotional Health

16. How often do you see or talk to people that you care about and feel close to? (For example: talking to friends on the phone, visiting friends or family, going to church or club meetings)

Less than once a week	1 or 2 times a week
3 to 5 times a week	5 or more times a week
I choose not to answer this question	

17. Stress is when someone feels tense, nervous, anxious, or can't sleep at night because their mind is troubled. How stressed are you?

Not at all	A little bit
Somewhat	Quite a bit
Very much	I choose not to answer this question

Optional Additional Questions

18. In the past year, have you spent more than 2 nights in a row in a jail, prison, detention center, or juvenile correctional facility?

Yes	No	I choose not to answer this
-----	----	-----------------------------

19. Are you a refugee?

Yes	No	I choose not to answer this
-----	----	-----------------------------

20. Do you feel physically and emotionally safe where you currently live?

Yes	No	Unsafe
I choose not to answer this question		

21. In the past year, have you been afraid of your partner or ex-partner?

Yes	No	Unsafe
I have not had a partner in the past year		
I choose not to answer this question		

Prescreening Assessment SDOH

Pre-screening Sample (All Patients)



AUD or SUD Recovery Question

Are you currently in recovery for alcohol or substance use? Yes No



AUDIT-C (SBIRT, Pre-screening for AUD)



Alcohol:

One drink =



12 oz. beer



5 oz. wine



1.5 oz. liquor (one shot)

1. How often do you have a drink containing alcohol?	Never	Monthly or less	2 - 4 times a month	2 - 3 times a week	4 or more times a week
2. How many drinks containing alcohol do you have on a typical day when you are drinking?	0 - 2	3 or 4	5 or 6	7 - 9	10 or more
3. How often do you have five or more drinks on one occasion?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily

NIDA (SBIRT, Pre-screening for SUD)

Drugs: Recreational drugs include methamphetamines (speed, crystal), cannabis (marijuana, pot), inhalants (paint thinner, aerosol, glue), tranquilizers (Valium), barbiturates, cocaine, ecstasy, hallucinogens (LSD, mushrooms), or narcotics (heroin).

None 1 or more

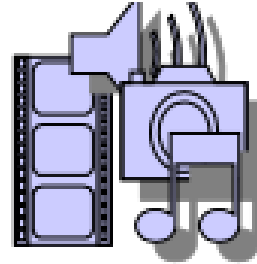
How many times in the past year have you used a recreational drug or used a prescription medication for nonmedical reasons?	<input type="radio"/>	<input type="radio"/>
-----------------------------------------------------------------------------------------------------------------------------	-----------------------	-----------------------

PHQ-2 (Pre-screening for depressed mood and anhedonia)

Over the last 2 weeks, how often have you been bothered by any of the following problems?	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3

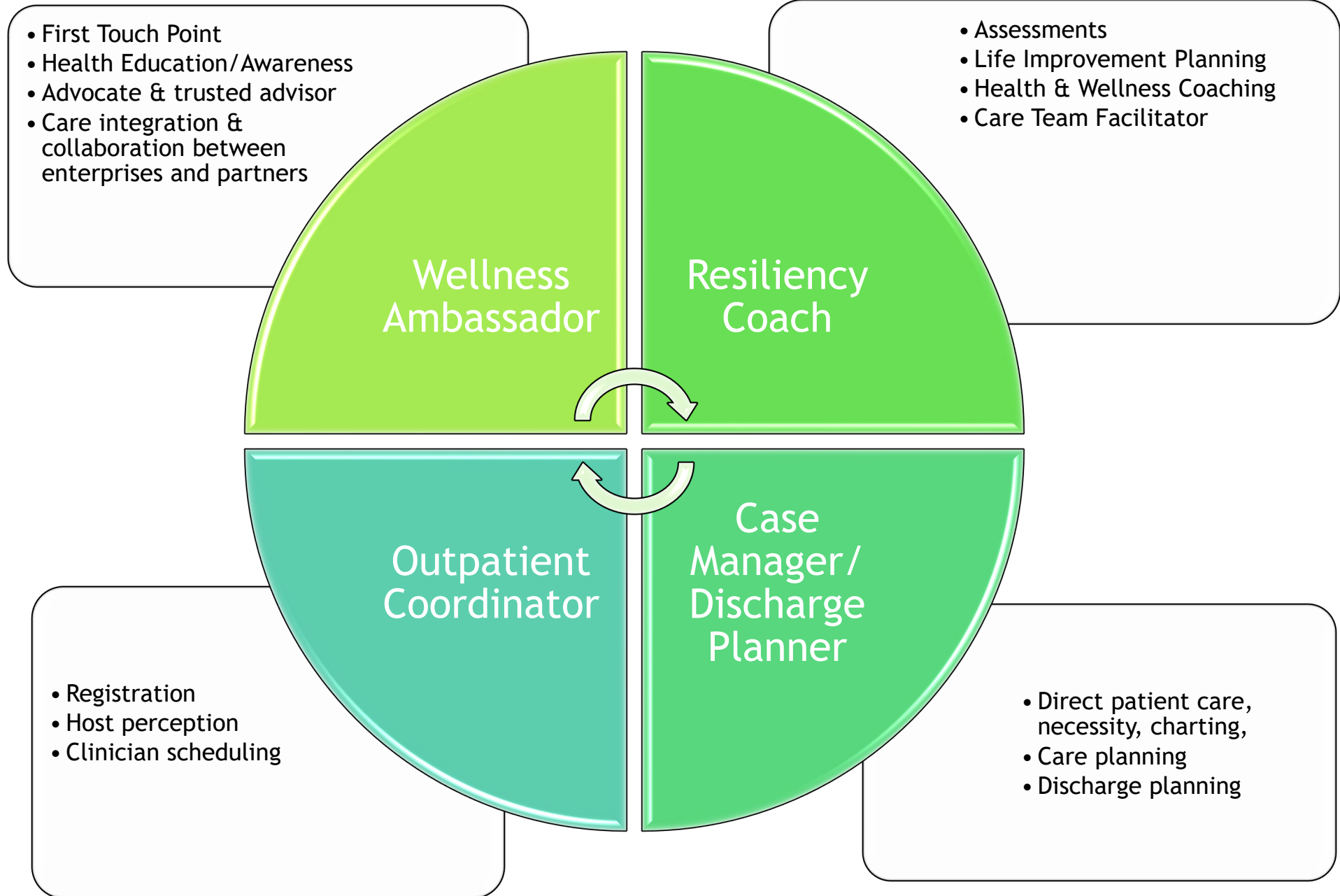
Prescreening Drugs & Alcohol

Wellness & Resiliency Tools

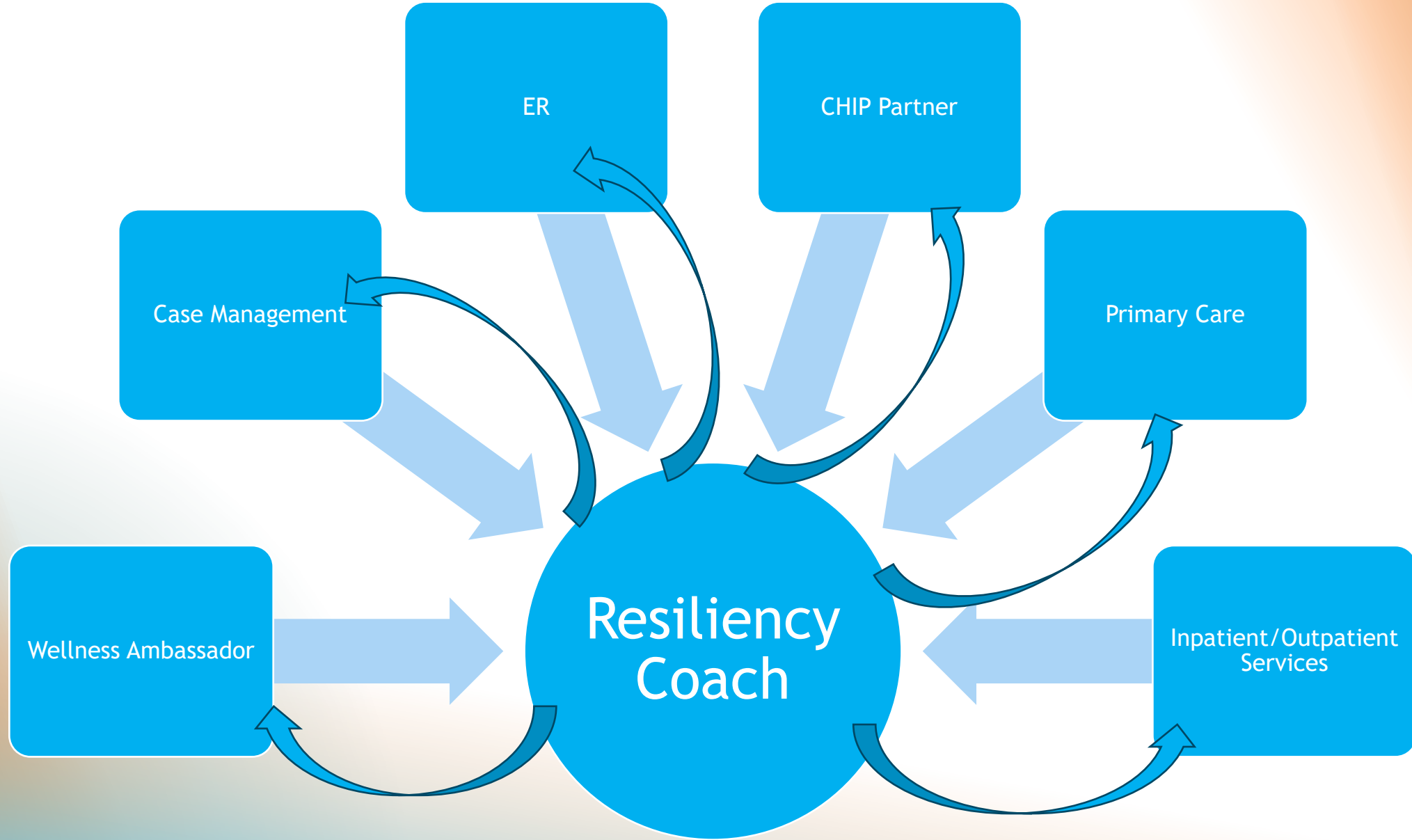


Face-2-Face	Live Online	Coaching	Community	Multimedia	Web-based Coaching	Performance Support
Classroom Community Partners Health Education Clinical Case Management Discharge	Webinars TeleHealth	Resiliency Coaching Mentoring Wellness Ambassador	Blog Chat eMentoring Events	CD/DVD Podcast Streaming	Live Apps Patient Portal Book of Knowledge	Wearables Life Improvement Plans Information Management

Care Team Integration



Referral Framework

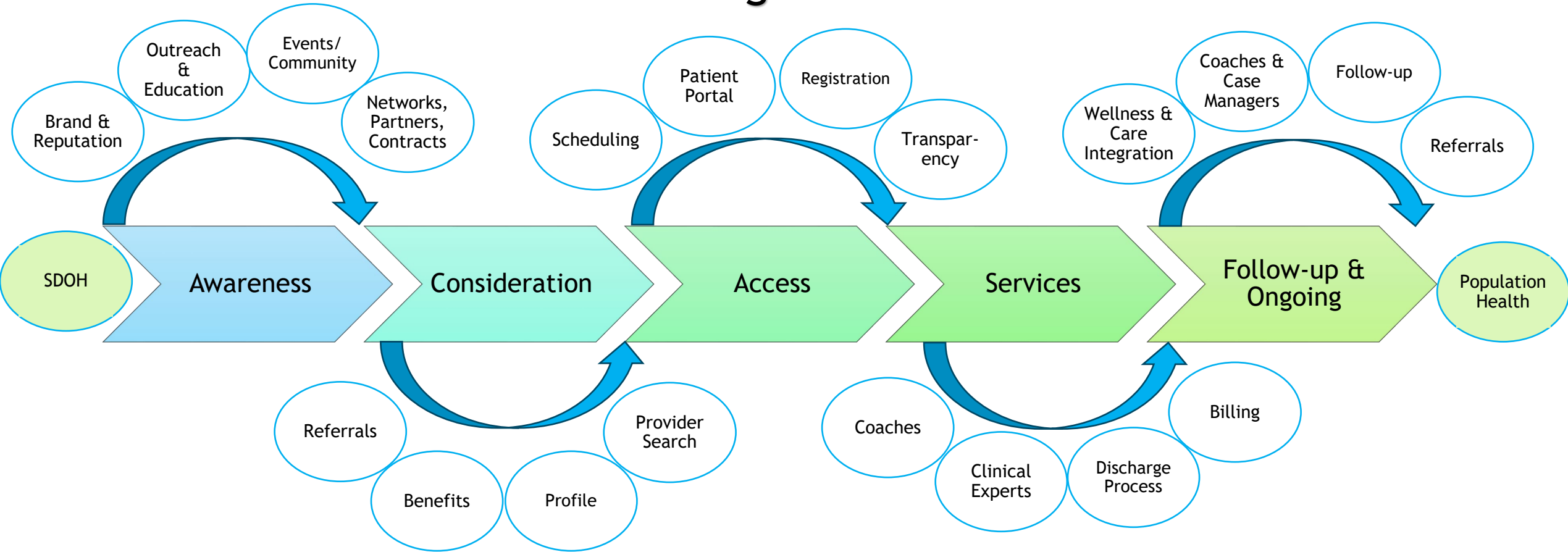


Patient Journey

Health & Wellness Education

Care Team Integration

Diagnosis



Prevention

Intervention

Treatment

Stages of the Wellness Journey

Wellness Ambassador

Engage

Inform

Partner

Empower

Access-Monitor-Improve

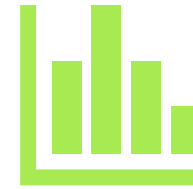
Wellness Coach



Initial Visit



Consent to
Participate



Know Your Numbers
Assessment



Wellness
Assessment

Who. What. When. How. Where?



Patient Management Plan

- Patient coaching experience encompasses the entire journey from initial contact with the healthcare provider to post-treatment follow-ups.
- This includes interactions with the front desk staff, nurses, coaches, doctors, treatment plans and protocols, case management, discharge instructions, billing processes, and more.

Who. What. When. How. Where?

Assessment



WHAT (WHAT IS THE
PATIENT PROVIDED
WITH AT
ASSESSMENT)



HOW (HOW IS THE
ASSESSMENT
CONDUCTED-WHAT
DOES IT ENTAIL)



WHEN (HOW LONG
AFTER INITIAL
SCREENING)



TIMELINE (HOW
MUCH TIME IS GIVEN
TO PROCESS
ASSESSMENT)

Who. What. When. How. Where?

Referral Processes



HOW DO YOU
DETERMINE
WHICH
SERVICES TO
REFER TO



HOW MUCH
TIME IS
ELAPSED PRIOR
TO REFERRING



IS THIS
ENOUGH TIME
FOR
PARTICIPANTS
TO PROCESS
RISK
COUNSELING
AND
COMPREHEND
BEHAVIOR
CHANGES



HOW MUCH
TIME IS NEEDED
TO CONTROL
AND MANAGE
BEHAVIOR



WHAT KIND OF
RESOURCES ARE
REQUIRED TO
MANAGE
BEHAVIOR
AND/OR
CONDITIONS

Who. What. When. How. Where?

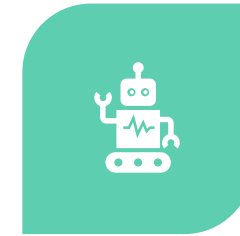
Wellness Coaching Pillars of Success



USING REAL-
TIME
DIAGNOSTIC
TOOLS TO
ESTABLISH A
PREDICTIVE
CARE PLAN



PROVIDE
EDUCATION
AND COACHING
AS A
PREVENTIVE
STRATEGY THAT
PROMOTES
BALANCED
WELLBEING
AND
RESILIENCY



DELIVER A
PERSONALIZED
EXPERIENCE
BASED ON
INDIVIDUAL
PREFERENCE-
LEVERAGING A
MIXTURE OF IN
PERSON,
VIRTUAL, AND
REMOTE CARE.



INDIVIDUALIZED
PLAN THAT ARE
PARTICIPATIVE -
THE CLIENT
DETERMINES
GOALS AND
OBJECTIVES TO
HAPPIER AND
HEALTHIER
LIVING.



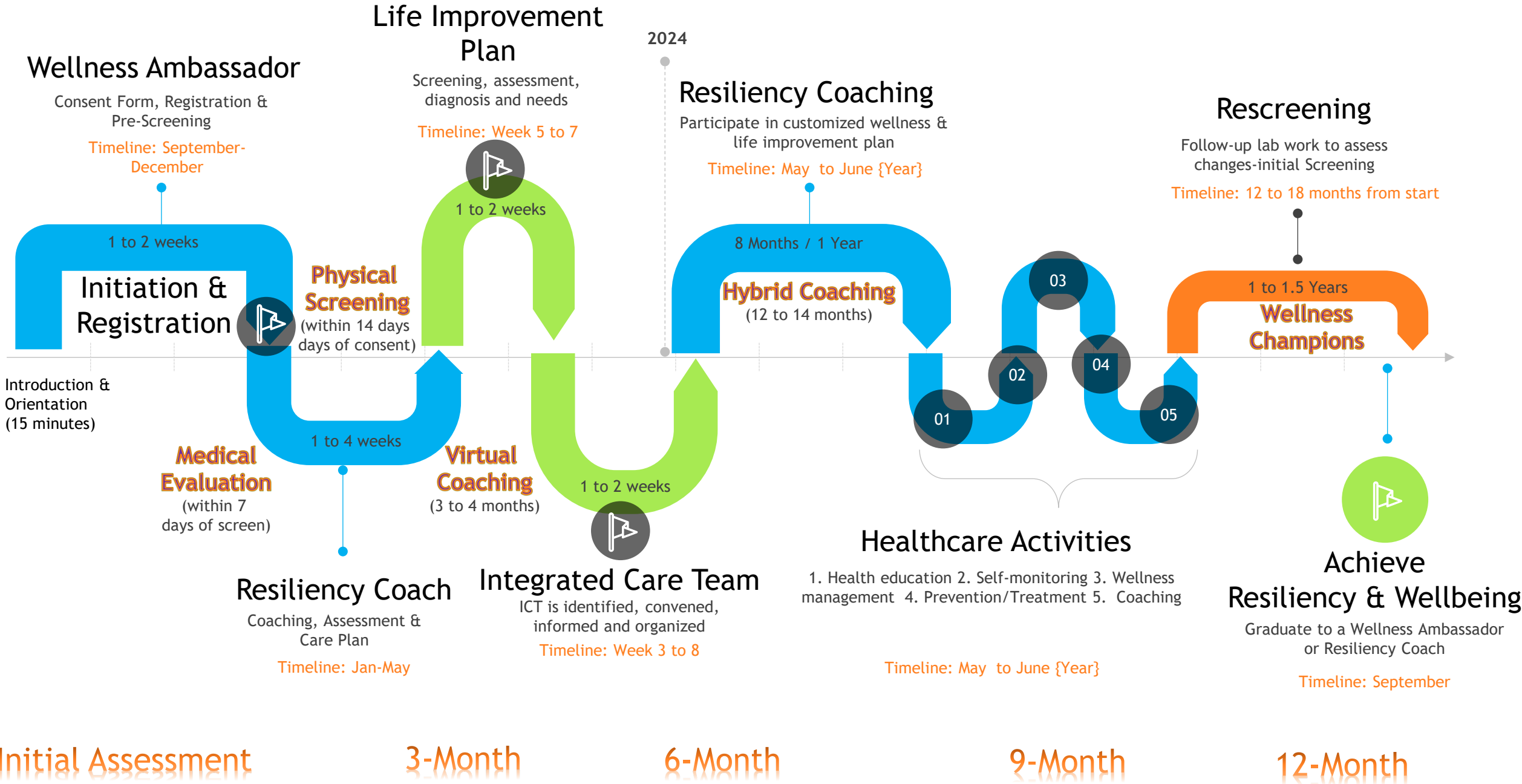
Ongoing Coaching Strategies

- Patient-centered health records
- Patient knowledge about red flags that indicate worsening conditions or drug reactions
- Patient and caregiver knowledge of resources available and how to leverage them
- Access to healthcare and insurance
- Health and wellness coaching and support tools
- Medication management
- Follow-up visits with providers and specialists
- Assessment and reflection for current and improved state

Resiliency Coaching Roadmap



Milestones





CREDENTIALING &
CERTIFICATIONS

CODING &
BILLING

STANDARD
OPERATING
PROCEDURES (SOP)
FOR COACHING

CONNECTION WITH
EHR/CLINICAL
DOCUMENTATION/
PATIENT PORTAL

Current Development Cycle: Continuous Improvement



Madison County
Memorial Hospital





Next Steps

SUSTAINABILITY &
SCALING