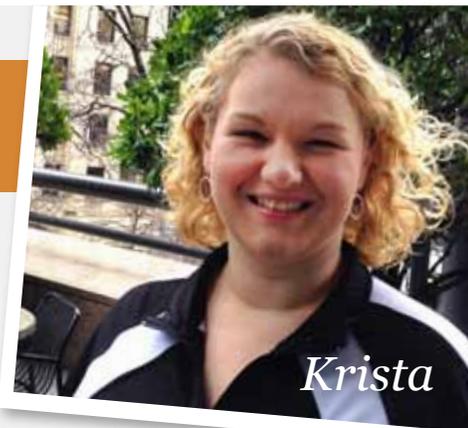


Making the Call

TLC QUARTERLY
NEWSLETTER
JAN-MAR 2012

Meet Your Coach



"In the end, it's all about continued support," says TLC Coach Krista.

Krista has been a Quit Coach® with the American Cancer Society® Quit For Life® Program for nearly 4 years. When the Veterans Health Administration National Center for Health Promotion and Disease Prevention (NCP) launched the Telephone Lifestyle Coaching (TLC) pilot in late 2011, she transitioned her years of experience to work with Veterans focused on quitting tobacco, losing weight, and achieving four other targeted behavior change goals.

Within the first couple of months, Krista said she already has seen tremendous progress in many of the participants she has been coaching. One tobacco user, in particular, has made great strides in his attitude toward being able to quit tobacco. After taking just four calls with Krista, he has increased his confidence in being able to quit from "not likely" to "extremely likely."

"He has been able to cut his smoking from two packs a day to one pack a day," she said. "Limiting his smoking was more than he ever thought he could do, and now he's confident he'll be able to quit."

Many of the patients referred from VA health care teams express interest in addressing several of the program's other goals, including eating wisely and managing stress.

"I have found that my participants are very receptive to the support, and are engaged and appreciative," Krista said. **"They're very willing to be in the program, listen to what I have to say, and give it a try."**

"We're following participants throughout the process," Krista said. **"They remember talking to me, and they're building that relationship with me."**

"This Veteran was very upbeat and chatty. She originally agreed to work on goals for stress, weight loss, nutrition, and physical activity, but this was mostly because the real goal was weight loss and **she realized nutrition and physical activity would have to play a role in weight loss.** This Veteran is beginning food tracking as an **easy win** since she had experience with it in the past and found it to be relatively easy."

- Coach Mayra

"She was **very inspired** by her first call, and she followed through on her action plan and has so far lost 3 pounds. ... **The Veteran said that today's call came at just the right time for her** (motivation was starting to slip), and she's grateful for our help."

- Coach Jordan

Coaches Corner

Melissa Mertensmeyer From the Truman VAMC Has the Following Tips This Quarter:



Q: *What communication tools (staff meetings, in-services, lunch and learn, email, etc.) have you used to explain the TLC pilot to clinicians and/or non-clinical staff at your facility?*

A: At the Truman VAMC, we used a multi-phased approach:

Phase 1 was with our CBOC's and included:

- HPDP program developed a PowerPoint for the CBOCs and the primary care clinics with information from NCP and Alere Wellbeing as well as information specifically related to our facility (such as location of consult, how this affects current programming, etc).
- HPDP team members traveled to each CBOC for a face to face presentation.
- CBOC staff were given a handout copy of PowerPoint.
- Gave each CBOC a copy of the MOVE! and TLC workbooks as well as the TLC Info/Goal Setting Handout.

Phase 2 was with our primary care clinics located at our main hospital site and included:

- HPDP rolled out TLC to our primary care clinics in early February during our primary care staff meeting. The PowerPoint was added to the minutes of the meeting and a follow-up email went to all Primary Care staff about TLC.

Q: *What types of questions have you encountered from clinicians and non-clinical staff?*

- A:**
- The HPDP staff asked questions about the location of consults, who can enter consults and several questions about the Audit-C score. Truman VAMC had the Audit-C score pull over automatically from CPRS to save staff time in trying to locate the Audit-C score on charts.
 - How many times can the Veteran enroll in this program? We have provided education that Veterans can work on more than one goal at a time.
 - There were several questions about who Alere Wellbeing is and what qualifications their staff have. This information is in the PowerPoint but staff asked and wanted further discussion on this topic. It was great that HPDP staff could say that we toured the Alere offices and met staff.
 - What is the process for Veterans obtaining NRT within this program?

Q: *What have you found has worked best for you in introducing/implementing this program to your facility?*

A: Meeting with staff face to face. This gave them the opportunity to ask questions and meet the HPDP team face to face.

Q: *What is the one tip you would provide to others to help make this program a success?*

A: Get buy-in from leadership prior to implementation. Our leadership has been supportive with:

- Travel to/from CBOCs for trainings
- Giving us time to present in staff meetings
- Letting us implement TLC the way we felt it would work best

TLC Healthy Living Goal: Strive for a Healthy Weight



Veterans in the TLC program may choose a goal of striving for a healthy weight. Topics they will discuss include:

- Maintaining a healthy weight means balancing the number of calories you eat with the calories your body uses or burns.
- If you maintain your weight, you are “in balance.” You are eating close to the same number of calories that your body is using. Your weight will remain stable.
- If you are gaining weight, you are eating more calories than your body is using. These extra calories will be stored as fat, and you will gain weight.
- If you are losing weight, you are eating fewer calories than you are using. Your body is using its fat storage cells for energy, so your weight is decreasing.
- Being a healthy, normal weight is good for you and will help you prevent and control many diseases and conditions. Being overweight or obese increases your risk for diabetes, high blood pressure, cholesterol problems, heart disease, gallbladder disease, female health disorders, arthritis, some types of cancer, and sleep apnea.

A simple way to know if you are at a healthy weight is to know your body mass index (BMI).

Check your BMI here:

http://www.move.va.gov/download/NewHandouts/Miscellaneous/M06_BMIChart.pdf

BMI Guidelines:

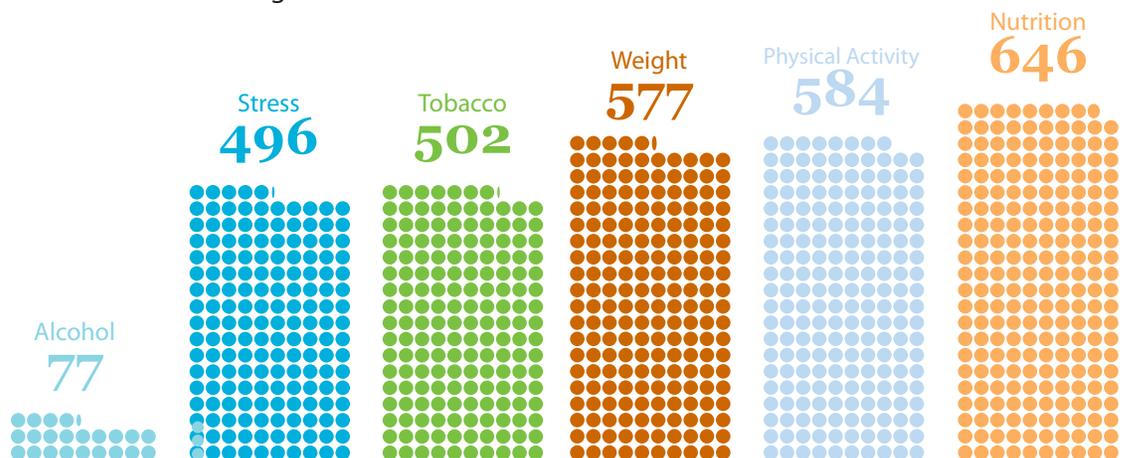
- Underweight = BMI less than 18.5
- Normal weight = BMI of 18.5-24.9
- Overweight = BMI of 25-29.9
- Obesity = BMI of 30 or greater

TLC By the Numbers

To date, TLC has had **2,633** contacts with Veterans. The program has received **1688** consults and **878** Veterans have enrolled in the program. **105** Veterans declined the program. **486** were unable to be reached and **31** were ineligible. **236** Veterans also cited a BMI range of 30-34.9.

Those enrolled in the program have set **2,882** goals thus far and are broken down in the numbers to the right:

● = 3 Veterans



Most Cited Health Condition:

**High
Blood
Pressure**



