FISCAL YEAR 2015 HIGHLIGHTS

VHA National Center for Health Promotion and Disease Prevention (NCP)

Office of Patient Care Services
There’s no other way to say it: 2015 was a huge year for NCP.*

Our office turned 20 years old, and we celebrated our legacy in VA prevention by hosting an anniversary event this fall. The MOVE!® Program, launched nationally in 2006, also celebrated almost 10 years of helping Veterans get physically active, eat wisely, and get healthier. And several of our key initiatives—the MOVE! Coach Mobile application, Lung Cancer Screening Demonstration Project, and Gateway to Healthy Living Pilot, for example—were launched, completed, or implemented.

Our achievements in 2015 are perhaps best described by Hellen Keller, who once said that progress occurs “not only by mighty shoves, but also by the aggregate of tiny pushes.” NCP staff worked together, across programs, and with a diverse group of many external partners—from HPDP and clinical staff at local facilities, to other VA/VHA offices and VACO leadership, to various Federal government stakeholders—to sustain and enhance our many HPDP resources, tools, trainings, and programs. And throughout these large and small efforts and collaborations, we stayed focused on helping VA provide the highest standard of patient-centered preventive care and improve Veterans’ access to care.

Some numbers speak to what the NCP team accomplished through FY 15. 650,000—the number of Veterans enrolled in MOVE! since inception. 2,000,000—the number of pounds lost by these participants. Nearly 40,000—the number of Health Living assessments completed through September. 6,400—the number of downloads of MOVE! Coach since its recent launch. 5,300—the number of Veterans who participated in the National TLC Program. And the thousands of VHA staff and their patients who have benefitted from NCP’s MI and TEACH training, Clinical Preventive Services resources, and VHEI’s program and professional development, to name just a few.

So with 2015 now “in the books” and NCP re-branded with a new, “Veteran-approved” tagline and logos (see page 15), we’ve begun to tackle the challenges of a new year. And we’re again setting the bar high in 2016 as we strive to provide the patient-driven care, measurable improvements, and sustained value that our Nation’s Veterans deserve.

Jane Kim, M.D., M.P.H.
Acting Chief Consultant for Preventive Medicine

*All acronyms in this report are defined on page 17.
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Providing Veterans with Personalized, Proactive, Patient-Driven Health Care

Through new and ongoing Veteran-centered programs, training, educational resources, and clinical tools, NCP helped field staff empower Veterans to achieve a healthier lifestyle in FY 15.
Fiscal Year 2015 NCP Highlights

**MOVE!®**
Weight Management Program for Veterans

In FY 15, MOVE! staff:

- Developed enhanced guidance for implementation of MOVE! Group Sessions (V.5.1), which will be rolled out in early FY 16
- Shared 30 Veteran MOVE! Success Stories - total of 125 MOVE! Success Stories shared to date
- Collaborated with TS to provide updated content for 82-day disease management protocols and interactive voice response protocols for weight management (TeleMOVE!) and to update TeleMOVE! Supplement for Implementation
- Continued development of SMS weight management protocol (Annie)
- Developed new, improved Healthy Plate Placemat incorporating updated Dietary Guidelines for Americans, for release in FY 16
- Released Spanish translation of MOVE! Handout Booklet
- Evaluated national MOVE! performance measures resulting in retirement of mov5
- Collaborated with field-based staff to identify best practices for engaging Veterans in MOVE!
- Improved IT operations, including MOVE!11 application security enhancement
- Participated in national meetings and presentations including
  - NFS – National Nutrition Month Showcase Event
  - VISN16 MOVE! Coordinator in-person meeting

Did You Know?

MOVE! has enrolled 650,000+ Veterans (September 2015) since inception, and these participants have shed 2 million+ pounds while in the program!

MOVE! Success Stories

**Paying It Forward:**
MOVE! helped Veteran Caryn Cash develop a healthy lifestyle and lose 45 pounds
(Ralph H. Johnson VAMC, Charleston, SC)

**Lasting Lifestyle Change:**
MOVE! helped Veteran Roy Gochenour get ‘SMART’ about weight loss and drop 37 pounds
(Lebanon (PA) VAMC)

**Just What He Needed:**
MOVE! helped Veteran Michael Ofstein win his life-long battle with weight—and lose 125 pounds
(VA Southern Nevada HCS)
My Health Living Assessment (HLA)

As of the end of FY 15, more than 63,000 HLAs had been started, and almost 40,000 completed, and staff:
- Updated Veterans’ reports to achieve a simpler, more Veteran-friendly design
- Added the capability to access HLA via mobile devices
- Created short and long versions of Clinician Guide: How to Incorporate the HLA into Your Workflow, available online and as a pdf
- Completed analysis of MHV customer satisfaction survey data on HLA, which were very positive

Moving into FY 16, staff will:
- Enhance HLA by adding ‘treatment facility’ to assessment data, and adding secure messaging functionality so that Veterans can send HLA results directly to their health care team
- Develop clinical reporting for VHA staff
- Update HLA content to reflect changes in VHA policies and guidelines
- Facilitate award of a technical support contract to enable future enhancements
- Work with HSR&D staff on a clinical research protocol involving HLA administration method and corresponding 6-month outcomes

How Does the HLA Help Veterans?
- Provides confidential individualized health information in a non face-to-face setting
- Offers a unique measure of health status in the ‘Health Age’ metric
- Allows ‘what-if’ analyses that show the impact of making healthy changes
- Provides information and VA resources to work on making healthy changes

What They’re Saying About HLA

“One of the CBOC nurse care managers...told me a story about a Veteran who took the HLA only to find that his ‘health age’ was lower than his actual age. He was so excited at what he felt he’d been able to accomplish...This tool also helps keep people motivated to continue to practice healthy behaviors. They don’t just feel it in their bodies—they see it on paper. It really meant something to him.”

— CBOC Nurse, VISN 23
Fiscal Year 2015 NCP Highlights

MOVE! Coach Mobile Phone App

Prior to the February national launch of MOVE! Coach for Veterans and public use, MOVE! staff:
- Finalized national field testing and reporting
- Hosted 2 on-line training sessions in January
- Created educational videos to introduce the app
- Developed and disseminated 9-item educational and marketing toolkit
- Built training site for app in collaboration with VA Mobile Health

Post-launch, staff:
- Participated in national calls to introduce the app and related tools and resources to VHA staff
- Continued development updates incorporating feedback from User Acceptance Testing and Field Test (v.1.0 & 2.0)
- Began development of MOVE! Coach v.2.0 for use with iOS and Android devices

Number To Know:
6400+
Downloads of MOVE! COACH MOBILE APP through September 2015

2.57 million total page views since April 2012
Top 5 searches in 2015: diabetes, high blood pressure, congestive heart failure, Agent Orange, COPD

Veterans Health Library

In FY 15, the VHL display was enhanced to
- Provide easier viewing on computers and mobile devices
- Improve navigation using fly-out content menus and “hover display”
- Reduce the clicks needed to find specific content via quicker access to content
- Provide more specific results
- Offer a new, larger toggle button, prominently displayed on each page, to take users automatically between English and Spanish.
- Now all content, navigation, and search functions are translated into Spanish.
- Provide larger, more prominent buttons for quick printing, email, and social media

In FY 15, a User Experience Survey was added to the VHL.
Respondents (n=190) reported a high level of agreement about the positive impact of the VHL:
- 54% visited the VHL to “learn more about my own health condition”
- 97% agreed that they felt more prepared to ask questions during the next health care appointment as a result of VHL
- 88% agreed about the VHL’s positive impact on their motivation to take better care of their health, make changes in the way they take care of themselves, and know more about how to take care of their health
- 80%+ gave positive ratings to the VHL
- More than three-quarters gave positive ratings to the VHL:
  - 88% consider the photos, drawings, and videos very or somewhat helpful
  - 83% consider the website content very or somewhat helpful

2015: NEW CONTENT DEVELOPED
- Anger Management
- Dementia/Alzheimer’s Disease
- Suicide Prevention
- Women’s Health
- “Be Tobacco Free” and “Be Safe” HL messages
- Long-term Support Services (GEC)
- VHA ‘A Million Hearts’ Initiative
- COPD and Diabetes Self-care/ Self-management resources
- Hypoglycemic Safety
- NCP Adult Immunization Tables
- Medical devices, injectable drugs (PBM)
- Naxolone (PBM/Academic Detailing, VA Office of Mental Health Ops, VA Pain Management)
Achieving Measurable Improvement in Health Outcomes

In FY 15, NCP continued several pilots and programs that drove qualitative and quantitative improvements in Veteran health and access to care.
### NCP PILOT PROGRAMS AND STUDIES: FY 15

#### DPP PILOT

**GOAL:** Determine whether modest weight loss through dietary change and increased physical activity can prevent or delay the onset of Type 2 diabetes in Veterans

**DESCRIPTION:** Selected Veterans who are at risk for, but not diagnosed with, diabetes attended a series of group sessions and were given predetermined weight loss and physical activity goals

**COLLABORATION:** Diabetes QUERI  
- VA Ann Arbor (MI) HCS

**LOCATIONS:** Minneapolis VAHCS  
- Baltimore VAMC  
- VA Greater Los Angeles HCS

**STATUS:** Completed

#### LUNG CANCER SCREENING DEMONSTRATION PROJECT

**GOAL:** Assess the feasibility of implementing VA-wide lung cancer screening program for Veterans at high risk for lung cancer

**DESCRIPTION:** Annual lung cancer screening with low-dose CT scans for people at high risk for lung cancer

**COLLABORATION:** Durham (NC) HSR&D  
- National Radiology Program Office, Diagnostic Services  
- Veterans Engineering Resource Center, VA Pittsburgh HCS

**LOCATIONS:** New York Harbor VAMC  
- Durham (NC) VAMC  
- Charleston (SC) VAMC  
- Cincinnati VAMC  
- VA Ann Arbor HCS  
- Portland (OR) VAMC  
- San Francisco VAMC  
- Minneapolis VAHCS

**STATUS:** Completed, September 2015; qualitative/quantitative data are being evaluated; Report will be completed/distributed in 2016. As of September 2015, approx. 4,200 Veterans had been screened.

#### GATEWAY TO HEALTHY LIVING PILOT

**GOAL:** Help Veterans improve health and well-being by engaging, supporting, and motivating them to pursue health behavior change, eg, weight loss, tobacco cessation, and physical activity

**DESCRIPTION:** Built on the well-developed HL messages, tools, and resources, the program was piloted at 6 VA sites that enrolled 83 Veterans in a PACT-based, group intervention led by HPDP staff, focused on identifying reasons for change, setting SMART goals, and linking them to existing clinical programs or self-management tools

**COLLABORATION:** HPDP field staff, PCPs, Veterans, and National Program Offices including PACT, ONS, NFS, OPCCCT, MHS, HIMS, CBO, Offices of Finance and Women’s Health

**LOCATIONS:** Bronx, NY  
- Gainesville, FL  
- Indianapolis, IN  
- Murfreesboro, TN  
- Richmond, VA  
- Tucson, AZ

**STATUS:** Intervention was developed, then piloted from June - September 2015, with all sites planning to continue to offer the program. An evaluation report is in progress; plans for wider dissemination are underway.

### HOW MUCH DID GATEWAY HELP YOU SET A GOAL TO IMPROVE YOUR HEALTH?

<table>
<thead>
<tr>
<th>Participant Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A lot</td>
<td>66.7%</td>
</tr>
<tr>
<td>Somewhat</td>
<td>31.2%</td>
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**Participant Response**
Measurable Improvement

National Telephone Lifestyle Coaching (TLC) Program

In FY 15, NCP reported an Outcomes Evaluation of TLC. TLC was found to be a high-quality telephone lifestyle coaching program that supports Veterans in improving health behaviors, and was:

- Successful in reaching a diverse group of Veterans with multiple chronic conditions
- Effective in helping Veterans make positive health behavior changes
- Well-received by Veteran participants and staff

Key Participant Outcomes: Final Assessment

- TLC generated a total of 9,357 consults - 5,321 (57%) completed ≥1 coaching call, 77% of those completed ≥3 calls
- Of those who responded to final assessment call, 1,919 (64%) completed ≥7 calls
- Age range of participants: 20–92; mean body mass index (BMI): 33.0

Percent Setting Goal at TLC Enrollment Call

<table>
<thead>
<tr>
<th>Percent Setting Goal</th>
<th>Enrolled (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eat Wisely</td>
<td>77.5</td>
</tr>
<tr>
<td>Strive for a Healthy Weight</td>
<td>70.9</td>
</tr>
<tr>
<td>Be Physically Active</td>
<td>69.9</td>
</tr>
<tr>
<td>Manage Stress</td>
<td>58.7</td>
</tr>
<tr>
<td>Be Tobacco Free</td>
<td>48.5</td>
</tr>
<tr>
<td>Limit Alcohol</td>
<td>8.8</td>
</tr>
</tbody>
</table>

Number of Positive Behaviors

<table>
<thead>
<tr>
<th>Number of Positive Behaviors</th>
<th>Baseline</th>
<th>Follow-up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eat Wisely</td>
<td>2.3</td>
<td>2.2</td>
</tr>
<tr>
<td>Strive for a Healthy Weight</td>
<td>11.4</td>
<td>10.4</td>
</tr>
<tr>
<td>Be Physically Active</td>
<td>18.1</td>
<td>15.5</td>
</tr>
<tr>
<td>Manage Stress</td>
<td>32.3</td>
<td>25.1</td>
</tr>
<tr>
<td>Be Tobacco Free</td>
<td>6.1</td>
<td>5.1</td>
</tr>
<tr>
<td>Limit Alcohol</td>
<td>3.0</td>
<td>2.9</td>
</tr>
</tbody>
</table>

Losing weight

33% of those with a weight loss goal reported at least a 5% weight loss at 6 months (n=1,551).

Quitting tobacco

43.6% of smokers who set a goal to quit tobacco (n=1,195) reported being abstinent.

Reducing stress

Those with stress reduction as a main goal (n=180) had a mean score of 5.7 (down from 7.6 at baseline).

Eating a healthy diet

89.4% stated their diet was “reasonably healthy” or “very healthy” at final assessment (up from 76.2% at baseline).

Being more physically active

130 mean minutes of activity/week (up from 109 at baseline).

Reducing alcohol use

40% with alcohol reduction as a main goal (n=32) had AUDIT-C Score ≥5 (down from 80% at baseline).

Eating more fruits/vegetables

22.9% consumed ≥4 servings a day.

85.1% Veterans were satisfied with TLC:
- 93.5% would recommend TLC to others
- 87.5% were satisfied with coaching calls
- 80.2% would repeat TLC
- 90% of VHA staff respondents would recommend TLC for their facility, refer Veterans to TLC, and recommend it to other clinicians or facilities
- 90%+ of staff thought that TLC was of moderate or high value to PACT/Primary Care teams
### BY THE NUMBERS

#### TEACH
- **30:** Total TEACH Facilitators trained
- **553:** Total TEACH Facilitators trained since 2010
- **535:** Local TEACH courses offered
- **6,076:** Approximate participants in local TEACH courses
- **32,000+:** Total participants in local TEACH courses since 2010

#### MI
- **47:** Total MI Facilitators trained
- **359:** Total MI Facilitators trained since 2010
- **923:** Local MI courses offered
- **8,553:** Approximate participants in local MI courses
- **16,225:** Total participants in local MI courses since the mid-2013 launch of EES tracking

#### NCP and TEACH
- NCP provides guidance and leadership on NCP-approved training programs
- VHECs serve as facilitators/facility leads for local programming
- NCP supports VHECs, HBCs, and HPDP PMs by providing tools to assist them in integrating skills into the clinical practice of PACT staff and other clinicians, such as
  - **TEACH Observational Checklist** - feedback to clinicians who request assistance in using skills
  - **TEACH Self-Evaluation Assessment** - PACT members evaluate their individual use of health education, health coaching, and communication skills following training
  - **10-Step Health Coaching Process Using the My Health Choices Tool** - strategies for applying the Veteran-centered health coaching strategies featured in TEACH
  - **Clinician Guide to SMART Goals** - Specific, measureable, action-oriented, realistic, and time-based goals for each HL Message
  - **Moving Veterans to MOVE! Tool** - PACT clinicians are given a summary of 5 key steps to shape productive and supportive conversations about participating in MOVE!

#### DID YOU KNOW?

Recent evaluations show that TEACH and MI trainees are highly satisfied:
- Average overall satisfaction with MI Facilitator training: **4.9** (on 5-point scale)
- Average overall satisfaction with TEACH training: **4.7**
- Overall satisfaction ratings of PACT (n=1,843) clinicians attending MI training: **4.3**
- Overall satisfaction ratings of PACT (n=935) clinicians attending TEACH training: **4.3**

### COACHING
- **240:** TEACH and MI facilitators trained in Clinician Coaching, Facilitation, and Presentation Skills for TEACH and MI Facilitators Course since 2011

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**What They’re Saying About TEACH and MI**

“I just wanted to say that in the past almost 5 years that I have worked at the VA, TEACH and MI have been outstanding learning opportunities. They have been the best educational experiences with regard to facilitator presentation and delivery, provision of a quite useful, invaluable workbook, and in a nice learning environment – by far the most valuable I have ever attended....”

— PACT Nurse, Bay Pines VAHCS
Partnered with internal and external stakeholders, NCP developed clinical tools, guidance, and training to support and achieve HPDP goals, and help VHA staff enhance Veterans’ quality of care and quality of life in FY 15 and beyond.
Fiscal Year 2015 NCP Highlights

What They’re Saying About TLC

“TLC has really helped me—it’s like having a non-commissioned officer checking in on you regularly and making sure that you are not doing things that you shouldn’t be doing...If you want to quit or you think you want to quit but aren’t totally sure, just give it a try!”

– Veteran in Erie, PA

FY 15 KEY COLLABORATIONS

VHA -
Employee Health and Well-being
• ONS • Quality, Safety & Value • Communications
• EES

VHA Operations & Management -
Chief Business Office
• Clinical Operations • OPCCCT • VCS

VHA Policy & Services –
Office of Public Health
• Policy & Planning • Informatics & Analytics
• National Center for Ethics in Health Care
• Health Information • HSR&D

USPSTF • CDC
• HHS • VSO
• DoD • National Patient Safety Foundation

USPSTF • CDC
• HHS • VSO
• DoD • National Patient Safety Foundation

VA National Center for Patient Safety
• VA National Veterans Sports Programs & Special Events • VA Office of Academic Affiliations

Congressional/
Legislative Affairs
• Systems Redesign
• Connected Health • OSI
• SimLEARN • National Center for Organization Development
• Rural Health • QUERI
• MHV • Field Staff

National Leadership Council, Veterans Experience Committee, Subcommittee on Education and Communication
• US Army MOVE!

Task Force on Community Preventive Services
• ACIP • TJC • VA Public and Intergovernmental Affairs
• Self-Management Alliance • OIT

PCS -
• Primary Care Services
• Specialty Care Services
• PBM • GEC • NFS • MHS
• Spinal Cord Injuries/Diseases Services
• Diagnostic Services • Care Management & Social Work Services • PM&RS
• Health Information Management Service
• Women’s Health Services
• TS • Prosthetics Services
• Lesbian, Gay, Bisexual, Transgender Workgroup

21 VISNs
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HPDP: NATIONAL OUTREACH

• National Disabled Veterans Winter Sports Clinic (March/April, Snowmass, CO)—NCP staff provided an educational session on goal setting and had a goal-setting booth throughout the week. Veteran participants who set a SMART goal during the week were entered into a drawing for a prize donated by VCS.

• National Disabled Veterans Summer Sports Clinic (September, San Diego, CA)—NCP staff served on the national steering committee for the Clinic, and led the revision of the Coaches’ role description to incorporate TEACH and MI training, goal setting and facilitation of MOVE! participation, tobacco cessation programming, and other HPDP activities. Staff also led HPDP activities at the event, which included round table discussions on weight management, daily educational sessions on goal setting, and connecting to VA and community resources to support healthy living.

• National Veterans Wheelchair Games, Golden Age Games and TEE Tournament—NCP supported local HPDP staff in Dallas, Omaha, and Iowa City, providing an HPDP presence at the event through planning and promotional items.

• National Veterans Sports Programs and Special Events—NCP collaboration led to an invitation to serve on a national steering committee chartered by the VA Chief of Staff to evaluate the 6 national events.

• National committee with the VHA Office of Community Engagement, the VA Office of Faith Based and Community Partnerships—NCP staff are collaborating to develop an updated and expanded partnership with the Y-USA, formerly YMCA of the USA, which will facilitate local partnerships with VA and YMCA facilities. A memorandum of understanding will be signed and announced in FY 16.

HPDP: STAFF SUPPORT

• Monthly national calls, acknowledgment, and dissemination of success stories, technical consultation, and training activities and meetings—NCP continued to guide and support HPDP staff, programs, and committees in enhancing care at VA facilities.

• New Models of Care Site Assessments—Staff served on interdisciplinary planning team; contributed to the revision of the Prevention and Health Education sections of the capabilities assessment and scoring tool; and participated in 2 site assessments as a VHA Liaison.

HPDP 1 AND 2 METRICS

These measures support the shift from transformation to sustainment of HPDP Programs, and reinforce core program requirements outlined in VHA Handbook 1120.02:

• HPDP 1: Composite measure of facilities’ attainment of each of the 7 sub-elements, HPDP 3–9
• HPDP 2: Measure of facilities’ maintenance of facility-level HPDP Committee or Sub-committee

| HPDP 1 | 77.1% |
| HPDP 2 | 93.4% |

Percentage of Facilities Meeting Measure

What They’re Saying About

NCP’s Infographics

“The Prevent Falls and Safe Driving Month resources are GREAT! Love the videos too – perfect for our facility’s digital signage. Thank You!”

—Public Affairs Officer and Congressional Liaison, VISN 15
What They’re Saying About...

**HealthPOWER!**

“I enjoy the newsletter, and I use it as an advertising and awareness tool for the HPDP program at our facility. I often do this by printing a few hard copies and leaving them in reading areas for staff.”

– HBC/Psychologist, VA Northern Indiana HCS

“I print out HealthPOWER! for our VHE committee and for our HPDP quarterly meeting. It always has great info!”

– VHEC in VISN 22

“Emailing the newsletter with hyperlinks to individual stories is great... I can quickly scan the topics and click for the article, thanks!”

– MOVE! Coordinator in VISN 12

**NCP’s 2014 Highlights Report**

“I got a chance to finally review [NCP’s] Highlights Report and must say it is quite impressive...great work!”

– VACO Leader

“I just saw the NCP 2014 Highlights Report. Wow! You guys do amazing work and the presentation was truly impressive. It was really nice to see all the pieces laid out—it is easy to see the clear impact you are making on the lives of our Veterans.”

– National Program Manager, VACO

**NCP’s Monthly Healthy Living Message resources**

“I forwarded the physical activity links to my providers and nurses and received positive feedback. Thanks much...!”

– Nurse Practitioner and HPDP PM, VISN 11

“THANK YOU SO MUCH for putting these updates out there so I can print some materials for the waiting rooms and add the videos to our waiting room playlist.”

– Registered Nurse, Oscar G. Johnson VAMC
VHEI ACCOMPLISHMENTS

Based on previous success, PCS awarded VHEI a 5th consecutive consultation with TJC Resources, resulting in another well-attended webinar on how to use TJC tracer methodology for conducting a facility-wide VHEI assessment. TJC Resources created a specific tracer tool for this purpose for VHECs.

VHEI collaborated with other VACO program offices to create VHA-wide initiatives that enhance Veteran-centered health care delivery:

• Representation on PBM Advisory Committee - provided a new opportunity to collaborate to promote Partnership with Veterans on Medication Care, with a focus on using the patient-centered communication skills in TEACH to help clinical staff engage with Veteran patients to create individualized medication care plans.

WHAT IS VHEI?

• A coordinated approach to planning, delivering, and evaluating evidence-based Veteran-centered health education programs, services, and resource materials for Veterans and, as appropriate, their family members/caregivers

• Provides health education programs, services, and information in preferred learning modalities that meet the health literacy and numeracy needs of Veterans and family members/caregivers

VHEI PROGRAM

The VHEI Program continues to provide guidance, support, and resources to enhance the VHEI services offered to Veterans. In FY 15, the focus was on updating the VHA Handbook for the VHEI Program, enhancing the VHL, collaborating with VACO program offices on new programs and resources for Veterans, supporting the network of VHECs in VA facilities, developing tools and resources for VHECs to help them meet VHEI Program requirements, and providing professional development opportunities to enhance their skills in managing the facility VHEI Program.

Veteran-centered health education programs and services are available in all VHA health care delivery settings, and are provided in preferred learning modalities that help Veterans:

(1) Enhance their quality of life through HPDP

(2) Actively partner with their providers and health care teams and share health care decision making

(3) Engage needed family and social support systems

(4) Develop self-management and coping skills

(5) Access and appropriately use VHA health care resources across the continuum of care

VHEI Program Development

In conjunction with the updates to the VHEI Program Handbook, national program staff created a tool for VHECs that maps VHEC responsibilities to the program requirements and displays resources available to VHECs to help them meet the requirements. National program staff formed 2 workgroups to create new resources to support facility VHEI Programs.

VHEC Network Support

• Conducted monthly conference calls to inform VHECs of NCP, VHA, and VACO initiatives, especially related to VHEI

• Showcased VHEC successes in developing facility VHEI programs

• Provided consultation and technical assistance to VHECs and key VHEI stakeholders

• Consulted on ways to offer more effective Veteran-centered programs
**VHEC Professional Development Program**

- The FY 15 program theme, *Leveraging Requirements for the Facility VHEI Program*, was directly connected to the program development processes and revisions to the VHEI Handbook.

  - Webinar showcased the work of 3 VHECs who have established a strong VHEI Program in their facilities, and have generated support for the program by aligning their work with facility goals and priorities. It provided tools and resources to help other VHECs assess and strengthen their local VHEI Program.

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**NCP RE-BRANDING**

**New NCP logos and taglines**

As part of ongoing integration efforts, NCP worked with outside contractors to draft, develop, field-test, evaluate, and finalize new branding, logos, and taglines for its programs. NCP’s new branding was launched in mid-October 2015, after the following activities:

- Evaluation and development of existing communications, messaging, and key audiences
- Assessments of existing NCP program branding
- Internal and external surveys of Veteran and staff needs
- Multiple surveys of Veterans and staff on branding concepts
- Testing and re-testing of concepts; intercept testing

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**CLINICAL PREVENTIVE SERVICES**

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<tr>
<th>FY 15: Major Accomplishments</th>
<th>Key Results</th>
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</thead>
</table>
| **Published** tables of VHA clinical preventive services recommendations for men and women on Internet, developed pdf versions of this guidance for clinician and patient use | - Featured in ‘Spotlight’ article on MHV home page  
- High volume of Web traffic for the tables after publication |
| **Revised** 2 national pneumococcal reminders and continued development on clinical reminders for tetanus immunization and zoster immunization (Projected release, winter 2016) | Numerous field staff have reported using the reminders in their facilities |
| **Developed and published** a new clinical preventive services guidance statement on measles, mumps and rubella immunization | Well-received by field staff |
| **Sponsored and released** 2 national Hepatitis C clinical reminders: risk factor assessment, laboratory testing | Well-received by field staff |

**In FY 16, staff will:**

- Revise VHA Clinical Preventive Services guidance statements on:
  - Screening for human immunodeficiency virus
  - Screening for cognitive impairment
  - Screening for gonorrhea and chlamydia
  - Screening for abdominal aortic aneurysm
  - Pneumococcal immunization

- Publish VHA Clinical Preventive Services guidance statement on Screening for Obesity and Overweight

- Continue to serve as sponsor for Vista Immunization Initiative 2.0, which is standardizing immunization coding across VHA
COMMUNICATIONS, TOOLS, AND RESOURCES

NCP developed a variety of communications, tools, and resources—several of which won national communications awards—to support its programs, empower field staff, and educate Veterans.

**Toolkits**

- VHEI Policy Toolkit will soon (early FY 16) be posted to the VHEI Intranet, and will contain guidance to VHECs related to policy development, examples of existing facility policy statements for the VHEI Program, strategies VHECs can use to develop or update VHEI policies, and tools and resources to help them meet the VHEI policy requirement in the VHEI Program Handbook.

- VHL Communications Toolkit

**Conference Calls**

- National ‘Bright Spot’ Sessions—24 presentations—covering HPDP teams’ local improvements to MOVE!, VHE programs, and Clinical Preventive Services—were featured during monthly calls

- Clinician Coaching Conference Call Series—quarterly support to clinical staff who completed this training
  - Building relationships between field coaches
  - Sharing resources, such as NCP and locally-developed tools and videos
  - Facilitating group coaching opportunities

**Webinars**

- VHEI-PBM: 2-hour webinars attended by over 300 providers, clinical pharmacists, nurses, pharmacy techs that focused on using TEACH skills to partner with patients to jointly develop medication care plans and using the Teach-Back method to help VHA clinical pharmacists and other members of the team ensure they communicate clearly when counseling patients and family members about medications.

**New/Revised Publications**

- HLA Clinician Guides
- MOVE! Group Sessions Handouts
- NCP Lung Cancer Screening Materials
- Veteran-Centered Health Education Workbook, which was developed, field-tested and is now in production, contains:
  - Information about the model of Veteran-Centered Health Education developed by the VHEI
  - An assessment tool to help VHE program teams in VA facilities determine the Veteran-centeredness of current and planned VHE programs
  - A planning tool to help take action to enhance the Veteran-centeredness of programs

**Graphics, Infographics**

- Revised MOVE! Healthy Plate
- Monthly HL Messages banners

**DVDs**

- “Why Train & Coach Clinicians using TEACH & Motivational Interviewing” – 3 copies to be distributed among local HPDP Training Team to increase awareness of the value and Impact of training and coaching

**Communications Plans**

- MOVE! Coach Mobile
- HLA

**Workbooks, Tools**

- NCP Branding Posters
- Manage Stress Workbook
**Did You Know?**

“Why We Train & Coach Clinicians in TEACH and Motivational Interviewing” Videos

- Developed with EES to support TEACH and MI courses, and follow-up clinician coaching in these skills
- Created by interviewing PACT leaders and clinicians at 4 sites that strongly support these trainings—Portland, OR; Greater Los Angeles, CA; Salisbury, NC; and Tampa, FL
- Leaders, clinicians, and TEACH/MI facilitators/coaches at these sites shared their views on the value and impact that these programs have had on care

**SELECTED RESEARCH ARTICLES BY NCP STAFF:**


Our programs highlight the VA’s Integrity, Commitment, Advocacy, Respect, and Excellence (ICARE) and we

- Are committed, prepared, and equipped to meet the health care needs of Veterans and caregivers
- Strive for excellence in our work, products, and services for Veterans and caregivers
- Foster teamwork and innovation to achieve our mission for Veterans
- Communicate effectively in a professional, timely, thorough, and succinct manner

NATIONAL CENTER FOR HEALTH PROMOTION AND DISEASE PREVENTION (NCP) is a field-based national program office of the Office of Patient Care Services that strives to improve the quality of life for Veterans by providing VA clinicians evidence-based health care practices.

NCP VISION
An all-encompassing culture of health promotion and disease prevention throughout the continuum of care that supports Veterans in achieving optimal health and well-being.

NCP MISSION
NCP advocates for health promotion, disease prevention, and health education. NCP advises VHA leadership on evidence-based health promotion and disease prevention policy. NCP provides programs, education, resources, coordination, guidance, and oversight for the field to enhance health, well-being, and quality of life for Veterans. To accomplish this mission, NCP partners with colleagues within and outside VHA.

“Keeping Veterans Well & Well-informed”

Jane Kim, M.D., M.P.H.
Acting Chief Consultant

National Center for Health Promotion and Disease Prevention
Office of Patient Care Services
Veterans Health Administration
Suite 200, 3022 Croasdaile Drive
Durham, NC 27705