Fiscal Year 2016 HIGHLIGHTS
Office of Patient Care Services
National Center for Health Promotion and Disease Prevention (NCP)
From the Chief Consultant

VHA National Center for Health Promotion and Disease Prevention (NCP)
FY 2016 Accomplishments

“Start by doing what’s necessary…”

Recently, I read the story of Nathaniel Friedman, a MOVE! patient who was on the verge of giving up trying to lose weight. Like many of us, he’d tried a number of diets and plans to lose weight, but nothing seemed to work. One day, he learned about TeleMOVE! as a way to manage his weight and decided to give it a try. He weighed himself daily, recorded his calories, and listened to the helpful tips from the program. So far Nathaniel has lost 26 pounds and is busy with his two grandsons. Way to go! When I heard about Nathaniel’s story, it reminded me of the value of hard work, setting goals, and the value of health promotion and disease prevention to Veterans and clinicians. In the past year, NCP continued to make access a priority through programs that offer alternatives to face-to-face care, like TeleMOVE!. NCP’s support for Veteran access to services, as well as for clinician access to patient-centered communication training, is reflected in the following FY16 numbers:

- 120,000 participants in MOVE! during FY16
- 17,000 downloads of the MOVE! Coach Mobile app
- 29,000 completed Health eLiving Assessments
- 4,600 VHA clinicians trained in Patient Education: Teach for Success (TEACH) and 3,400 VHA clinicians trained in Motivational Interviewing (MI).

These figures are a tribute to our Healthy Living Team members, including Health Behavior Coordinators, Health Promotion Disease Prevention Program Managers, MOVE! Coordinators and staff, Veterans Health Education Coordinators, and Flu Campaign Coordinators, who work daily with Veterans and PACT and Specialty Care providers. Your hard work and integration continue to make a tremendous difference. Thank you!

With a successful FY16 wrapped up, we still have much work to do in the coming year. Some of our priorities include assessing the Health Promotion and Disease Prevention landscape within VA medical centers, especially in the realm of weight management care. We will continue to collaborate with all of you as well as with other program offices in VA Central Office as we work on supporting health promotion, disease prevention, and health education services for Veterans. I am reminded of the words of St. Francis of Assisi, “Start by doing what’s necessary; then do what’s possible, and suddenly you are doing the impossible.” Thank you, and we look forward to collaborating with you in the upcoming year.

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Chief Consultant for Preventive Medicine

*All acronyms in this report are defined on page 13.
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 FY16.

ENJOY YOUR FOOD, BUT EAT LESS. USE A 9-INCH PLATE TO AVOID OVERSIZED PORTIONS.

• Don’t skip meals
• Try new foods
• Take your time while eating

Follow the FIVE FOOD GROUPS:

1. Make half your plate veggies and fruits
2. Add lean protein
3. Include whole grains
4. Don’t forget dairy
5. Limit extra fat

CLASSIFY YOUR MEAL INTO THREE REGIONS:

• Fill one quarter plate with non-starchy vegetables & fruits
• Fill another quarter plate with protein foods
• Fill the remaining half with grains & starchy vegetables

PORTION SIZES

1 cup = 1 ounce (oz) = 3 ounces (oz) = 1 teaspoon

CLINICAL PREVENTIVE SERVICES (CPS)

Key Accomplishments

• Enhanced user-friendliness of Guidance on Clinical Preventive Services Intranet page by developing Index of Clinical Preventive Guidance Statements via filters to search by clinical area or service area
• Revised 5 CPS Guidance Statements for clinicians, including:
  - Overweight and obesity screening
  - Seasonal influenza immunization
  - Pneumococcal immunization
  - Chlamydia and gonorrhea genital infection screening
  - HIV screening
• Co-developed, promoted, and disseminated Cervical Cancer Screening and Human Papilloma Virus (HPV) Healthy Living messages for field continuing education credit for social workers
• Knowledge-based course provides VHA staff with the most up-to-date guidance for implementing MOVE! programming and should be completed annually by MOVE! staff (TMS Course ID: 29244)
• Launched MOVE’s redesigned, public-facing website at www.move.va.gov, a first step in larger reorganization of NCP and MOVE! communications platforms
• MOVE! Healthy Placemat for Veterans won Silver Award in the 2016 National Health Information Awards
• MOVE! Coach mobile app, a comprehensive, self-guided, multi-week weight management program, has had over 17,000 downloads to date
HealtheLiving Assessment (HLA)

- Currently more than 100,000 assessments in the database
- Enhanced by adding “treatment facility” to assessment data
- Updated HLA content to reflect changes in VHA policies and guidelines
- Awarded a technical support contract to enable future enhancements

In FY17, NCP will work with HSR&D staff involving HLA administration methods and corresponding 6-month outcomes and work with OI&T for HLA data analysis.

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

Achieving measurable improvement in health outcomes

In FY16, NCP continued several pilots and programs that drove qualitative and quantitative improvements in Veteran health and access to care.
PATIENT EDUCATION: TEACH for Success (TEACH)

- **64** TEACH facilitators trained in 2016
- **617** Total TEACH Facilitators trained since 2010
- **500+** TEACH courses offered
- **5,000+** Participants in local TEACH courses
- **37,000+** Participants in local TEACH courses since 2010

MOTIVATIONAL INTERVIEWING: (MI)

- **30** MI Facilitators trained in 2016
- **390** Total MI Facilitators trained since 2010
- **800+** Courses offered annually (Sessions 1 and 2)
- **7,000+** Participants in the 2 sessions of local courses in 2016
- **21,200** Total participants in local courses (Sessions 1 and 2) since the mid-2013 launch of EES tracking

CLINICIAN COACHING:

- **275+** Clinician Coaches trained since August 2011 Pilot, and 35 Clinician Coaches trained in 2016 (1st course since 2014)

TRAINING OUTCOMES:

Recent EES evaluations show that TEACH and MI trainees are highly satisfied:

- **4.7/5** Average overall satisfaction with TEACH Facilitator training
- **4.9/5** Average overall satisfaction with MI Facilitator training
- **4.3/5** Satisfaction of PACT clinicians attending MI training
- **4.3/5** Satisfaction of PACT clinicians attending TEACH training

RESOURCES:

Clinician Coaching Video 2.0 (3 Vignettes):
- “Clinician Coaching to Facilitate SMAs”
- “Challenging Interactions: Pain Management”
- “Coaching Clinicians on Group Facilitation Strategies”

2016 NCP-EES SURVEY of Pact Clinicians on the Impact of MI Training:

Facility-based MI aims to elicit and increase the Veteran’s own motivation to participate in health care decisions and change health behaviors key to improving health and well-being. MI training and MI-consistent interactions help

- Clinicians to be Veteran centered in addressing health behavior challenges
- Veterans follow through with recommendations, such as managing weight, quitting tobacco, and taking medications as prescribed
- Clinicians and Veterans enjoy more satisfying, less frustrating encounters

Evaluation (n=1,053) of those who completed MI training (February - April 2016) to explore application of skills over time:

- 487 received online evaluation survey with questions focused on job impact and skill application 3-4 months after the initial training was completed; 222 completed surveys (response rate, 46%; 21% of all trainee in the time frame, representing all VISNs)

Major Findings and outcomes from the 2016 MI Level 3 Evaluation:

- 84% were successful or highly successful in applying the core skills of OARS (Open Questions, Affirmations, Reflections, Summaries)
- Respondents continued to be satisfied with the training 3-4 months later (mean, 4.24/5)
- Respondents reported a 22% improvement in their job performance as a result of MI training

Conclusions:

- Very high levels of learner satisfaction, skill acquisition, and skill application 3-4 months post-MI training
- Local MI training engages employees, contributes to enhanced clinician job performance, and supports VHA’s delivery of personalized, proactive, patient-driven care

FY16 Health Promotion and Disease Prevention (HPDP) PROGRAM METRICS:

- 138 VA parent facilities responded to a HPDP Metrics survey that assessed implementation of HPDP Core Program Requirements
- HPDP Metric scores generally remained steady over the last 3 years
- 75% of sites reported meeting all Core Program Requirements
Sustained Value

Aligning resources to deliver sustained value to Veterans

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 FY16 and beyond.

INFECTION: DON’T PASS IT ON (IDPIO)

New to NCP this year, Infection: Don’t Pass It On is an ongoing public health campaign that involves VA staff, veterans, their families, and visitors in preventing the transmission of infection. IDPIO comprises VHA professionals representing various program offices and clinical expertise who develop and distribute education and communication resources for the VA community that promote

- Hand hygiene and respiratory etiquette
- Annual seasonal influenza vaccination and prevention
- Correct, appropriate use of personal protective equipment
- Pandemic influenza preparedness and response
- Basic public health measures to prevent transmission of infection
- Use of Antivirals
- Zika Virus and Disease; Mosquito-Borne Illnesses
- The VA Retail Immunization Program (Walgreens)
- VHA and CDC Guidance and Recommendations

IDPIO sponsors and collaborates with other program offices to provide ongoing education through national teleconferences to providers across VHA. During FY16, they coordinated 9 teleconferences that covered a wide range of topics, including

- Best Practices for Vaccinating Health Care Professionals
- Ebola Updates
- Flu Vaccines Pneumococcal Vaccine Guidance
- Influenza Updates
- Use of Antivirals
- Zika Virus and Disease; Mosquito-Borne Illnesses
- The VA Retail Immunization Program (Walgreens)
- VHA and CDC Guidance and Recommendations

IDPIO sponsored VA Staff Influenza Vaccination Week in January to recognize the importance of annual influenza vaccination for VA staff and encourage health care personnel to take this important personal and public health step. In June, IDPIO conducted an annual survey of stakeholders to improve resources and inform program practices. About 200 staff participated in the survey, with selected results showing:

- Respondents found the flyers and posters, brochures/fact sheets, and email messages to be the most useful tools.
- Roughly 72% of respondents used their flu manual this season and 60% of respondents indicated using the flu manual outside of flu season.
- 62% preferred using an online meeting platform for the teleconferences.
- 78% participated in the VA Staff Vaccination Week in January 2016.

Additionally, IDPIO consolidated useful resource links into one document, which made finding materials and information easier for field constituents. Working with Dr. Shulkin, Under Secretary for Health, IDPIO wrote and distributed a memo to promote flu prevention and vaccination among VHA health care personnel. IDPIO also worked with the National Partnership Council to encourage their membership to get vaccinated against flu.

IDPIO created an influenza site in VA Pulse. The site features current information on resources, VHA and CDC guidance and recommendations, updates and information—including a sub-page specifically devoted to communication of policy provisions related to health care personnel influenza vaccination.
**Gateway to Healthy Living ACCOMPLISHMENTS**

- Completed and disseminated Pilot Evaluation Report, in which 100% of participants reported being “very satisfied” or “somewhat satisfied” with Gateway.
- Qualitative analysis of participant responses to, “What was most helpful about your Gateway session?” revealed that Gateway:
  - was engaging and supportive
  - helped the individual set a goal for change
  - provided new knowledge and information to the participant
- 86% of PACT staff reported Gateway was “helpful” in connecting Veterans to programs and resources.
- Staff indicated that Gateway was helpful for supporting health behavior change, improving efficiency of referrals to behavior change resources, and saving time.

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**GATEWAY NATIONAL IMPLEMENTATION:**

- Monthly information calls for interested sites offered.
- Virtual training for implementation teams and facilitators ongoing.
- Monthly Gateway Implementation support calls.
- CPRS National note template usability testing underway.
- 15 sites currently active; more in training.
- Comprehensive toolkit training available.

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**What they’re saying about: Gateway to Healthy Living**

“(It was great) being given options to become healthy.”

“(I liked the) interaction and heartfelt concern for my welfare.”

“...I felt invigorated.”

“Not what I ‘should do’ but the ‘importance to me’ approach made the difference.”

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**Veterans Health Education Information & Education**

**VHEI ACCOMPLISHMENTS:***

- Supported Veterans Health Education Coordinators (VHECs)
  - Conducted VHEC Professional Development to ensure that facility health education programs and services are Veteran centered.
  - Awarded new VHEC Professional Development to ensure that facility health education programs and services are Veteran centered.
  - Integrated VHEC into additional VHA initiatives and offered new products and functions.
  - Added new content:
    - Flu Videos
    - Healthy Living – Whiteboard Videos (Spanish)
    - Self-care/Self-management resources
    - Naloxone videos; English/Spanish + Naloxone content provided with Academic Detailing brochures
    - Academic Detailing – medication brochures
    - Revised Mental Health content
    - Chronic Pain – Safe Opioid Use
    - Hypoglycemic Safety
    - Self-care/Self-management overview
  - Collaborated on patient-facing components of DHHS Adverse Drug Events and VHA Choosing Wisely Initiatives on Hypoglycemic Safety.
  - Developed a poster on VHEI Program’s Mission, Vision and Values—Poster promotes the VHEI Program and the VHEC’s contributions.
  - Developed and began the pilot of a new VHEC Mentoring Program to help VHECs work effectively in their new role.
  - Currently piloting a Needs Assessment Guide to help VHECs conduct a facility-wide VHEI needs assessment, which will be used to develop a VHEI Strategic Plan. A VHEC Professional Program on this topic will be conducted in FY18.
  - In FY17, will pilot a toolkit on VHEI Policy that will help VHECs develop a facility VHEI Policy.
  - Begin update of TEACH Curriculum (TBD FY18).
  - Integrating evidenced-based health education interventions and patient-centered communication techniques into the PBM Academic Detailing Program.
  - Workbook and VHEC Professional Development on Veteran-centered Health Education that help VHECs and clinical teams ensure VHEI programs are more Veteran centered.

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**Agrawal to Healthy Living Staff Reactions to Gateway**

- Improving efficiency of referrals.
-Connecting to programs/services.
-Supporting health behavior change.

**Participants’ Overall Satisfaction with Gateway**

- Very satisfied: 83%
- Somewhat satisfied: 17%

**Gatew**ay **to** **Healthy** **Living**

**Participants**’ **Overall** **Satisfaction** **with** **Gateway**

**Very** **Satisfied** 83%
**Somewhat** **Satisfied** 17%
COMMUNICATIONS

Rebranding and Dissemination Improvements

- Rebranded and improved functionality of NCP’s external web pages, both www.prevention.va.gov and www.move.va.gov
- Over 100 content pages + style and scripting files
- Reorganized associated NCP intranet web sites to help Healthy Living Teams find information more easily
- Created a shared resource channel on SharePoint to improve access to materials on NCP’s SharePoint site
- Created a dynamic HPDP presence on VA PULSE
  - 1 Conference Room Wall Art Mantle
  - 2 Posters
  - 2 Logo concepts (IDPIO and Flu)
  - 1 Field FAQ document
  - 2 Infographics (File Naming and SharePoint Guidance)

TELEPHONE LIFESTYLE COACHING

Returns for Veterans

Built on the successful pilot completed in 2011-2013, NCP is partnering with the Office of Rural Health to provide TLC services beginning in FY17, with a focus on reaching rural and highly rural Veterans.

**TLC Basics:**

- Veteran-centered telephone coaching for those who wish to make a health behavior change
- Available for Veterans when and where they want it
- Coaching is available outside normal clinic hours in all time zones
- FY17 NCP/ORH collaboration targets a mid-FY17 launch
- Participating sites:
  - All medical centers in VISNs 15 and 23
  - VISN 6 – Durham VAMC
  - VISN 8 – West Palm Beach VAMC
  - VISN 19 – Fort Harrison, MT, and Oklahoma City, OK

GLOSSARY

ACIP: Advisory Committee on Immunization Practices
AUDIT-C: Alcohol Use Disorders Identification Test
CBO: VHA Chief Business Office
CBOC: Community-based outpatient clinic
CDC: U.S. Centers for Disease Control and Prevention
COPD: chronic obstructive pulmonary disorder
CT: computed tomography
DoD: U.S. Department of Defense
DPP: Diabetes Prevention Program
EES: VA Employee Education System
FY: fiscal year
GEC: Geriatric and Extended Care Services
HBC: Health Behavior Coordinator
HCS: Health Care System
HHS: U.S. Department of Health and Human Services
HIMS: Health Information Management Service
HLO: Healthy Living
HPDP: Health Promotion and Disease Prevention
HSR&D: Health Services Research & Development
IDPIO: Infection: Don’t Pass It On
IT: InformationTechnology
MHS: Mental Health Services
MHV: My HealthVet
MS: Motivational Interviewing
MOVE!®: MOVE! Weight Management Program for Veterans
NFS: Nutrition and Food Service
O&IT: Office of Information and Technology
ONS: Office of Nursing Services
OPCCCT: Office of Patient-Centered Care and Cultural Transformation
OSI: Office of Strategic Integration
PACT: Patient-Aligned Care Team
PM&RS: Physical Medicine and Rehabilitation Services
PME: physical medicine and rehabilitation Services
QUERI: Quality Enhancement Research Initiative
SMART: Specific, Measurable, Action Oriented, Realistic, and Time-based
SLO: subject matter expert
SMS: secure messaging service
TEACH: Patient Education: TEACH for Success
TJC: The Joint Commission
TLC: Telephone Lifestyle Coaching
TS: Telehealth Services
USPSTF: U.S. Preventive Services Task Force
VA: Department of Veterans Affairs
VACO: VA Central Office
VAMC: VA Medical Center
VCS: Veterans Canteen Services
VHA: Veterans Health Administration
VHEC: Veterans Health Education Coordinator
VHEI: Veterans Health Education and Information
VHL: Veterans Health Library
VISN: Veterans Integrated Service Network
VSO: Veterans Service Organizations
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.

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

Healthy Living Matters. Prevention Works.