



National Center for Health Promotion and Disease Prevention **FY 2019 HIGHLIGHTS**



The 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.

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Healthy Living Matters. Prevention Works.

Health Promotion/Disease Prevention (HPDP)



NCP Launched a Revised Orientation for Healthy Living Team Members

NCP launched a revised Orientation for its field-based Healthy Living Team members. The Orientation features many key resources and activities to assist Healthy Living Team members with their roles. At the end of FY19, **97%** of those who completed the new Orientation **found it useful and were satisfied** with the content.

Healthy Living Performance Metrics

HPDP led the effort to develop a Healthy Living Performance Metrics spreadsheet that offers links to HPDP-related clinical and patient experience data. Healthy Living teams can view their facility's data and compare their scores with others in their VISN as well as the national average. The spreadsheet helps teams pinpoint areas for improvement.

12,000+
people completed the **HealthLiving Assessment** in FY19



This brings the total number of assessments completed to over **119,000!**

Collaboration with other program offices: HPDP collaborated with the Hepatitis, HIV and Related Conditions (HHRC) Office to promote Hepatitis A and B vaccination among homeless Veterans and PrEP (pre-exposure prophylaxis) to assist in decreasing HIV transmission.



MOVE!® Weight Management Program for Veterans



Published 56 MOVE! Success Stories — More Than in Any Other Year

Each MOVE! Success Story relates a unique weight-loss **challenge and success** as told by the Veterans who experienced that success.

MOVE! teams from more than 30 VA facilities shared this year's inspiring Success Stories.

Nominated by **30**
VA Facilities



56
new inspiring
Success Stories

MOVE! and MOVE! Teams Received High Marks from Veterans on MOVE! Experience Survey

Veteran participants in VA's MOVE! Weight Management Program reported very high levels of satisfaction with the program in a national survey conducted in January 2019.

The Customer Satisfaction Index was 86 (on 1-100 scale), which compares very favorably to other VA programs and exceeds the federal benchmark of 69. The core elements of MOVE! were identified as the most important drivers of Veteran satisfaction and Veterans gave their highest ratings to MOVE! Program personnel.



Veteran satisfaction with MOVE! exceeds federal benchmark of 69%!

MOVE! Curriculum Materials Updated

The new **MOVE! Veteran Workbook** is completed, and facilities have already begun implementing it. MOVE! handouts have been updated and reworked to produce an integrated, **Veteran-centered workbook that empowers and equips Veterans to take charge of their health and well-being** and focus on what matters to them.

The interactive workbook includes goal-setting tools, reflective questions, and skill practice activities to help each individual Veteran identify and achieve what matters most.



Veterans Health Education & Information

Veterans Health Education and Information (VHEI)



The Veterans Health Library (VHL)

The VHL remains a valuable health information resource for keeping veterans well and well-informed.

In 2019, The VHL saw revisions to over 900 patient-facing health education sheets and VA staff were provided new promotional graphics via the VHL Toolkit. The web address was updated to **www.veteranshealthlibrary.va.gov**

Results from an End User Survey indicate that the VHL remains a valuable resource for Veterans. More than 8 out of 10 respondents agreed that **they are motivated to take better care of themselves and are more prepared to ask questions at their next appointment after visiting the VHL.**

8
out of
10
Agreed

With **over 1 million page views yearly**, the VHL usage continues to rise. The library's clinically reviewed content will continue to link through MyHealthVet or as a stand-alone website.

Keeping Veterans Well





TEACH and Motivational Interviewing Training

TEACH and Motivational Interviewing (MI) Training



NCP's TEACH for Success Training Improves Clinician Job Performance

The newly revised 4-hour *Patient Education, TEACH for Success* course was evaluated by the Employee Education System (EES) in FY19. A Level 3 Evaluation completed by clinicians 3 months after taking a local TEACH course found high levels of success in implementing TEACH Veteran-centered communication, health education, and coaching skills into their clinical workflow. Respondents reported that participation in TEACH training improved job performance and their ability to meet VHA strategic objectives. These results were similar to an evaluation of the previous 7-hour TEACH course, indicating the shortened program has the same impact as the longer one.

High Levels of Success Reported

**3 Months After
TEACH Training**



Launch of VISTS Program to Enhance Clinicians' TEACH and MI Skills

Research on Veteran-centered communication training indicates that a significant dose of training and follow-up coaching is necessary to achieve proficiency in these skills. NCP partnered with VHA's SimLEARN program in 2019 to develop and launch the Virtual Interview Skills Training System (VISTS). VISTS offers opportunities for clinicians to practice TEACH and MI Skills after attending these in-person trainings at their local VA facilities. The VISTS virtual platform features four simulated conversations between VHA health care clinicians and Veteran patients, enabling clinicians to practice using effective, Veteran-centered communication skills and receive feedback from a virtual "coach" in an accessible, safe, and controlled environment.



Infection: Don't Pass It On (IDPIO)



Influenza Vaccinations and Factsheets

Over 1,900,000 Veterans received influenza vaccinations from August 2018 to May 2019.

IDPIO published factsheets on Fluvad and Fluzone vaccines for Veterans and staff as well as a FAQ to answer questions. The IDPIO communications campaign included sending "Flu Tips" to key stakeholders and promoting information exchange via internet, SharePoint, and VA Pulse.

In addition, thousands of Health Care Professionals (HCP) attended seven national teleconferences on a variety of topics related to the seasonal flu campaign.

More than
1.9 million
Veterans received
free flu shots
during **FY19**



Clinical Preventive Services

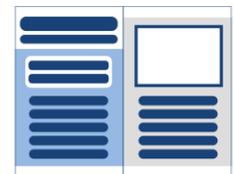
Clinical Preventive Services (CPS)



Published Article In Journal for Health Care Quality 2019

In 2019, CPS completed evidence-based updates to seven VHA Clinical Preventive Services Guidance Statements: Prostate Cancer Screening, Cervical Cancer Screening, Hepatitis A Immunization, Hepatitis B Immunization, Osteoporosis Screening, Screening for Syphilis, and Seasonal Influenza 2019-2020. "Implementation of Evidence-Based Recommendations for Preventive Services in the Veterans Health Administration" was published in the Journal for Healthcare Quality 2019, Sep 5.

Published in
PUBFacts
Here



Telephone Lifestyle Coaching

Telephone Lifestyle Coaching (TLC)



Telephone Lifestyle Coaching: When and Where Veterans Want

TLC is a healthy living program in which Veterans work one-on-one with a health coach to explore what matters to them, set personal health behavior change goals and follow evidence-based protocols to improve their health and wellbeing. TLC equips and empowers Veterans to take charge of their health by coaching them in one or more of the following behaviors: Strive for a Healthy Weight, Eat Wisely, Be Physically Active, Manage Stress, and Limit Alcohol. Coaching is provided by a vendor with highly trained and experienced health coaches. Calls take place during normal clinic hours, as well as early morning, late evening and weekends, too.

TLC is currently being offered in 20 sites across VHA through NCP's partnership with the Office of Rural Health. Additional sites will be added throughout FY 20.

As of this writing, more than 1000 TLC consults have been received and nearly 800 of those Veterans referred have enrolled in the program.

**Veteran satisfaction
with TLC is high, with
an overall program
rating of 92%!**



"I'm real thankful this program is available. I appreciate the accountability when you call...my lifestyle coach doesn't miss a thing."

"I think it's just the right way to get people in their own homes the information they need to be self-sufficient."



VA



U.S. Department of Veterans Affairs
Veterans Health Administration

