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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.

**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 Health&Living 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.

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.

**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.

**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.

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.
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.

NCP’s TEACH for Success Training Improves Clinician Job Performance


Clinical Preventive Services

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 Fluad 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.

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.”

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


Clinical Preventive Services (CPS)

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Infection: Don’t Pass It On (IDPIO)

Veterans Health Administration