**The Situation**
People with serious mental illness (SMI) are experiencing decreased life expectancy and lower quality of life due to massive health disparity.

**Telecare’s Commitment**
We have a moral imperative to respond. With or without federal/state funding, we will build whole health capacity.

**Stepping Towards Health Equity**

**Step 1 - Workforce Development:**
- Enhance *motivation to act*
- Increase *knowledge & comfort* with whole health facts
- Teach *how to engage* with clients about whole health
Where We Started: Internal Barriers

Many Diverse People, Places, & Programs

- 120+ programs across 7 states
- 2,000+ providers & managers of direct care (28,000 clients)
- Array of roles (case managers, recovery specialists, LVNs, RNs, clinical managers)
- Diverse educational backgrounds (high school/GED to post-doctoral)
- Many program types:

  - COMMUNITY-BASED
    - Case Management
    - Early Intervention
    - ACT/FSP
  - ACUTE
    - Short-Term Inpatient
  - CRISIS
    - Urgent Care Walk-In
    - 23-Hour Crisis Stabilization
    - Crisis Residential
  - SUB-ACUTE
    - Longer-Term Inpatient
    - Skilled Nursing
  - RESIDENTIAL
    - Transitional & Longer-Term

Limited Resources

- Not many trainers
- Not enough money

Workforce in Pre-Contemplation About Whole Health

I can’t remember all these
Not my role – I’m in mental health
This stuff hits close to home… I have _____, too.
It’s too complicated for clients to understand
I already tell clients their _____ is serious and they don’t do anything!
Innovation Strategy

High-Engagement Process

1. Flexible Implementation

Build Buy-In

Lots of Useable Products

Clinical Learning

2. Built interactive eLearning (19 hours)
   - Substance use
   - Stages of Change
   - Health & Wellness Curriculum

2. Laminated reference cards

Client Education Resources

3. Handouts on conditions
   - Facts
   - What You Can Do
   - Health & Wellness Workbook

Clinical Practices

4. Co-Occurring Education Group (COEG) Curriculum
4. Integrated MI & SBIRT trainings
4. Apply Brief Negotiated Interview to physical health
4. SmartSets
Innovation Strategy

Useable Products: Clinical Learning

1. Built interactive eLearning (19 hours) into Relias learning management system (LMS)

2. Laminated reference cards summarize key content from trainings—increase staff confidence

Health & Wellness topics:
- Diabetes
- Blood pressure
- Cholesterol
- Body weight
- Asthma & COPD
- Smoking
- Managing your stress response
- Screening & prevention
Innovation Strategy

Useable Products: Client Education Resources

1. **Handouts**: visually engaging, easy to read
   - Physical Health Conditions
     - “Facts”
     - “What You Can Do”
   - Substance Use
   - Quit Plans

2. **Health & Wellness Workbook**
Innovation Strategy

Useable Products: Clinical Practices

Co-Occurring Education Groups (COEG)

Use *Brief Negotiated Interview* for physical health

Integrated MI & SBIRT trainings

SmartSets (decision trees)
Innovation Strategy

High Engagement Process

Build Buy-In
Clear and compelling “Why”

Flexible Implementation
Parameters & support for how to shift

Social Determinants of Health

[Chart showing the distribution of social determinants]

WholePersonCare

Introduction: Memo To Leaders
As you make plans, consider the millions of dollars you are spending on health care. While the health care system is designed to manage illness, it is not designed to manage health. The health care system is focused on treating illness, not on preventing it. The health care system is designed to treat people who are already sick, not to prevent people from getting sick. The health care system is designed to react to problems, not to predict them.

VOL. 53, NO. 6, JUNE 2017

To access the full article, please visit the website.

WholePersonCare

I'M A
WELECARE SUPERHERO!

WholePersonCare