Whole Health

How Focusing on ‘What Matters?’ Instead of “What’s the Matter?” is Changing a National Healthcare System

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July 14, 2017
By Way of Introductions

• From rural ID to Madison
• Family Physician x 17 years
• Fellowships
• Medical Director, UW Integrative Health
• Primary care and consultative practices
• VA Whole Health Project

Rural Idaho
The following groups collaborated to create these materials:

Veterans Health Administration
Office of Patient Centered Care & Cultural Transformation (OPCC&CT)

Pacific Institute for Research and Evaluation (PIRE)

University of Wisconsin-Madison
Dept. of Family Medicine and Community Health – Integrative Health
A Disruptive Innovation...
Built on EDUCATION

- VA Office of Patient Centered Care and Cultural Transformation

- Course design
  - Started with two
  - Growth over 4 years
    - 61 clinical courses; 35 coaching; 5,000+ attendees
    - Online materials – 600,000 words, 200 modules

- Grassroots - sites request the teaching
  - Sites create implementation plans
Whole Health Education: Core Principles

- Informed by the evidence
- Inclusive – all clinicians
- Empowers clinicians and Veterans
- Emphasizes clinician self-care, too
- Builds on existing programming
- Collaborative
- Grassroots
We Are Good at Finding What’s Wrong...Examples of ICD-10 Codes

• Collision with roller skater
• Struck by an orca
• Bitten by sea lion
• Sucked into a jet engine
• Prolonged stay in weightless environment

• Unspecified spacecraft accident
• Hurt at the library
• Hurt at the opera
• Accident while knitting
• Problems in relationship with in-laws

Photo credit: symtnr via foter.com
Precursors to Suicide

• PTSD, Depression, Sleep-disorders, Pain, Substance Abuse

• All areas where the find it-fix it model fails

• “We did the clinical reminders, we met the measures, but we *missed their suffering*”
Disease Focused Care

- Opioids
- Obesity
- LBP
- Depression
- DM
- GERD
- HTN
- Dyslipidemia
- HA
- Statin
- Triptan
- Insulin
- ACE
- PPI
- SSRI

Appetite Suppressant

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Mindful Awareness

Me

Prevention & Treatment

Spirit & Soul
Growing & Connecting

Working Your Body
Energy & Flexibility

Surroundings
Physical & Emotional

Personal Development
Personal Life & Work Life

Family, Friends & Coworkers
Relationships

Food & Drink
Nourishing & Fueling

Recharge
Sleep & Refresh
“THE CIRCLE OF HEALTH”
Components of Proactive Health and Well-being

Me + Self Care + Professional Care + Community = Whole Health
Defining Whole Health

Patient-centered care that **affirms the importance of the relationship and partnership** between patients and their community of healthcare providers.

The focus is on **empowering the self-healing mechanisms** within the whole person while co-creating a personalized, proactive, patient-driven experience.

This approach is **informed by evidence** and makes use of **all appropriate therapeutic approaches**, health-care professionals and disciplines to **achieve optimal health and well-being**.
Core Concepts for Transforming to Whole Health

- **Holism**: People are more than a broken body part or a list of medical problems.
- **Self Healing**: People possess the innate capacity to heal, and mobilizing that is an important priority.
- **Mindful Awareness**: Self-awareness leads to better health, and there are ways to enhance it.

All aspects of my life are interconnected and impact my health.

There are approaches that can strengthen – or weaken – my capacity to heal and stay well.

Paying more attention to my body and mind helps me make better decisions in my self care.
“What do you want your health for?”

People’s answers may surprise you!
PERSONALIZED
A dynamic adaptation or customization of recommended education, prevention and treatment that is specifically relevant to the individual user, based on the user’s history, clinical presentation, lifestyle, behavior and preferences.

PROACTIVE
Acting in advance of a likely future situation, rather than just reacting; taking initiative to make things happen rather than just adjusting to a situation or waiting for something to happen.

PATIENT-DRIVEN
An engagement between a patient and a health care system where the patient is the source of control such that their health care is based in their needs, values, and how the patient wants to live.

PERSONALIZED
Tailor my care to me as a person

PROACTIVE
Help me prevent future problems and prepare for any health problem that comes up

PATIENT-DRIVEN
Support me with what matters most to me
If People Feel Their Care is Centered on Them...

- They are less likely to die following a major event such as acute myocardial infarction

- They are more likely to follow treatment recommendations

- They trust their care team more

- They are more satisfied with their care and more empowered
Purpose in Life = Longer Life

- 7,108 Americans
- Ages 25-75
- Followed for 14 years
- Answered three questions:
  1. I don’t wander through life
  2. I think about the future
  3. I feel there is still more to do in life

Purpose in Life = Longer Life

- Regardless of
  - Age
  - Retirement Status
  - Relationships
  - Depression

- There was a survival benefit (85% the risk of death) for those with a sense of purpose

What’s the matter with you?
What matters to you?
A Pause: 
What REALLY Matters to You?
Which statement gets the best response?

**Statement A**
“Your A1c is clear up to 10. That means your sugars have been really high for a while, and we need to bring them down. Studies show this will put your heart, retinas, nerves, and kidneys at risk.”

**Statement B**
“I know your goal is to dance at your granddaughter’s wedding. Keeping your sugars in a good place will help your heart, legs, and the rest of your body be up for it! And it will keep that A1c number down, too.”
The Personal Health Planning Model

Practice of Whole Health

Personal Health Planning

Select Patients & Introduce PHP
Whole Health Assessment
Shared Goals
Personal Health Plan
Skill Building & Support
Review and Revise PHP
Personal Health Planning: Organizing Principles

- Whole Health Assessment
  - Self-reflection
  - Health risk assessment
  - Clinical exam

- Shared Goals
  - Life goals
  - Health goals

- Personal Health Plan
  - Personal mission
  - Shared goals
  - Self-care
  - Professional care
  - Skill building/education
  - Consults/referrals
  - Timeline and follow-up

- Skill-Building & Support
  - Education, training, and tools
  - Healthcare teams
  - Groups
  - Family, friends
  - Community
Whole Health Assessment: Personal Health Inventories

Personal Health Inventory

Use this circle to help you think about your whole health.

- All areas are important and connected.
- The body and mind have strong healing abilities.
- Improving one area can help other areas.
- The inner ring represents your values and aspirations. Your care focuses on you as a unique person.
- Mindfulness awareness is being tuned in and present.
- Your self-care and everyday choices make up the green circle.
- The next ring is professional care (tests, medications, supplements, surgeries, examinations, treatments, and counseling). This section includes complementary approaches like acupuncture and yoga.
- The outer ring includes the people and groups who make up your community.

Rate where you feel you are on the scales below from 1-5, with 1 being miserable and 5 being great.

<table>
<thead>
<tr>
<th>Physical Well-Being</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Great</th>
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<tbody>
<tr>
<td>Miserable</td>
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<td></td>
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<tr>
<td>Mental/Emotional Well-Being</td>
<td>1</td>
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<td>2</td>
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<tr>
<td>Life: How is it to live your day-to-day life?</td>
<td>1</td>
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</tbody>
</table>

What do you live for? What matters to you? Why do you want to be healthy? Write a few words to capture your thoughts:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
SMART Goals

- **Specific and behavioral**
- **Measurable**
- **Action-oriented**
- **Realistic**
- **Time-specific**
Whole Health 2016-17

= FY16 Whole Health Facilities  
= FY17 Whole Health Facilities
18 in ‘18...

- Boston
- Erie
- New Jersey
- Portland
- Salt Lake
- St Louis
- Central AR
- Hefley (Durham)
- Atlantic
- Atlanta
- Tomah
- Tampa
- Palo Alto
- Salt Lake
- Tucson
- Hefley (Durham)
- Pittsburgh
Tools are used by all team members, all through the system
Two Key Whole Health Websites

1. VA Patient Centered Care (External – OPCCCT Resources for Veterans & Family Members)

http://www.va.gov/patientcenteredcare/
Two Key Whole Health Websites

2. Whole Health Library Website (External - Resources for Clinicians)

http://projects.hsl.wisc.edu/SERVICE/
Whole Health: CHANGE THE CONVERSATION

Advancing Skills in the Delivery of Personalized, Proactive and Patient-Driven Care

Whole Health:
- Places each person at the center of his or her own health care
- Shifts the focus of care toward health and well-being
- Utilizes Mindful Awareness to promote self-care and healing
- Emphasizes the importance of relationships and partnerships
- Incorporates a range of conventional and complementary approaches
- Supports the VHA's mission and #1 strategic goal
- Includes an onsite program, educational overviews, clinical tools and TMS curriculum

VHA Mission
Honor America’s Veterans by providing exceptional health care that improves their health and well-being.

VHA #1 Strategic Goal
Provide Veterans personalized, proactive, and patient-driven health care.

Whole Health: Change the Conversation is a collaborative effort of the VHA Office of Patient Centered Care and Cultural Transformation, Pacific Institute for Research and Evaluation, and the University of Wisconsin-Madison School of Medicine and Public Health, Integrative Medicine Program, in support of the VHA's effort to affect transformational change towards a Whole Health model of health care delivery.
PASSPORT TO WHOLE HEALTH

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WHOLE HEALTH: CHANGE THE CONVERSATION
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Whole Health Online Materials

**Introductory Modules**
1. Whole Health: An Introduction
2. Gathering Information: The Personal Health Inventory and Beyond
3. Taking Action: How to Write a Personal Health Plan
4. Mindful Awareness

**Self-Care Modules**
5. Working Your Body
6. Surroundings
7. Personal Development
8. Food and Drink
9. Recharge**
10. Family, Friends, and Co-Workers
11. Spirit and Soul
12. Power of the Mind
13. Clinician Self-Care

**Professional Care: Complementary Approaches**
14. Introduction to Complementary Approaches
15. Dietary Supplements: An Overview
16. Narrative Medicine

*Module has clinical tools only.
** Insomnia is featured in this module.

**Professional Care: Body Systems**
17. Cancer Care
18. Digestive Health
19. Endocrine Health
20. Heart Health
21. Immune System Health
22. Men’s Health
23. Reproductive Health
24. Skin Health
25. Women’s Health

**Professional Care: Pain Focused**
26. Chronic Pain
27. Headache
28. Low Back Pain
29. Myofascial Pain
30. Self-Management of Chronic Pain

**Professional Care: Mental Health Focused**
31. Anxiety*
32. Depression
33. Grief
34. Post Traumatic Stress Disorder
35. Substance Use

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**Detailed Guide to the Educational Overviews and Clinical Tools**

**Introductory Modules**

**Module 1:** Whole Health: Change the Conversation, An Introduction
*Author: Adam Rindfleisch, MPhil, MD*

**Clinical Tools**
- How a Whole Health Visit Can Be Different
- Bob’s Personal Health Inventory
- Bob’s Standard Intake Form

**Module 2:** Gathering Information: The Personal Health Inventory and Beyond
*Author: Adam Rindfleisch, MPhil, MD*
Educational Overview

Module 26: Chronic Pain
Author: Russell Lemmon, MD

Clinical Tools
- Supplements for Pain
- Acupuncture and Pain
- Non-Drug Approaches to Chronic Pain
- Multiple Sclerosis

Module 27: Headache
Author: Amy Bauman, MD

Clinical Tools
- Headache

Module 28: Low Back Pain
Author: Amy Bauman, MD

Clinical Tools
- Low Back Pain
- Mindfulness Meditation for Chronic Low Back Pain

Module 29: Myofascial Pain
Author: Russell Lemmon, MD

Module 30: Self-Management of Chronic Pain
Authors: Janice Singles, PsyD, and Shilagh Mirgain, PhD

Clinical Tools
- Working with Pain-Related Thoughts
- Working the Body in Chronic Pain: What Clinicians Need to Know
- Diaphragmatic Breathing to Assist with Self-Management of Pain
- Communicating about Chronic Pain: Instructions for Clinicians
- Goal Setting for Pain Rehabilitation
- A Pain Flare Management Plan: Suggestions to Offer Patients
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Questions or suggestions? Contact the Webmaster.
"We've been wrong about what our job is in medicine. We think our job is to ensure health and survival. But really it is larger than that.

It is to enable well-being. And well-being is about the reasons one wishes to be alive. Those reasons matter not just at the end of life, or when disability comes, but all along the way."

Atul Gawande, MD

Being Mortal
Questions?