

How Focusing on 'What Matters?" Instead of "What's the Matter?" is Changing a National Healthcare System

> J. Adam Rindfleisch, MPhil, MD 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
- Photo credit: symtnr via foter.com

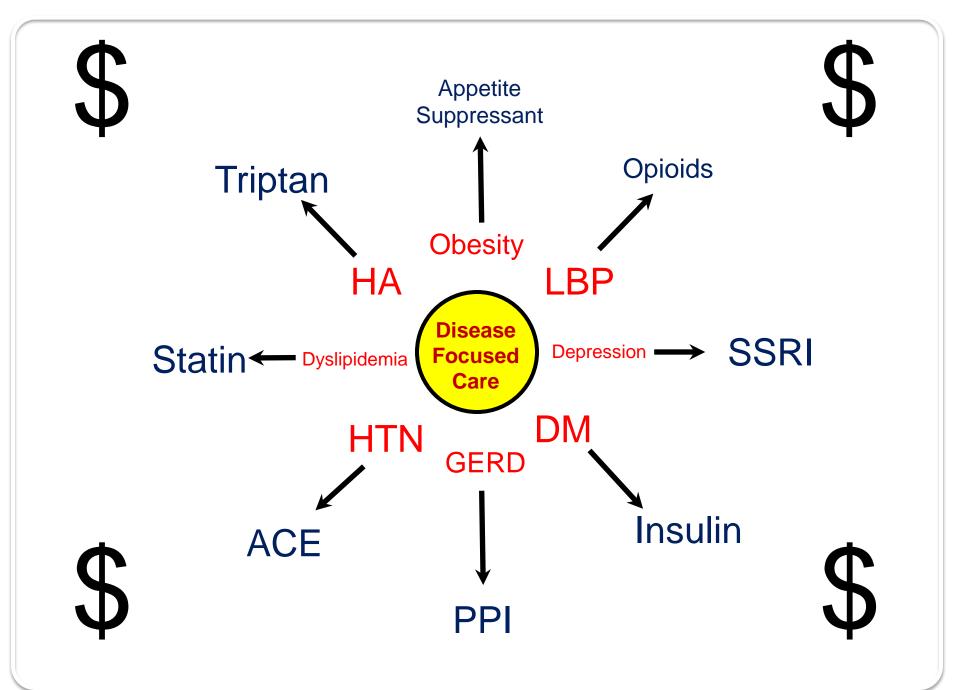
- Unspecificed spacecraft accident
- Hurt at the library
- Hurt at the opera
- Accident while knitting
- Problems in relationship with in-laws

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"



U.S. Air Force photo illustration/Airman 1st Class Corey Hook



Relaxing & Healing

Power of

the Mind

Spirit & Soul

Growing & Connecting

Family, Friends & Coworkers

Relationships

Working Your Body

Energy & Flexibility

Surroundings

Physical & Emotional

Personal Development

> Personal Life & Work Life

Complementary Approaches

Mindful Me

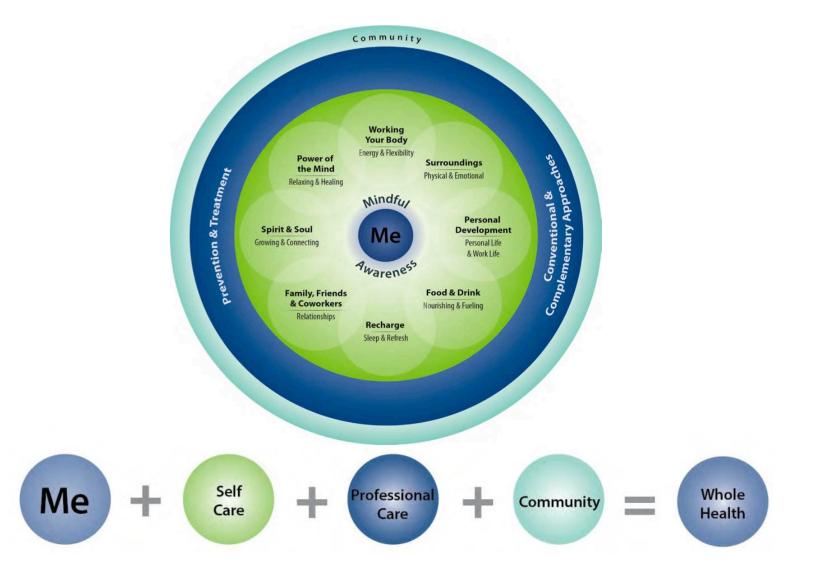
Food & Drink

Nourishing & Fueling

Recharge

Sleep & Refresh

"THE CIRCLE OF HEALTH" Components of Proactive Health and Well-being



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

All aspects of my life are interconnected and impact my health

st of

- There are approaches that can strengthen or weaken my capacity to heal and stay well
- Minural avvair

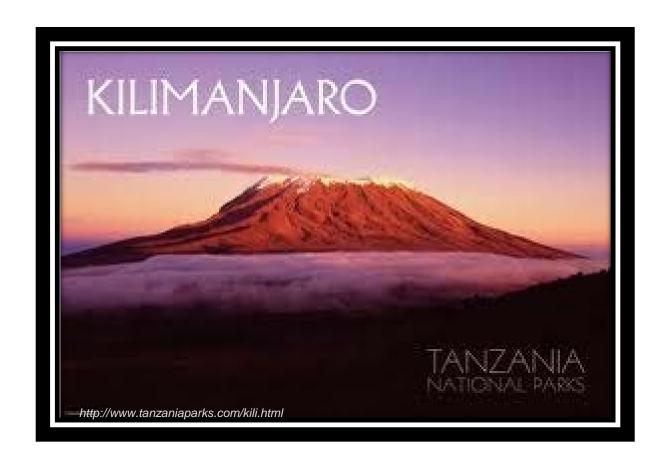
Paying more attention to my
body and mind helps me
make better decisions in my
self care

pacity to heal, and

ands to be er health,



VETERANS HEALITI



"What do you want your health for?"

People's answers may surprise you!

Personalized, Proactive, Patient-Driven

PERSONALIZED

A dynamic adartreatment that history, clinical parts

Tailor my care to me as a person

ducation, prevention and based on the user's tences.

PROACTIVE

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

or waiting for

ne positive

rior to surger,

PATIENT-DRIVEN

An engagement by patient is the Support me with what needs, value matters most to me change the converse.

sed in their

riuce.



VETERANS HEALTH ADMINISTRATION

If People Feel Their Care is Centered on Them...

- They are less likely to die following a major event such as acute myocardial infarction
 - Meterko et al., Health Services Research 45(5):1188-1204, 2010.
- They are more likely to follow treatment recommendations
 - Nieuwlaat, et al., Cochrane Database, 2:CD000011, 2008.
- They trust their care team more
 - Keating et al., J Gen Intern Med, 17(1):29-39, 2002.
- They are more satisfied with their care and more empowered
 - Rathert, Med Care Res Rev, 70(4):351-79.



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."

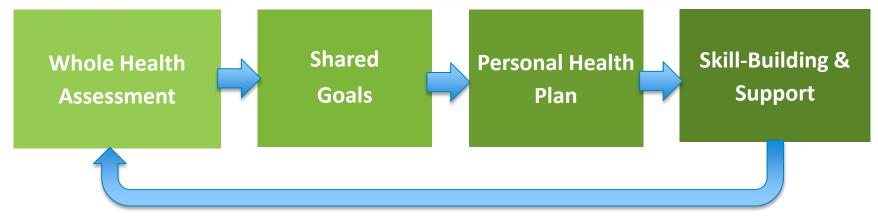
Statement B

"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



Personal Health Planning: Organizing Principles



- Self-reflection
- Health risk assessment
- Clinical exam

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

- 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.
- · Mindful 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.

		Physical Well-Being		
1	2	3	4	5
Miserable				Great
	M	ental/Emotional Well-Be	ing	
1	2	3	4	5
Miserable				Great
	Life: Ho	w is it to live your day-to	-day life?	
1	2	3	4	5
Miserable				Great

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



Shared Goals



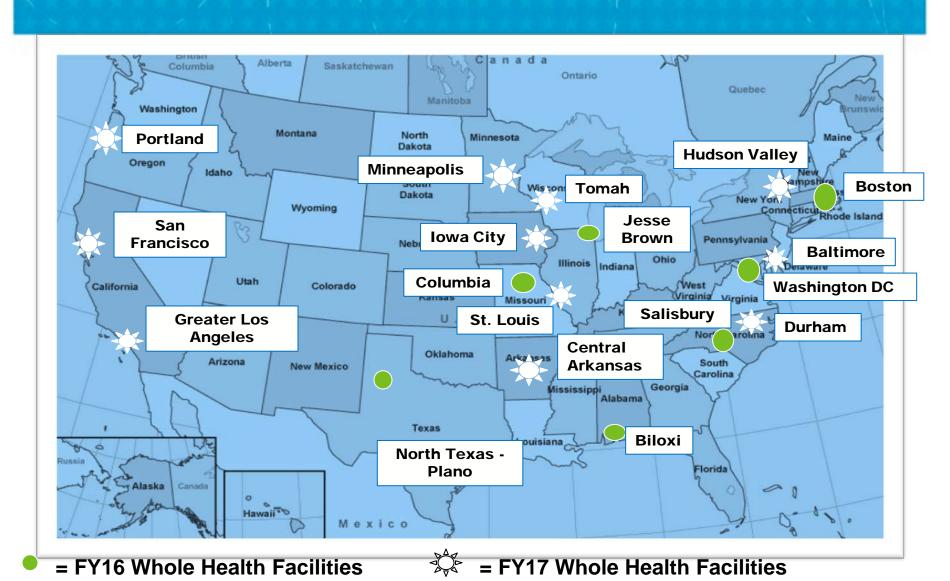
SMART Goals

- Specific and behavioral
- Measurable
- Action-oriented
- Realistic
- Time-specific

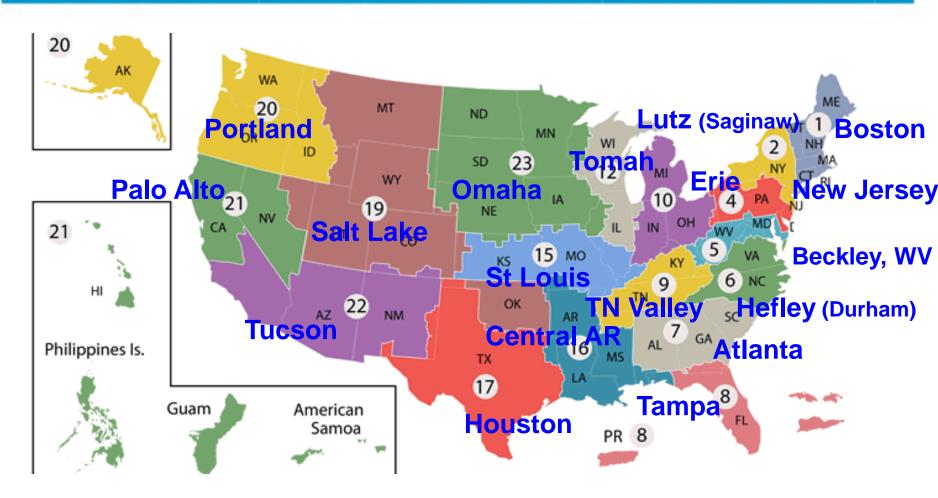


Theagilepirate.com

Whole Health 2016-17



18 in '18...



Whole Health System



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 B

About

Key Resources

Onsite Programs

Educational Overviews & Clinical Tools

Veteran Materials

- 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 19 Chapters of Tips and Resources

Passport to Whole Health A Personal Health Planning Reference Manual



PASSPORT TO WHOLE HEALTH TABLE OF CONTENTS

	by Tracy Gaudet, MD	xı
How to Use	e This Reference Manual	xiii
DADTIIN	TRODUCTION TO WHOLE HEALTH: CENTERING ON THE CIRCLE	
raki i. ii.	TRODUCTION TO WHOLE HEALTH. CENTERING ON THE CIRCLE	
Chapter 1.	Whole Health: An Overview	
•	What Is Whole Health?	1
•	Why Practice Whole Health?	2
•	The Circle of Health	3
•	What Does Whole Health Look Like in Practice?	4
7	Whole Health Tool: Elements of Patient Centered Whole Health Care	5
•	General Whole Health Resources	7
Chapter 2.	Personal Health Planning I: Whole Health Assessment & Setting Shai	red Goa
•	Whole Health as Patient-Centered Care	11
•	Introduction to Personal Health Planning	12
•	Selecting Patients	13
<i>y</i>	Selecting Patients Whole Health Tool: Introducing Whole Health: Your Elevator Speech	13
•	Whole Health Assessment	14
7	Whole Health Tool: Personal Health Inventories & The Big Questions	14
•	Brief Personal Health Inventory	
•	Shared Goals	18
7	Whole Health Tool: SMART Goal Setting	22
•	Resources for Whole Health Assessment and Shared Goals	23
Chapter 3.	Personal Health Planning II: Writing Plans, Skill-Building, & Suppor	rt
•	Writing the Plan: Twelve Important Tips from Your Colleagues	25
<i>y</i>	Whole Health Tool: Personal Health Planning Template	28
•	Skill Building and Support	
<i>y</i>	Whole Health Tool: Personal Health Planning - Putting it All Together	30
	Resources for Writing Plans, Skill Building, and Support	32
•		
Chapter 4.	Mindful Awareness	
Chapter 4.		33
Chapter 4	What is Mindful Awareness?	33 34
•	What is Mindful Awareness? When Have You Been Most Mindful?	34
•	What is Mindful Awareness? When Have You Been Most Mindful? Mindful Awareness Research	34
•	What is Mindful Awareness? When Have You Been Most Mindful? Mindful Awareness Research Cultivating Mindful Awareness: Practice Tips	34 35 37
:	What is Mindful Awareness? When Have You Been Most Mindful? Mindful Awareness Research Cultivating Mindful Awareness: Practice Tips Whole Health Tool: SOLAR/TIES Meditation	34 35 37 39
:	What is Mindful Awareness? When Have You Been Most Mindful? Mindful Awareness Research Cultivating Mindful Awareness: Practice Tips Whole Health Tool: SOLAR/TIES Meditation Mindful Awareness Techniques: Mindfulness Meditation	34 35 37 39 40
•	What is Mindful Awareness? When Have You Been Most Mindful? Mindful Awareness Research Cultivating Mindful Awareness: Practice Tips Whole Health Tool: SOLAR/TIES Meditation	34 35 37 39 40 40

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Whole Health Online Materials

Introductory Modules

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

Self-Care Modules

- **5.** Working Your Body
- Surroundings
- **7.** Personal Development
- 8. Food and Drink
- 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

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

Detailed Guide to the Educational Overviews and Clinical Tools

Introductory Modules

★ Back to Modules Listing

Check it out!

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

^{*}Module has clinical tools only.

^{**} Insomnia is featured in this module.

Clinician Handout

VA Office of Patient Centered Care & Cultural Transformation, Integrative Health Coordinating Center



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" ... Our job in medicine..."

"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?