MAXIMIZING OPPORTUNITIES FOR BEHAVIORAL HEALTH AND WELLNESS SELF-MANAGEMENT

EMPOWERMENT SYSTEMS, Inc.
"Empowering People to Improve Lives"

WWW.EMPOWERMENTSYSTEMS.ORG

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Peer Support Specialists
As Self-Management Program Leaders

WIN, WIN, WIN
Agenda

1. What Is Empowerment Systems, Inc.?
2. Why Multi-Dimensional Wellness?
3. AZ Living Well Institute
4. Greater Valley Area Health Education Center
5. Peer Support Specialist Training
6. Collaborative Partners/Consortium
7. Community Referral Network
8. Services/Coverage/Jobs
Multi-Dimensional Wellness

- Healthy Living - Not Just About Chronic Disease
- It’s Multi-Dimensional Wellness For Healthy Living
- Involves Virtually Every Aspect of Life
  - Social
  - Intellectual
  - Emotional
  - Environmental
  - Occupational (not just work)
  - Spiritual
  - Physical
Arizona Living Well Institute

THE MISSION:
TO ADVANCE EVIDENCE-BASED PROGRAMS FOR ARIZONA COMMUNITIES THROUGH STRUCTURED COMMUNICATION, MULTI-LEVEL COORDINATION AND TRAINING, MENTORING AND SUPPORT.
Why the Arizona Living Well Institute?

- A need for greater coordination and leveraging of resources to create greater impact
- A systematic approach to data collection and management
- Coordination of training opportunities throughout the state, including coordination of self-management workshops
- Educate employers, health care providers and community services organizations about the benefits of self-management programs and evidence-based health promotion programs
The Arizona Living Well Institute offers training and support for Stanford’s evidence-based Chronic Disease Self Management Education (CDSME) programs:

- Chronic Disease Self-Management Program (CDSMP)
- Tomando Control de su Salud Program (TCS)
- Diabetes Self-Management Program (DSMP)
- Programa de Manejo de la Diabetes (SDSMP)
- Chronic Pain Self-Management Program (CPSMP)
Evidence-Based Programs

• A process of planning, implementing, and evaluating programs adapted from tested models or interventions in order to address health issues at an individual level and at a community level

Workshops give people the knowledge, **confidence and motivation** needed to manage the challenges of living with chronic conditions.

- The workshops meet once a week for six weeks for 2 and ½ hours each week.

- They teach practical skills and tools for managing health issues.
Topics Covered in all of the Workshops

- Making an action plan
- Healthy eating
- Mind-body connection
- Informed treatment decisions
- Medication management
- Working with health care providers
- Dealing with difficult emotions
- Communication
What Is Accomplished?

- Increase skills to manage conditions and symptoms
- Learn techniques to help cope with conditions
- Gain insights and wisdom from others
- Being with others who have similar challenges can be a powerful motivator
- Self confidence and personal responsibility
Chronic Disease Self-Management Program (CDSMP)

Healthy Living
Stanford University’s CDSMP

http://med.stanford.edu/patienteducation/
Workshop Design

- 6 weekly sessions that meet 1 day per week for 2.5 hours each
- Introduces tools needed in day-by-day life with chronic conditions
- Practices using self-management skills
- Highly interactive
- Focuses on goal setting
- Shared experiences, emphasizes mutual support

www.wittysparks.com/2007/05/26/15-tips-to-manage-yourself-better/
Symptom Cycle

- Disease
- Tense Muscles
- Pain
- Stress/Anxiety
- Difficult Emotions
- Depression
- Fatigue
- Shortness of Breath
Topics Covered In CDSMP

- Action Plans
- Feedback/Problem Solving
- Getting a Good Night’s Sleep
- Managing difficult emotions
- Falls Prevention
- Physical Activity/Exercise
- Nutrition & Food Labels
- Weight Management
- Mind-Body Connection
- Informed Treatment Decisions
- Working with Health Care
Training options

- 4 day training available for new leaders,
- 2 day cross-training available for those already trained in CDSMP
Chronic Pain Self-Management Program

- Target population:

  Individuals with chronic pain from a variety of causes such as:
  - Low back pain
  - Neck pain
  - Fibromyalgia
  - Headache
  - Complex regional pain syndrome
Chronic Pain Self-Management Program

Subjects covered include:

- Activities addressing chronic pain-specific problems such as pacing-balancing activity and rest, and the Moving Easy Program (MEP)

- Medication usage and chronic pain management, with focus on the types of medications used for chronic pain, medication use responsibilities and addiction
Diabetes Self-Management Program

- Offered in English and Spanish (Programa de Manejo Personal de la Diabetes)

- 4 day training available for new leaders, 2 day cross training available for leaders trained in CDSMP

- Target population is people with type 2 diabetes and their caregivers
Subjects covered include:

- Dealing with symptoms of Diabetes such as fatigue, pain, hyper/hypoglycemia, and emotional problems such as depression, anger, fear, and frustration.
- Foot care.
- Avoiding complications.
- Healthy eating.
- Appropriate use of medications.
The Business Case for this Work

- Boomer Generation (1946-1964)
- Chronic conditions account for:
  - 76% of inpatient hospitalizations*
  - 88% of all prescriptions filled*
  - 72% of all physician visits*
  - 7 out of 10 deaths each year in the US**
- 99% of Medicare spending is on behalf of beneficiaries with at least one chronic condition***

*Johns Hopkins University, 2003  
**Centers for Disease Control and Prevention, 2009  
***Thorpe & Walker, 2010
In Arizona

- From 2000-2010 population grew by 24.6% to 6.4 million
  - US growth was 9.7%

- With 14% over 65 years of age (882,098)
- And 31.7% over 50 years (~2 million)
- Aging baby boomers drove Arizona’s median age up by 1.7 years over the last decade, to 35.9 years old in 2010, according to U.S. Census Bureau data.

- Yet ... Active-Adult Lifestyle state.
Healthy Living Program Outcomes

- Increased physical activity
- Improved health-status
- Improved social/role activities
- Better psychological well-being
- Decreased days in hospital
- Improved self-reported general health
- Enhanced partnerships with physicians
- Increased energy/reduced fatigue
- Reduced health care expenditures

• Healthy Living will NOT interfere with other programs - it will complement them!

• Healthy Living is not a support group.
  - Even though participants share experiences and support each other, it is a workshop where you learn and try new skills, and increase your ability to manage your health.

• To be most effective, it is important for participants to be present and contribute in all sessions.
Statewide Support

- **Arizona Department of Health Services**
  - Bureau of Tobacco and Chronic Disease
    - Healthy Aging
    - Diabetes Coalition

- **AZ Health Care Cost Containment System (AHCCCS)**
  - Behavioral Health Services

- **Department of Economic Security**
  - Division of Aging & Adult Services

- **Arizona Living Well Institute**
  - Support dissemination of evidence-based programs:
    - Healthy Living (CDSME)
  - Integration & collaboration with other EBPs
    - EnhanceFitness
    - A Matter of Balance
THE MISSION:
CONNECTING STUDENTS TO HEALTH CAREERS,
HEALTH PROFESSIONALS TO COMMUNITIES,
AND COMMUNITIES TO HEALTH PROMOTION
Greater Valley Area Health Education Center (GVAHEC)

- One of 5 area health education centers state-wide
- Serving Maricopa, western Pinal and southern Yavapai counties
- Satellite office at Lifebridge in northwest Phoenix
- Focus on interdisciplinary professional development and health care career promotion
- Offering internships, preceptorships and mentoring
Greater Valley Area Health Education Center (GVAHEC)

- Healthcare workforce development
- Multidimensional wellness and chronic disease self management education
- Training CDSME trainers and lay leaders
- Coordination with community health workers
- Providing Internship Opportunities
- Credentialing and Continuing Education
- Support for mentoring and preceptor programs
- Training for community referral network users
Healthy Living (CDSME) Facilitator Training

**T-Trainer**
- Mentored by Stanford
- Train Master Trainers

**Master Trainers**
- 4 ½ day training led by 2 T-Trainers
- Certified through Stanford after facilitating 2 workshops
- Train Leaders – 1 training per year
  - May facilitate workshops
  - May assist in fidelity monitoring

**Lay Leaders**
- 4 day training led by 2 Master Trainers
  - Facilitate workshops
  - Preferably peers with chronic conditions
  - May be volunteers or staff, usually not health professionals
Peer Support Specialist Training As CDSME Workshop Facilitators

- ADHS Division of Behavioral Health peer support training scholarships
- Behavioral health agency sponsorship, employment and partnerships
- Medicaid coverage and payment
- Hundreds of peer support specialists trained and employed
- Healthy Living Program Mentoring and Provider Collaborative
- Subscriptions to community referral network
Healthy Living Programs In Behavioral Health

- **Target Participants**
  - SMI, Behavioral Health, Combination
- **Partnerships with integrated clinics or local health departments**
- **Facilitators**
  - Peers
  - Other behavioral health professionals
  - Combination
- **Evaluation**
## Collaborative Partner Growth

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Formalizing Agency Consortium

- Review and revision of interagency agreements
- Regional mentoring and support partners
- Variety of partner organizations with various roles
- Stanford licensure and reporting considerations
- Behavioral health agencies with trained peer support specialists
- Community referral network implementation
Consortium Participation

Things to Consider:

- What is your agency’s plan for programs?
  - Will you host workshops or refer?
  - Will you train facilitators?
    - Leaders or Master Trainers?
  - Who will be your target population?

- What is your target completer/retention rate or referral enrollment rate?

- Who are the potential partners to help you accomplish these goals?
Community Referral Network Operation

Referrals
- Community Outreach Navigators
- Health & Human Service Providers
- Insurance Providers
- Student Interns
- Employers
- Self-Referral

Services
- Community-based delivery of Evidence-based Self-Management Workshops
- Referral to other needed services (e.g. ASHLine, WIC, etc.)
- Assistance completing health & human service applications (e.g. AHCCCS)
- Referral to potential Medical Home
- Database Management
- Invoicing & Billing Services

Outcomes
- Response to referral source of services provided to include:
  - Participation in Self-Management Workshop
  - Other completed referrals/services
Data and Evaluation Tools

- **Workshop & Training Registration**
  - www.azlwi.org
  - Mentoring Process

- **Workshop Cover Sheet**
  - Date
  - Time
  - Location
  - Facilitators
  - Substitutes
  - Session Zero

- **Participant Survey**
  - Pre
  - Post

- **Feedback Questionnaire**
  - Program
  - Facilitators
  - Meeting Space

- **Fidelity Process**
  - Workshops
  - Trainings
Why Win, Win, Win?

Provision of needed client services with demonstrated effectiveness

Paid for covered services at least in the Medicaid behavioral health system

Healthcare workforce development and employment for peer support specialists
Questions or more info?

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