Healthy Living Practices Submission Guide

Timeline

The typical timeframe for approval or denial of a Healthy Living Practices submission is three weeks.

The timeframe may be extended if more information is needed to determine whether the submission is acceptable or not. If more information is needed, the submitter will be contacted via email with a request for the additional information.

Guidance on Questions

1) **Please provide a brief summary of your project/program. Items for inclusion could be program components, program setting, and/or background for why your program was developed.**

   Consider including:

   - Information about the components of your program
   - Program setting
   - Why your program was created (here or in goal section)

   Good example:

   "The Community Team utilizes an integrated care model with a whole person approach designed to improve the care of a targeted group of members with complex needs and high costs of care, including individuals with both physical and behavioral health conditions. The team-based approach draws on the unique skills of nurses, social workers, certified peer specialists/ community health workers/health coaches, as well as pharmacist and medical director support to assist members with complex needs and high utilization of inpatient care. Contact is established face to face in the hospital followed by ongoing visits and support in the members' homes to create therapeutic bonds, help build members' knowledge and self-management skills, improve care coordination among their providers, and identify and help overcome medical and psychosocial barriers to care. The Community Team health coaches meet and engage members in the community, establishing rapport, assisting with transportation needs and often accompanying members to physician visits. They help to improve members' understanding of their current health conditions, conduct psychosocial assessments and use motivational interviewing to identify members' goals and pinpoint their readiness to change. By meeting with members on their terms in their homes and communities, the health coaches are better able to understand the factors that affect their motivation and leverage those factors to promote personal responsibility in members' everyday choices for positive health outcomes."

2) **What is the overall goal of your project/program? Goals should include a problem statement and/or reason for program creation.**

Consider including:

- A clear goal that addresses a problem to be solved
- Why your program was created (here or in summary section)

Good example:

"The overall goal of the Let's Move Outside program is to increase physical activity in Erie County. Overweight/obesity rates are significantly higher in Erie County, so the focus is to provide residents with access to a free-to-public, open year-round trail. Emerging from First Lady Michelle Obama's Let's Move campaign, the program is meant to encourage physical activity in a fun and adventurous way that would be enticing to many different populations. By providing residents with greater access to trails throughout the county, we hope to increase physical activity that will gradually decrease obesity and chronic disease rates."

3) **What strategies did you use to communicate about your project/program? Items for inclusion could be marketing/promotion techniques and/or participant recruitment/engagement and retention strategies.**

Consider including:

- Program strategies for participant recruitment, engagement, and retention
- Details about promotion, such as marketing strategies

Good example:

"UPMC for You members with 2 or more inpatient admissions, physical and/or serious behavioral health disorders, and a high care need index (greater than 3 out of 5), are identified while in the hospital for outreach from the Community Care Team."

4) **Please share challenges and/or lessons learned from conducting your project/program, along with strategies for how you overcame them.**

Consider including:

- Challenges you faced, along with solutions you implemented
- Any lessons learned that may help another group implement your program, or something similar

Good example:

"A key challenge in assembling the Community teams was finding and hiring Certified Community Health Workers (peer specialists). Although this was accomplished over time, it delayed full deployment of the teams. Establishing contacts with and/or developing community health worker training programs is vital in maintaining a community health-based work force."

5) **What were the results of your project/program? Items for inclusion could be information on how you evaluated program success and/or strategies you used, or plan to use, to share the results of your program.**

Consider including:

- How your program evaluates success
- How your program disseminates results
- Any program results, even if preliminary

Good example:

"From July, 1 2015 through January 31, 2016, members participating in Community Team increased from 197 to 642. The 30 Day All-Cause Readmission Rate decreased from 16.9% to 8.3% (-50.9%) during this time period. From September 1, 2015 through March 31, 2016, The inpatient admission rate/1000 for Community Team Members decreased from 1,030 to 812/1000 (-21.2%) and the ED rate/1000 decreased from 4275 to 2751/1000 (-35.6%)."