Health and Wellness Curriculum
A Component of Telecare’s Whole Person Care Initiative

Overview

Through our Whole Person Care (WPC) Initiative, Telecare is implementing new ways to provide integrated physical and mental healthcare in a recovery-focused, collaborative way.

In May 2016, we launched the Health and Wellness Curriculum. The curriculum focuses on the eight chronic conditions that most frequently affect our members. Each topic presented in the curriculum is easily graspable and actionable. Program staff will learn about these common physical health issues and how to engage in conversation with members about ways to improve their wellness through healthier lifestyle choices.

“We can begin the process of eradicating the healthcare disparities that exist in persons with mental illness, by developing a whole person treatment plan that assists our members with behavior change that will affect their physical health.”

— Dr. Kent Eller, Chief Medical Officer

INTENDED GOALS

- Improve and expand our capacity to integrate physical and mental healthcare services.
- Enable staff to identify physical health and substance use risks and offer targeted support for each member.
- Empower and motivate members to take control of their health.

BENEFITS

STAFF

Staff will gain knowledge about the health conditions they see in program members and will be able to offer members information to support healthy lifestyle choices.

MEMBERS

Members will be more likely to engage and make the changes necessary for a longer, healthier life when they are part of a shared treatment planning process.

PROGRAMS

Programs will be more effective when coordinating care with primary care providers and the larger system of care.

CUSTOMERS

Customers will be able to reduce the costs of emergency care and alleviate strain on community resources.
Health and Wellness Curriculum at a Glance

Providing Information and Tools for Making Healthier Lifestyle Choices

WHO IT’S FOR

**Staff and Members**

The curriculum provides staff basic knowledge on chronic physical health conditions. Members have the power to choose which aspect of their life they want to start working on.

WHAT IT COVERS

**Physical Health**

- Diabetes
- Cholesterol
- Blood Pressure
- Body Weight
- Asthma and COPD
- Stress Response
- Tobacco and Nicotine Use

RESOURCES FOR STAFF

- **eLearning:** The Health and Wellness Curriculum consists of eight modules and can be accessed by all staff at every level through Telecare’s Learning Management System. The full curriculum includes 11 hours of training. Staff can earn up to 10.5 Continuing Education Units (CEUs).

- **Handouts:** Each module comes with informational handouts that help staff quickly identify potential health risks and have targeted conversations with members.

RESOURCES FOR MEMBERS

- 17 Health & Wellness Handouts
- 7 Substance Use Handouts
- 2 Quit Plans
- My Health & Wellness Booklet

HOW IT WORKS

**Information**

Through the eLearning training program, staff learn about the physical health conditions that are most common among members.

**Conversation**

Each condition has handouts that can be used as resource and conversational tools.

**Engagement**

Members receive information, tools, and support to make healthy lifestyle changes.
CONVERSATION

**Take Control** handouts provide information on prevention and management, particularly lifestyle changes a person can make to take control of his or her physical health condition. Each handout has a list of additional resources and reflection questions for members.

**Sample Curriculum Materials**

Handouts and Tools

**INFORMATION**

**Facts and Effects** handouts describe a physical health condition and provide information on signs and symptoms, risk factors, the effects of the condition on the body, and how the condition is measured and monitored.

**ENGAGEMENT**

**Members** receive self care tools they can use to keep track of their physical health symptoms. These resources range from checklists to booklets.
Telecare’s Vision of Care
Connecting Behavioral and Physical Health

“Physical health is important in a behavioral health setting because we know that people with a serious mental illness have a significant reduction in their life expectancy, and it’s not okay for people with a mental illness to live such a short life,” said Dr. Kent Eller, Telecare’s Chief Medical Officer. “With healthcare reform, it is understood that for us to really make an impact, to actually change this course, we have to work better with the collaboration and integration of physical and behavioral healthcare.”

Telecare’s Whole Person Care Health and Wellness Curriculum provides a way for program staff to learn basic information about common—and potentially life-threatening—physical health conditions, and provide information to empower members.

“This is an education initiative,” said Anita Barnas, Senior Vice President of Operations. “Our goal is to raise the base level of knowledge and skill of our staff so they can engage the people we serve in identifying and addressing healthy lifestyle choices that positively impact their overall health.”

For more information on the Health and Wellness Curriculum, contact: Anita Barnas at abarnas@telecarecorp.com or Dr. Eller at keller@telecarecorp.com.