

BERT NASH HEALTH CONNECTIONS



Our Health Home Program
A Transformative Process

Health Promotion Service

- Efforts to engage member in care, including assessment of member's health literacy.
- **Single Item Literacy Screen**
- A single item question intended to identify adults in need of help with printed health material:
- “How often do you need to have someone help you when you read instructions, pamphlets, or other written material from your doctor or pharmacy?”
- Measurement 1-Never 3-Sometimes 5-Always
- 2-Rarely 4-Often
- Scores greater than 2 are considered positive, indicating some difficulty with reading printed health related material.
- Strengths
 - Brief and therefore practical for use in clinical practice.
 - More a direct assessment of need than an assessment of skill.
 - Simpler than an estimate based on demographics.
- Limitations
 - False negatives are possible because of participants not recognizing that they need help with reading, feeling ashamed, or not understanding the question.
- Location
- Morris NS, MacLean CD, Chew LD, and Littenberg B. The Single Item Literacy Screener: Evaluation of a brief instrument to identify limited reading ability. *BMC Family Practice*. 2006, 7(21).
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Health Promotion Activities

Are you a member of Bert Nash Health Connections?

Are you looking to increase your physical activity while also decreasing your stress?

**Come and Join the
Health Connections Walking Group!**



What: A Walking Group

Where: Group meets in CSS lobby and travels to **Rock Chalk Park**

When: Thursdays @ 3:00

How: You must be a **Health Connections Member** & be referred by a member of your treatment team

If you have any questions feel free to stop by the Health Connections Office in Room 121!



Interested in learning how you could be healthier?

Thinking about quitting smoking?

Then join the

Healthy Living Group

What: a group where Healthy Lifestyle Choices and tips for Quitting Smoking will be discussed and learned

Where: Room 114

When: Every Wednesday from 10:30 to 11:30 starting March 4th

How: To participate in this group you need to be referred by a member of your treatment team

If you have any questions please stop by the Health Connections office in Room 121

Live. Life. Healthy

Health Promotion Activities

**Take Control of Your
Diabetes with a
Self-Management
Workshop!**



he Health Connections office at Bert Nash.

Member Engagement

- Phone contacts
- Face-to-face outreach
- Meeting members where they are at
- Use of Peer Support to engage members
- Use of current treatment providers to engage members
- Providing information on MCO Value Added Benefits
- Being aware of member's history and offering to coordinate care to prevent any future care gaps
- Community partnerships to seek out members in search
- Use of KHIN, MCO portals and MCO contacts to seek out members in search

Successes

- Compassionate and determined team
- Community partnerships
- Supportive agency
- Marketing of the program
- Members spreading the word about the program
- University of Kansas study on member engagement to further see how we can shape the Health Home program

Overcoming Obstacles to meet Outcomes

- Initially identifying members who had contact with the local hospital was a challenge.
- Currently coordinating care with local hospital and the local hospital is checking for Health Home status on all patients admitted due to the process put in place.

Health Connections Prevents Care Gaps

- “I’m most proud of helping members to avoid crisis situations and assisting them to overcome previous barriers.”
- “I am most proud of how hard we all work.”
- “Every one of us is willing to help the next person. The level of willingness and coordination/cooperation is stellar.”
- “The work we’re doing is truly helping our members.”
- “Seeing the positive change in our members overall health from month to month illustrates the importance of the health home program.”
- “The ability to assist members who aren’t aware of the medical assistance and community resources available to them. Seeing the difference our services are making to improve the wellbeing of our members makes me feel proud.”

Success Story

- Female referred to us presenting with Depression
- She had been isolating and avoiding follow up visit with surgeon out of town due to fear of results.
- She was fearful of riding in a car.
- Care Coordinator and Peer Support reached out to her.
- She went to appointment with support of Peer Support Specialist.
- Initial PHQ-9 score was a 16.
- She was referred to Bert Nash services-medication and Supportive Employment services.
- Currently employed, driving herself to and from work.
- Current PHQ-9 score is a 5. She describes herself as “a success story.”

Thank You

