

HealthQuest Wellness Champion Network Meeting

Tuesday, November 2nd 12pm

Call in number: 1-877-628-7426

Call Pass Code: 783834#

All attendees please sign in

Please press *6 to mute your line



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Agenda

- ▶ Housekeeping & Sign in – Paul
- ▶ Updates – VRAK, Champions, Agencies , “Maintain Don’t Gain” – Paul
- ▶ Champion Spotlight – Paul
- ▶ HealthQuest Spotlight
 - ▶ Health Coaching Tutorial – Joanne Karass (Alere)
 - ▶ Health Living Programs – Paul
- ▶ Wellness Tip – Paul
- ▶ Open Items – Team

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Virtual Race Across Kansas

- ▶ 990 signed up to date!
 - <http://www.khpa.ks.gov/healthquest/virtualrace.html>
- ▶ Auto-Responder sending out weekly wellness resources

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Champions and Agency Representation

- ▶ 84 Total Champions
- ▶ 61 Different Agencies Represented

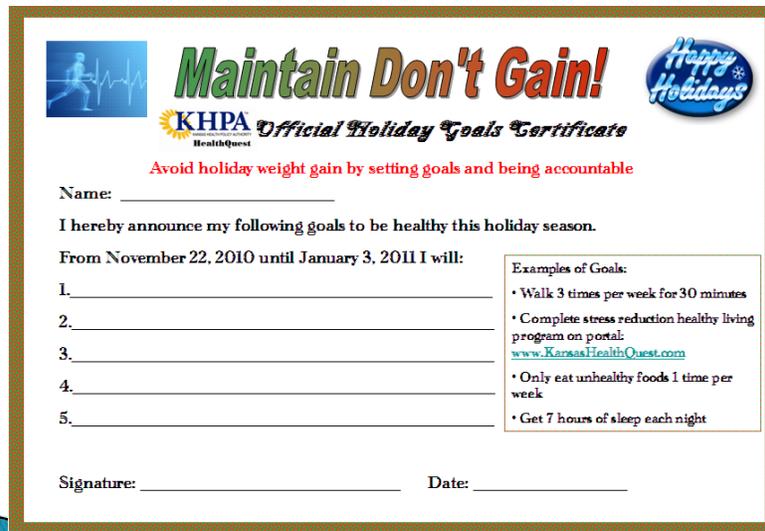
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Maintain, Don't Gain!

- ▶ Goals certificate (available at www.khpa.ks.gov/healthquest) and weight challenge
- ▶ 5 goals to be healthy this holiday season
- ▶ Weigh in on online tracker (on the portal at www.KansasHealthQuest.com) to raise awareness and accountability

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Certificate



Maintain Don't Gain! *Happy Holidays*

KHPA HealthQuest *Official Holiday Goals Certificate*

Avoid holiday weight gain by setting goals and being accountable

Name: _____

I hereby announce my following goals to be healthy this holiday season.

From November 22, 2010 until January 3, 2011 I will:

1. _____
2. _____
3. _____
4. _____
5. _____

Examples of Goals:

- Walk 3 times per week for 30 minutes
- Complete stress reduction healthy living program on portal: www.KansasHealthQuest.com
- Only eat unhealthy foods 1 time per week
- Get 7 hours of sleep each night

Signature: _____ Date: _____

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November Champion Spotlight

- ▶ Shelley Rich, Associate Director of Programs for Fitness and Wellness at Wichita State University
- ▶ Created Facebook page:
 - <http://www.facebook.com/home.php?#!/pages/Wichita-KS/Wichita-State-Fitness-Wellness/93111708417>
- ▶ Doing own version of “Maintain, Don’t Gain” at Wichita State

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Health Coaching Program

- ▶ Health Coaching is designed to support you in making positive lifestyle changes. Your personal health coach will provide the tools, motivation and support to help you achieve your personal wellness goals to:
 - Lose weight
 - Be more active
 - Ease stress
 - Eat healthier foods
 - Gain energy
 - Be more confident
- ▶ Enroll online at the portal www.KansasHealthQuest.com or by phone at 1-888-275-1205 (option 4)
Phones answered Mon-Thurs 9am-7pm, Fri & Sat 9am-6pm
- ▶ Who is Eligible to use the Free Health Coaching Service?
 - Benefits eligible State and Non State employees who are enrolled in the State Employee Health Plan or who have waived coverage in the plan
 - Retirees, spouses and dependents 18 years or older who are enrolled in the State Employee Health Plan

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Enroll Online

- The Health Coaching link is visible for all portal users at www.HealthQuestKansas.com
- If a user is not enrolled in HC, the link will bring them to the HC landing page with information to enroll.
- Completed online enrollment—Enrollment being processed, the link will take the user to an interim page that tells the user “Congratulations on enrolling...your coach will be reaching out to you soon.”
- Coach assigned – the user will go straight to the online Health Coaching link.

You've Earned

0

Credits

[How do I earn credits?](#)

Program Info

- [Program Overview](#)
- [Track Credits](#)
- [Health Assessment](#)
- [Programs](#)
- [Forms](#)
- [Know Your Numbers](#)

Healthy Living Pgm & Coaching

Condition Management

- [What is Condition Management](#)
- [Who is eligible](#)
- [Condition Management Nurse Hot Line](#)
- [Earn Credits with Condition Management Enrollment](#)

Welcome, Test1469! Ready to live healthier? Let's make it happen!

Recommendations

Take Your Wellness Assessment

Answer questions, earn credits! [Complete this assessment](#) to earn credits and get a personal action plan for better health.

[Learn more](#)

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Credits

Take Now!

Healthy Aging Program

Want to take steps to live healthier and feel younger? This program can provide the tools you need to make smart choices that can reduce your disease risk. [Try it today!](#)

Or view [all programs](#) available to you.

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Credits

10

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Enroll Online

Do you need a little extra push to help you live healthier?

We are providing you a no-cost personal health coach to help you make changes to live a healthier life. Enroll in our Health Coaching program to make it happen! You'll be assigned a health coach to help you:

- Set and complete goals
- Make changes you can stick to for the long term
- Track your progress with easy-to-use tools and information

You'll get confidential support from your coach by email, instant message or by phone. Call 1-888-275-275- or TTY 1-888-277- to talk to an Enrollment Specialist (select "Option 4"), or click the "Enroll Now" button to get started!

How does it work?

- 1. Call to Enroll**
Take the first step by clicking on the "Enroll Now" button or by calling the number above to complete the enrollment process. It takes less than 5 minutes!
- 2. Meet Your Coach**
You will be assigned a personal health coach to help you set goals and make progress towards healthier lifestyle changes.
- 3. Stay With It!**
You can reach out to your coach by email at any time. Or schedule times to talk to your coach by phone. This will motivate you to stay with it!
- 4. Ready to get started?**
Click the "Enroll Now" button or call 1-888-275- or TTY 1-888-277- to talk to an Enrollment Specialist today! (select "Option 4").



[Enroll Now](#)

Enroll Online

Your Progress:
You're on your way!

Location Information
Please review your address and click the Next button

Name: Sarah Kopp
Mailing Address: 552 Hobcaw Lane
City: Acorn
State: Michigan
Country: United States
Postal Code: 10504
Time Zone: Eastern Standard Time

[Save and Enter Later](#) [Next](#)

Your Progress:
Keep going. You're well on your way!

Contact Information
Please review your contact information and click the Next button

E-mail: skopp@rock.com
Primary Telephone #: 2125333333 | Work
Backup Telephone #: 2125555555 | Home

[Previous](#) [Save and Enter Later](#) [Next](#)

Enroll Online

Your Progress:

1 of 4 Questions

Contact Times

These are the days and times that I am available to be contacted.

Monday	When are you available?
Tuesday	Morning (8am - noon)
Wednesday	Evening (5pm - 7pm)
Thursday	Unavailable
Friday	Morning (8am - noon)
Saturday	Unavailable
Sunday	Unavailable

Previous Save and Edit Later Finish Now

Health Coaching Program

On behalf of _____ we want to welcome you to this valuable program. You will be contacted by your Health Coach within the next few days. In the meantime, please look for the workbook and welcome letter in the mail. If you have any questions before you hear from your coach, please call us at 1-888-275-_____ or TTY 1-888-277-_____ to talk to an Enrollment Specialist (select "Option 4"). Thank you for your time and have a nice day.

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Trackers

Participants can use the standard trackers or customize their own:

My Health Coach

Health Coaching | Communicate | Goals/Trackers | My Library

Trackers

Exercise Tracker | Food Tracker | Glasses of Water | Custom Trackers

Exercise Tracker

Your personal exercise tracker will allow you to track and view reports on your exercise routine. If you need a little help figuring out how to use the tracker feature, you can go to the Help section and look under Frequently Asked Questions.

View Reports

Save Close

Exercise Date: 1/11/2010

Your Weight (in pounds): 168

Duration (in minutes): 30

Exercise Type: Brisk walking - with the dog

Comments:

Private:

Navigation icons: back, forward, home, search

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Portal Demo

- ▶ Video of online enrollment for Health Coaching

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Telephonic Enrollment & Coach Interactions

Telephonic Enrollment

- Starts within five days of taking the health assessment
- Invitation email sent to call-in and enroll
- Telephonic outreach if no response or no email
- Enrollment specialist identifies preferred mode of initial Coach engagement: email or telephonic
- Primary Coach Model – A Health Coach paired with each participant

Coaches are

- Exercise physiologists
- Registered Dietitians
- Can be combined with social work/counseling/teaching background

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Coaching Program

- ▶ Each participant experience is customized and can be entirely telephonic, entirely email or a combination of telephonic, email and IM
- ▶ Centered on five key behaviors to become healthier and more productive
 - Healthy weight (BMI) maintenance
 - Smoking cessation (Free and Clear)
 - Physical activity
 - Eating habits/nutrition
 - Managing stress
- ▶ Coaching program lasts for one year
- ▶ Homework can be assigned– reading materials, journals, trackers (usually completed online)

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Coaching Program– con't

- ▶ Coaching program can be in conjunction with condition management program and/or online Healthy Living Program (HLP)
- ▶ Email interactions
 - Coaches send out a welcome email with information on the coaching process and guideline information for the coaching website
 - Coach will respond to an email within 3 business days: participants usually respond within a week
- ▶ Telephonic interactions
 - Coach make outbound call approximately monthly
 - Participants can call in at any time
- ▶ After the goals are accomplished the coach will reach out every three months as a follow-up and if more support is needed more frequent contacts will resume

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My Resources

- ▶ Coaches place member specific articles and resource links in the member's My Library for their reference
- ▶ Personalized reading allows for a customized participant curriculum

My Health Coach
Health Coaching | Communicate | Goals/Trackers | My Library

My Library

Exercise

- [Exercise - Developing a Personal Fitness Plan](#)
- [Exercise - Stretching for Flexibility](#)

Fitness Tests

- [Test Your Strength - Resistance Tests](#)

Help

- [Member FAQ](#)
- [New Member Orientation](#)
- [Introducing Your Health Coach](#)
- [Introducing Your Health Coach - Chime](#)

My Health Coach
Health Coaching | Communicate | Goals/Trackers | My Library

Links/Resources

Exercise

- <http://www.acefitness.org/gattifreeexercise.aspx> - Ace Fitness exercises, grouped by target area with pictures and instructions.
- <http://www.strollerfit.com/> - StrollerFit® - Exercise With Your Baby™ is the premier Stroller Fitness™ franchise designed for the unique needs of moms and their stroller-age children. It's the postnatal workout that turns your stroller into a portable fitness machine. With StrollerFit®, you can burn fat, build core strength, enhance flexibility and make new friends while your baby has a blast.

Stress Management

- <http://www.stress.org> - American Institute of Stress Phone: (914) 963-1200

Journals and Trackers

- ▶ Journal entries – prior to setting a goal, increasing awareness about your health habits is accomplished by journaling (stressful situation, when you want a cigarette, when you tend to eat poorly)
- ▶ Trackers – can assist in keeping you working towards your goal
- ▶ Members can choose to share their input with their coaches or keep private

Goals/Journal

Write A New Journal Entry

Goal Title: I will lose 10 pounds by April 1, 2010.

Date/Time: 1/11/2010 2:30:43 PM

Journal Title: [Text Field]

Message: [Text Area]

Mark Message As Private
(Only you will be able to view this entry - you will receive no replies)

Trackers

[Exercise Tracker](#) | [Food Tracker](#) | [Glasses of Water](#) | [Custom Trackers](#)

Food Tracker

An important part of managing your eating habits is to understand why, when, and when you eat. The food log will help you gain a better understanding of your habits and assist you in developing action plans to improve your eating habits. If you need a little help figuring out how to use the tracker feature, you can go to the Help section and look under Frequently Asked Questions.

Date: 1/11/2010

Meal/Portion (what did you eat): Carrots and Ranch Dressing

Hunger Scale: Normal

Where Did You Eat & With Whom: At my desk

Why Did You Eat (hungry - bored - upset - it was lunch time - etc.): Snack between lunch and dinner

Comments: [Text Area]

Private

SMART Goals

- › Goals and activities can be marked as complete as progress is made
- › Journal entries are an important communication tool with the coaches online or telephonic
- › After a member commits to SMART Goals, the coach records the goals for reference

Goals And Journal

CURRENT GOALS

RANK	GOAL	ACTIVITIES	JOURNAL	
VIEW	1	I will establish a seasonal workout plan to keep me motivated	1 Activity	1 No Journal Entries

Modify Goal Rankings

COMPLETED GOALS

GOAL	DATE/TIME COMPLETED	
VIEW	I will commit to working out regularly	8/23/2005 10:10:37 AM

Goals And Journal

GOAL

Goal Title: I will establish a seasonal workout plan to keep me motivated

Date/Time Entered: 8/23/2005 10:56:42 AM

Completed: No

Rank: 1

Description: Competitive edge is needed to maintain interest. Will create a seasonal plan with different activities through out the year. To keep variety and interest. * In-line skating marathons, * Tennis * Basketball * Running (5Ks, 10Ks) Plan will be ready to implement when 4 weeks of kick start workouts are over

Motivation: competition

Support:

Reward:

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Health Coaching Program Call

Assessment

51 yr. old female employee, height 5' 3", weight 168lbs, non-smoker

Has made changes in physical exercise program in the past 6 months

- 30 minutes of moderate intensity exercise 3 days/week
- Resistance/strength training 1 day/week
- Preferred activities: ride bike, spin, walk

Has made changes in her diet in the past 6 months

- following a low-fat diet
- 2 servings of fruits/vegetables, 3 servings of whole grains
- Health changes identified "I don't drink pop or a lot of alcohol"

Getting ready to make lifestyle changes due to stress in the next 30 days

- Stress reduction strategy: "Try to get enough sleep and spend time with friends"
- Current activities that promote relaxation: "read, bike ride, friends"

Goals identified- Weight Management

Very confident she can make lifestyles changes

Slightly less confident that she can maintain these changes for 6 months or more

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Coaching Call

- ▶ Listen to real coaching call!

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Health Coaching– Email Program

Assessment

62 yr. old female employee, height 5'6", weight 185, non-smoker

Following a healthy low fat diet for more than 6 months

Not exercising but wants to start a program within the next 30 days

- "Motivation to return to the gym, make time in schedule for exercise and successful weight reduction"
- Past experience with weight loss – "Have tried on again/off again to reduce weight to about 140 – 150 and to build a consistent activity plan – still working on it. I give up and return to old patterns"

Goals identified – Weight Management and physical activity

Not very confident that she can make changes and maintain them for more than 6 months

- Limitations– "Only physical limit are achy knees – I know that exercise will only improve this condition"
- Can find support from friends

Alere Health coach sends email after engagement call is completed

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Health Coaching– Email Program

Coach email to participant in response to assessment

- ▶ Hope you are doing well. Thanks very much for filling out the Health Assessment. This gives me a very good indication of your current status and the goals you would like to achieve for the future.

I know you mentioned you would like to concentrate on Weight Management at this time. It looks as though your main goal is to find a way to return to the gym consistently. Perhaps we can explore this area a bit more. Was there an exercise or exercises that you enjoyed in the past that maybe you can apply to the present? As you know, the best way to be successful with the exercise is to try to incorporate something that you can like, or at least tolerate. It also may be helpful to explore activities outside of going to the gym. This sometimes makes things a bit easier.

I also wanted to find out if you would like to speak about diet intake as well. If so, perhaps you can give me a typical day of what your diet looks like and we can take a closer look at the types of choices you are making.

I am looking forward to our work together!

Alere coach will reach out to participant if no email received

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Health Coaching– Email Program

Participant response to first coaching email

I like going to the gym and walk the treadmill for 20–30 minutes and do some circuit training that I have been shown. I should/could walk in my beautiful neighborhood but never seem to get out the door – I address and focus on the tasks at home. Or I just want to relax as a reward for the days work.

I know how to eat well and right though I often falter. I try to have whole wheat toast or muffin with some almond butter or an egg for breakfast with coffee and a small portion of fruit.

Lunch is usually a salad with protein, sometime a sandwich or I have a main meal if I am having a busy evening. I snack on fruit and vegetables as often as possible.

I think my biggest no–no is lots of Olive Oil I can put it on anything – Mayo too – too much red meat, beer and wine. I am not tempted by sweets or desserts but I like salty snacks – chips pretzels with dip, nuts, olives and crackers.

I have been most successful with high protein/Atkins diets in my life. I never did well on Weight Watchers and also followed LA Weight Loss – the last time I shed the 30 pounds that I have lost and found continuously.

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Health Coaching– Email Program

Coach response

Thanks very much for getting back to me and for all of the additional information. Starting with the exercise, that sounds like a good routine you have going at the gym. When it comes to home, perhaps a good way to start is to set the goal to be one that you can easily meet. For example, you can start out by saying, you would go for a walk 15–20 minutes twice a week. If the goal seems easily attainable, it is more likely you will feel motivated to do it. Also, what may happen is after the 15 minutes are over, you may decide you want to keep going.

It sounds like in terms of the diet, your breakfast and lunch choices are good. Perhaps you can reduce the olive oil and mayo and look into some spices that can add flavor without the calories and fat? The olives and nuts are good choices, you just want to keep the portions under control. The same goes for beer or wine. The red meat intake should be limited to no more than 2–3 times a week, and I would continue to explore healthier alternatives like chicken, fish, etc.

I know you have heard this before, but I believe at this point, rather than opting for a specific diet, you just make some reasonable adjustments and take it slow. Many diets work for the short term, but can't be sustained.

I hope this is helpful. If you want we can make some specific goals and I could add this on your member page. There is no rush, just let me know when you are ready.

Enjoy the rest of your week,

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Questions?

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Healthy Living Programs

- ▶ 13 Different Online Programs
 - Accessible on portal www.KansasHealthQuest.com
 - Exercise, nutrition, healthy aging, stress relief, healthy kids, custom, etc.
- ▶ 6 weeks to complete
 - Weekly to do lists
 - Articles/quizzes/interactive tools
 - Program status/progress
 - Program history

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Portal Demo

- ▶ Video of online enrollment for Healthy Living Program

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Wellness Tip

- ▶ Get out of your comfort zone!
 - Eat a new kind of food (healthy!)
 - Try a different fitness class
 - Learn how to better manage your stress
 - Try health coaching!
 - Push yourself a little bit further on a tough exercise



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Open Dialogue

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