

HealthQuest Wellness Champion Network Meeting

Tuesday, December 7th, 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

- ▶ Welcome, Housekeeping – Cheryl
- ▶ Updates – VRAK, Champions, Agencies , “Maintain Don’t Gain” – Paul
- ▶ Walking Meetings – Paul
- ▶ Champion Spotlight – Paul
- ▶ Vendor Confidentiality – Julie
- ▶ HealthQuest Spotlight
 - ▶ Condition Management – Joanne Karass (Alere)
- ▶ Wellness Tip – Paul
- ▶ Open Items – Team
- ▶ Closing – Cheryl

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Virtual Race Across Kansas

- ▶ 987 participants signed up online + others
- ▶ 616 total tracking forms turned in!
 - 506 via email
 - 110 via snail mail and fax
- ▶ 62% completed, 38% attrition
- ▶ 3 winners were announced Monday, Nov. 29th
 - Trisha Wenrich, WSU
 - Wendy Alkire, KS Real Estate Commission, Topeka
 - Dan Flemming, KDOT, Salina

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Champions and Agency Representation

- ▶ 85 Total Champions
- ▶ 61 Different Agencies Represented

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Maintain Don't Gain!

- ▶ Goals certificate and weight challenge
- ▶ 5 goals to be healthy this holiday season
- ▶ Weigh in using online tracker from the portal at www.KansasHealthQuest.com to raise awareness and accountability

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Certificate



Maintain Don't Gain! 

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. _____	Examples of Goals: <ul style="list-style-type: none">• 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
2. _____	
3. _____	
4. _____	
5. _____	

Signature: _____ Date: _____

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Homepage – Click Tools & Media

This screenshot shows the KHPA HealthQuest homepage. At the top, there is a navigation bar with links for Home, Account, Feedback, and Logout. A search bar is located in the top right corner. Below the navigation bar, there are several sections: 'You've Earned' showing 1 credit, 'Program Info' with a list of program features, a 'Welcome' message, and 'Recommendations' featuring articles like 'What Is Morbid Obesity and What Can Be Done?' and 'Get Smart About Dental Care'. A blue arrow points to the 'Tools & Media' dropdown menu in the top navigation bar.

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Homepage – Click Trackers

This screenshot is identical to the one above, but with the 'Tools & Media' dropdown menu open. The dropdown menu lists several options: Interactive Tools, Trackers, Quizzes, Assessments, Calculators, Video, Audio, Conversations, Online Seminars, and Newsletters. A blue arrow points to the 'Trackers' option in the dropdown menu.

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Progress Tracker Page – Click Weight

Hello, Test1298. [Home](#) [Account](#) [Feedback](#) [Logout](#) [Help](#)

KHPA
KANSAS HEALTH POLICY AUTHORITY
HealthQuest

Search

[Healthy Lifestyle](#) | [Diseases & Conditions](#) | [Personal & Family Health](#) | [Tools & Media](#)

Print A A

[Home](#)

Progress Tracker

- Weight**
- Nutrition
- Exercise
- Stress
- Smoking
- Pain

Progress Tracker

[Track Your Weight](#) | [Weight Summary](#) | [Frequently Asked Questions](#)

Track Your Weight

November 22, 2010

Nov 2010 Go

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

Journal Entry for: Nov. 22, 2010 [Set time zone](#)

Weight: lbs.

Record successful strategies and trouble spots, or just write how you're feeling about your progress. Stay with it!

Save

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Walking Meetings

- ▶ Cheryl, Julie, Paul
 - 1 hour
 - 5,500 steps
 - 2.75 miles
 - Approximately 300 calories burned

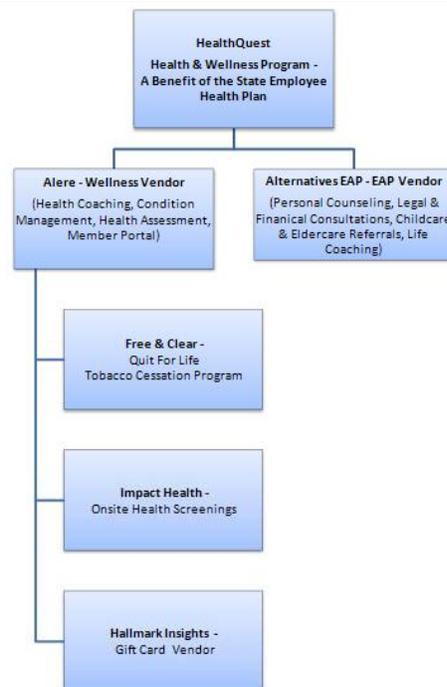
December Champion Spotlight

- ▶ Team Fort Scott SRS –Alison V. Grabs, Sara Hassan, Michele Lyon, Jody Brillhart, Sherry Hill, Vicki Brown, Sondra Chapman
- ▶ 6 participants completed VRAK
- ▶ Tues/Thurs evening workouts – 7 people participating
- ▶ Daily mile – 2-10 Participants
- ▶ Winter Indoor Walking
- ▶ Fitness Group– Toning Up With (hand) Weights
- ▶ Exercise balls for chairs
- ▶ Birthday Healthy Treat Contest
- ▶ Discounted health club membership
- ▶ The Community Center Corporate Olympics
- ▶ Bulletin Board in kitchen
- ▶ Weekly Core Exercise– From the www.kansashealthquest.com health coach website

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Vendor Partners & Privacy Policy

Participation in HealthQuest programs is always confidential because these programs are administered by third-party vendors. All HIPAA laws are strictly followed. No participant information is shared with the State Employee Health Plan.



December HealthQuest Spotlight

- ▶ **Condition Management Program**
- ▶ Administered by our wellness vendor Alere
- ▶ Guest Speaker from Alere - Joanne Karras, Operations Client Manager, Health Improvement

Condition Management Program

- ▶ Helps control symptoms of chronic conditions and improve quality of life
- ▶ Alere nurses provide coaching and education
- ▶ Participation is voluntary, confidential, HIPPA compliant
- ▶ Eligibility – benefits-eligible employees and their covered dependents (age 18 & older) who have:
 - ✓ Asthma
 - ✓ Congestive heart failure (HF)
 - ✓ Coronary artery disease (CAD)
 - ✓ Chronic obstructive pulmonary disorder (COPD)
 - ✓ Diabetes

Program Identification

- ▶ Candidates identified from medical claims and pharmacy data

- ▶ Assigned to a program level
 - Nurse calls (with or without device)
 - Mailings only

- ▶ Ongoing claims and pharmacy data
 - Identifies new candidates
 - Moves participants from education to receive nurse calls

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Program Enrollment

- ▶ Calls start within five days of being identified

- ▶ Enrollment specialist confirms demographic, physician information, condition and device eligibility

- ▶ Self-referral is also encouraged

- ▶ Enroll by phone at 1-888-275-1205 (option 1)
TTY 1-888-277-1543

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Nurse Calls

- ▶ Enrollment Specialist will transfer to a nurse
- ▶ Nurse will complete a medical assessment
- ▶ Primary Coach Model - A Registered Nurse is paired with each participant (Alere nurses have at least 5 years clinical experience)
- ▶ Participants can call 1-888-275-1205 (option 1) anytime to speak with a nurse 24/7/365
- ▶ No time limit on number of calls or call length

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Highest Risk Participants are eligible for in-home monitoring devices

Heart Failure

COPD

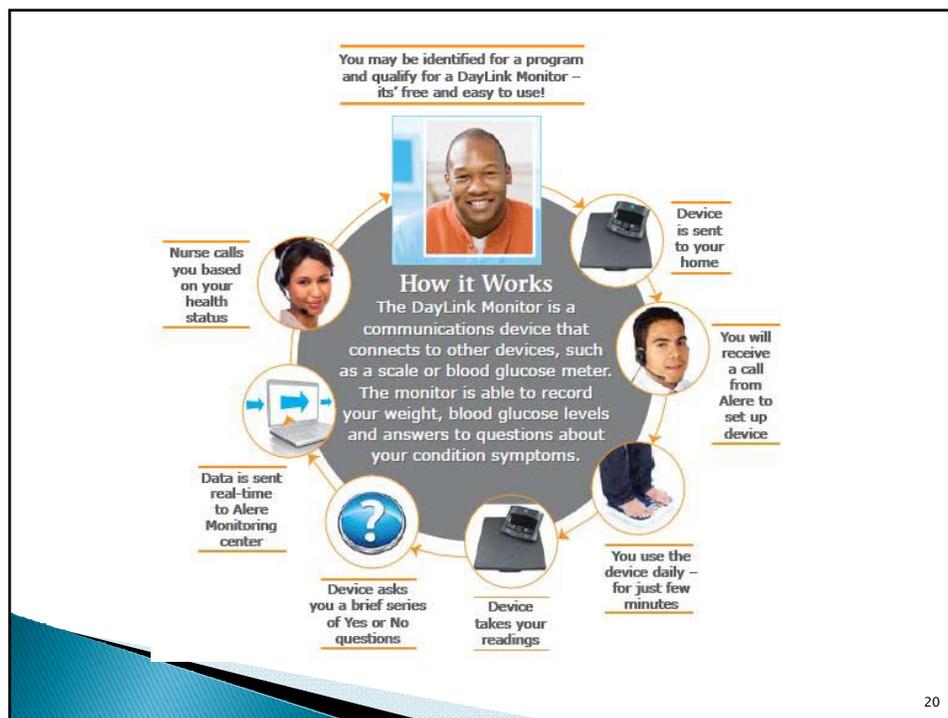
Diabetes

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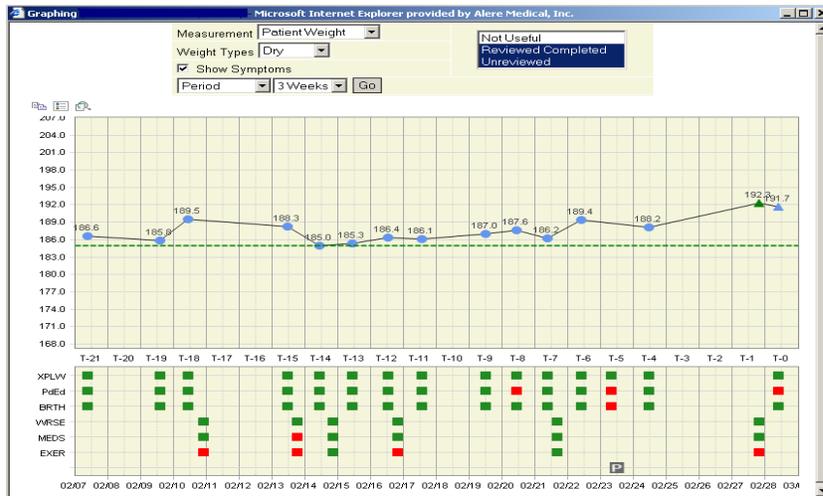
More about Devices

- ▶ Device is sent after the enrollment call
- ▶ There is a team available for technical support
- ▶ Information is transmitted electronically over the device and reviewed by a nurse
 - Heart Failure - weight and symptom questions 1-2x/day
 - COPD - symptom questions daily
 - Diabetes - blood sugar results and symptom questions every 2 weeks

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Sample Nurse view



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Clinical Interventions – Telephonic

- ▶ **Device driven outreach**
 - HF and COPD data reviewed daily: outreach can occur daily
 - Diabetes data reviewed bi-weekly: outreach can occur bi-weekly
- ▶ **Ongoing assessment, education and goal setting calls**
 - HF – scheduled every three month
 - COPD, Diabetes, CAD and Asthma every 2-4 months
- ▶ **Ad hoc outreach**
 - Alert follow-up - outreach for symptoms
 - Post-hospitalization
 - Care Gaps

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Care Gaps

- ▶ **Care Gaps** can identify a broad range of patient-specific care gaps within these four categories based on national guidelines, evidence-based health management and prevention recommendations:
 - **Prevention:** Preventive screening tests, immunizations and provider follow-up visits
 - **Care Gaps:** Gaps in care such as pharmacological therapies or biometric monitoring goals
 - **Rx-Adherence & Safety:**

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Questions on Condition Management?

- ▶ These additional materials are available on the HealthQuest website www.khpa.ks.gov/healthquest/condmgmt.html
 - Condition Management Brochure
 - Monitoring Device Flyer
 - Frequently Asked Questions
 - Testimonials from Participants
 - Condition Management Quarterly Newsletters

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Wellness Tip – Nutrition “Secrets”

- ▶ Change mindset – Food is fuel for the body not a treat!
 - Drive until run out of gas?
- ▶ Eat small portions often
 - 5–6 small meals per day, eating every 2–3 hours
 - Stay off the blood sugar roller coaster
- ▶ Protein with every meal
 - Keeps you satiated
 - PYY (“full hormone”) in brain
- ▶ Water
 - Half your bodyweight in oz.

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**“Don’t tell me to improve my diet.
I ate a carrot once and nothing happened!”**

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Open Dialogue

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