Whole Health in Your Practice

ADVANCING SKILLS IN THE DELIVERY OF PERSONALIZED, PROACTIVE AND PATIENT DRIVEN HEALTH CARE

VETERANS HEALTH ADMINISTRATION
OFFICE OF PATIENT CENTERED CARE & CULTURAL TRANSFORMATION

Prepared Under Contract to the VHA
by Pacific Institute for Research & Evaluation
January 1, 2017
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<tr>
<td>7:30am – 8:00am</td>
<td>Registration</td>
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<tr>
<td>8:00am – 9:30am</td>
<td><strong>1. Introductions</strong></td>
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<td>• Leadership Welcome</td>
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<td>• Community Agreements</td>
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<td>• Introduction to the Course Materials</td>
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<td>• Whole Health Bingo</td>
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<td>• Large Group Introductions</td>
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<td>9:30am – 10:15am</td>
<td><strong>2. The Big Picture</strong></td>
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<td>• The Vision</td>
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<td>• Introduction to the Circle of Health</td>
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<tr>
<td>10:15am – 10:30am</td>
<td>Break</td>
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<tr>
<td>10:30am – 11:30am</td>
<td><strong>3. Mindful Awareness</strong></td>
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<td></td>
<td>• Introduction to Mindful Awareness</td>
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<td>• Mindful Awareness Experience</td>
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<td>• Mindfulness Research</td>
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<td>• Movement Break</td>
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<td>11:30am – 12:30pm</td>
<td><strong>4. The Power of You</strong></td>
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<td></td>
<td>• Your Healing Presence</td>
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<td>• Where We’ve Been, Where We Want to Go</td>
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<td>• Self-Assessment: How Are You Doing in Your Practice?</td>
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<td>12:30pm – 1:15pm</td>
<td>Lunch</td>
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<td>1:15am – 1:45pm</td>
<td><strong>5. Setting the Stage: Optimal Healing Environments</strong></td>
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<td>• Your Ideal Healing Space</td>
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<td>• Self Care I: Surroundings</td>
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<td>1:45pm – 2:30pm</td>
<td><strong>6. Resilience</strong></td>
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<td>• Self Care II: Personal Development</td>
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<td>• Enhancing Resilience</td>
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<td>• Reducing Burnout</td>
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<td>• Completing Your Own PHI</td>
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<td>2:30pm – 3:00pm</td>
<td><strong>7. Communication</strong></td>
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<td></td>
<td>• Empathy: Video</td>
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<td>• Empathy: Partner Practice</td>
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<tr>
<td>3:00pm – 3:15pm</td>
<td><strong>Break</strong></td>
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<tr>
<td>3:15pm – 3:45pm</td>
<td><strong>7. Communication (cont’d)</strong></td>
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<td></td>
<td>• “What Do You Live For?” Video</td>
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<td>• Explore the MAP: The Big Questions</td>
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<td>3:45 pm – 4:20pm</td>
<td><strong>8. Narrative Medicine</strong></td>
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<td></td>
<td>• Dave’s Case History</td>
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<td>• Dave’s Story</td>
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<tr>
<td>4:20pm – 4:30pm</td>
<td>Closing Remarks and Pulse Checks</td>
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<tr>
<td>4:30pm</td>
<td><strong>End of Day 1</strong></td>
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<tr>
<td>Time</td>
<td>Topic/Title</td>
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<td>7:30am – 8:00am</td>
<td>Registration</td>
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<td>8:00am – 9:00am</td>
<td>9. Personal Health Planning</td>
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<td>• Overview of PHP</td>
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<td>• Laying the Foundation: Elevator Speech Exercise</td>
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<td>• Reviewing a Partner’s PHI</td>
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<td>• Partner Exercise: Surroundings, Personal Development</td>
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<tr>
<td>9:00am – 10:30am</td>
<td>10. Healthy Lifestyle</td>
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<td></td>
<td>• Self Care III: Working Your Body</td>
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<td>• Movement Experience</td>
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<td>• Self Care IV: Food &amp; Drink</td>
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<td>• Mindful Eating Experience</td>
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<td>• Self Care V: Recharge</td>
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<td>10:30am – 10:45am</td>
<td>Break</td>
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<tr>
<td>10:45am – 11:00am</td>
<td>10. Healthy Lifestyle (cont’d)</td>
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<tr>
<td></td>
<td>• Partner Exercise: Lifestyle Topics</td>
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<tr>
<td>11:00am – 12:30pm</td>
<td>11. Healthy Connections</td>
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<td>• Self Care VI. Family, Friends and Coworkers</td>
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<td>• Self Care VII. Spirit and Soul</td>
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<td>• Partner Exercise: Spirituality</td>
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<td>• Self Care VIII. Power of the Mind</td>
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<td>• Power of the Mind Skill: Breathing</td>
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<td></td>
<td>• Partner Exercise: Healthy Connections Topics</td>
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<tr>
<td>12:30m – 1:15pm</td>
<td>Lunch</td>
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</table>
## WEDNESDAY AFTERNOON

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic/Title</th>
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<tbody>
<tr>
<td>1:15pm – 2:15pm</td>
<td><strong>12. Complementary &amp; Integrative Health</strong></td>
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<tr>
<td></td>
<td>⚫ CIH in the VA</td>
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<td>⚫ Integrative Health Coordinating Center</td>
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<td>⚫ The CIH Spectrum</td>
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<td>⚫ Deciding When to Suggest a CIH Approach</td>
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<td>⚫ Specific Approaches</td>
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<td>⚫ Movement Break</td>
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<tr>
<td>2:15pm – 3:00pm</td>
<td><strong>13. Whole Health Resources (FIT Consultant)</strong></td>
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<td>⚫ National Resources</td>
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<td>⚫ Online Resources</td>
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<td>⚫ Local Resources</td>
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<tr>
<td>3:00pm – 3:15pm</td>
<td><strong>Break</strong></td>
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<tr>
<td>3:15pm – 4:00pm</td>
<td><strong>14. Applying CIH</strong></td>
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<td>⚫ Case Study - Joe</td>
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<td>⚫ Some Favorite CIH Tools</td>
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<tr>
<td>4:00pm – 4:15pm</td>
<td><strong>15. Gratitude Practice</strong></td>
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<td>4:15pm – 4:30pm</td>
<td>Form Teams for Day 3, Closing Remarks, Pulse Checks</td>
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<td>4:30pm</td>
<td><strong>End of Day 2</strong></td>
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## THURSDAY

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<th>Time</th>
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<tr>
<td>7:30am – 8:00am</td>
<td>Registration</td>
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<td>8:00am – 8:30am</td>
<td><strong>16. Mindful Awareness: Compassion Practice</strong></td>
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<td>8:30am – 9:30am</td>
<td><strong>17. Personal Health Planning</strong></td>
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<td></td>
<td>• Demonstration</td>
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<td>• LEAD</td>
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<td>• Partner Exercise: Writing the Plan</td>
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<td>9:30am – 10:15am</td>
<td><strong>18. Advanced Personal Health Planning</strong></td>
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<td>• Partner Exercise: Putting it All Together</td>
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<td>• Movement Break</td>
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<tr>
<td>10:15am – 10:30am</td>
<td>Break</td>
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<tr>
<td>10:30am – 11:15am</td>
<td><strong>19. Examples of Whole Health in Practice</strong></td>
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<td>• Success Stories and Promising Practices</td>
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<td>• Demonstration and Design Sites</td>
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<tr>
<td>11:15am – 12:30pm</td>
<td><strong>20. Implementation - Group Exercise</strong></td>
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<td>• Small Groups – Brainstorming and Planning</td>
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<td>12:30pm – 1:15pm</td>
<td>Lunch</td>
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<td>1:15pm – 2:15pm</td>
<td><strong>21. Implementation – Reports</strong></td>
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<td>• Small Groups Report to Large Group and Leadership</td>
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<td>2:15pm – 3:00pm</td>
<td>Closing Exercise and Final Evaluations</td>
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<tr>
<td>3:00pm</td>
<td><strong>End of Course – Thanks for Joining Us!</strong></td>
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ABOUT THE COURSE

The purpose of this 3-day clinical education program is to empower you to focus beyond disease management toward the creation of health and wellness. The focus is on the Veterans you serve, and it is also on you, as an important part of the care team. You will learn how to “change the conversation,” focusing on a Whole Health approach that will mobilize all of a person’s resources and abilities to care for themselves, while also bringing in the best that modern medicine has to offer. Non-surgical and non-pharmacological means of addressing common conditions will be discussed, with a focus on what is known from the latest research.

You will also have multiple opportunities to build your skills when it comes to patient-centered, whole-person care. Experiential learning, small and large group discussions, and opportunity for reflection will occur alongside traditional teaching methods to help enhance practice at an individual, team, and facility level. You will be welcomed as collaborator in the transformation of health care both inside and outside the VA system.

You are invited to:

Be an integral part in leading the VA’s #1 Strategic Goal in advancing personalized, proactive, patient-driven care.

- Learn about co-creating a Whole Health experience that make your work in health care more fulfilling.
- Receive evidence-based tools and information to support your health and well-being, as well as that of your patients and co-workers.
- Share your experiences and your wisdom as you engage in collaborative conversations about the future of healthcare and how to take action.
- Enhance your knowledge of local and national VA and community resources.

During this program you will learn how to:

- Develop personalized treatment plans that are tailored to each Veteran and shared among all team members.
- Collaborate with Veterans to find proactive opportunities that help prevent illness, optimize health, and support the innate healing response through diet, lifestyle, and select complementary therapies.
- Better understand what really matters in each Veteran’s life, so the healthcare decisions jointly made are patient-driven and engage them in moving toward whole health.
- Integrate mindful awareness in your daily interactions.
PRIMARY FACULTY BIOS

ADAM RINDFLEISCH, MD

J. Adam Rindfleisch, MD, is Medical Director of the University of Wisconsin Integrative Health Program and Associate Professor at the University of Wisconsin Department of Family Medicine & Community Health. He graduated from The College of Idaho and completed a Masters of Philosophy at Oxford University in Comparative Social Research. He completed his medical training at Johns Hopkins University School of Medicine and his family medicine residency at the University of Wisconsin Madison.

In 2005, Adam completed the University of Arizona Online Integrative Medicine Fellowship and a UW Fellowship in Academic Integrative Health. For 11 years, in the role of Integrative Health Fellowship Director, he developed a comprehensive Integrative Health curriculum for fellows, residents and faculty colleagues, which has also been used by the Osher Integrative Medicine Fellowship in San Francisco. Adam has an integrative primary care practice and also routinely does integrative medicine consultations. Adam’s interests include dietary supplements, mind-body medicine, healthcare practitioner self-care, and shamanism. His wife Kirsten is a doctor and they have 2 sons and a dog who thinks he is a person.

DAVID KIEFER, MD

David Kiefer, M.D., is a board-certified family physician with extensive experience in botanical and integrative medicine. His research and teaching activities encompass both national and international universities and conferences, and he has a focus on Latin American ethnobotany and evidence-based herbal medicine. Dr. Kiefer has medical licenses in Washington, Arizona, and, his current residence, Wisconsin, where he is Clinical Assistant Professor in the Department of Family Medicine at the University of Wisconsin-Madison.

Dr. Kiefer’s past work included teaching naturopathic medical students at Bastyr University in Seattle, and supervising family medicine residents at a homeless youth clinic. He completed a fellowship at the Arizona Center for Integrative Medicine at the University of Arizona, where he is now an Assistant Clinical Professor of Medicine. Dr. Kiefer graduated from the University of Wisconsin Medical School in Madison, and completed his residency training at the Swedish Medical Center in Seattle.
KAREN LAWSON, MD, ABIHM

Karen Lawson, MD, ABIHM, an assistant professor of University of Minnesota's Family Medicine and Community Health, is Director of Integrative Health Coaching at the Center for Spirituality and Healing (www.csh.umn.edu). She is a physician, board-certified in both Family Medicine, and Integrative and Holistic Medicine. She was the 2003/5 President of the American Holistic Medical Association, and a founding Diplomat of the American Board of Integrative and Holistic Medicine. Non-medical trainings have included mind-body techniques (e.g. MBSR), yoga, dance/movement therapies, nutrition, homeopathy, and a 20-year study of shamanic practices. Dr. Lawson is active in undergraduate and graduate medical education; teaches in the Center’s graduate courses; and founded and directs the MA and graduate certificate programs in Integrative Health and Wellbeing Coaching. Karen is a co-founder and executive leader of the National Team for Standards, Certification, & Research for Professional Health & Wellness Coaches (www.ncchwc.org). Karen holds undergraduate degrees from Michigan State University in Biochemistry and Physiology, and completed her medical training at the University of Michigan, and Family Medicine residency at the University of Wisconsin in Madison.

RUSSELL GREENFIELD, MD

Russell H. Greenfield, M.D. is Director of Greenfield Integrative Healthcare, PLLC and President of Greenfield Consulting, LLC as well as Clinical Professor of Medicine, UNC-Chapel Hill School of Medicine. He completed his residency training in Emergency Medicine at Harbor/UCLA Medical Center and subsequently entered into an administrative and teaching fellowship. He became involved in the Emergency Medicine residency program at Carolinas Medical Center, where he was honored as the inaugural recipient of the Golden Apple Award for Excellence in Teaching. Russ later became one of the first four physicians worldwide to graduate from the fellowship in Integrative Medicine at The University of Arizona College of Medicine under the direct tutelage of Dr. Andrew Weil.

Russ was a consultant in the development of national model guidelines for the use of complementary and alternative therapies, is co-author of Healthy Child, Whole Child (2nd ed. HarperCollins, 2009), and was founding Medical Director of Carolinas Integrative Health, a freestanding center in Charlotte, NC owned and operated by the Carolinas HealthCare System. He currently maintains a medical practice in Charlotte and consults with businesses and organizations on integrative wellness initiatives.
CHRIS SMITH, MDIV, LMFT

Chris Smith is a marriage and family therapist at Systemic Perspectives in Brookfield, WI, a clinical member of the American Association for Marriage and Family Therapy, a senior teacher at the University of Wisconsin Mindfulness Program in Madison, WI and consultant and instructor with the Academy for Mindfulness in Milwaukee, WI. Chris is a magna sum laude from Iowa Wesleyan College in Mt. Pleasant, IA, a Masters of Divinity from Garrett-Evangelical Seminary in Evanston, IL and a post-masters graduate from the Family Therapist Training Institute in Milwaukee, WI. Chris worked 23 years in a county Department of Human Services as an in-home therapist. He originally trained in Mindfulness-Based Stress Reduction (MBSR) with Jon Kabat-Zinn and Saki Santorelli at Omega in Rhinebeck, NY and has also trained with other mindfulness teachers. Chris completed training with the Prison Mindfulness Institute and offered mindfulness at a county jail. He co-founded and directed “A Week of Compassion” through Ozaukee County Department of Human Services. Chris and his wife, Annie, teach a “Mindful Drawing” course through UW Health Mindfulness Program. Chris provides mindfulness programming for public schools, hospitals and businesses. Currently, he is teaching a mindfulness course for caregivers of persons who have Alzheimer’s and/or dementia. He is teaching a mindfulness intervention for a research study with the Center for Healthy Minds and the Madison Police Department.

TOBI FISHEL, PH.D.

Tobi Fishel, PhD is an integrative clinical health psychologist and the former co-founder and Director of Behavioral Medicine for the Osher Center for Integrative Medicine at Vanderbilt Medical School. She also co-developed the Distressed Physician Course at Vanderbilt University which incorporates emotional intelligence, narrative medicine and mindfulness. Recently moved to Los Angeles, she is a consultant and speaker for integrative health centers, teaches therapy to graduate students at USC. With over 25 years of experience, Tobi has a unique clinical practice for individuals and families struggling with trauma and chronic illness where she incorporates self-compassion, creative arts, mindfulness, movement, depth psychology, spirituality, body-centered practices and the healing medicine of nature. The guiding principle in her work is encouraging a deepening relationship with the innate gifts of one’s own soul.
KERRI WEISHOFF, MS, CCC-SLP

Kerri Weishoff, MS, CCC-SLP is an Integrative Health Coach, Lecturer, Workshop Leader and Instructor of Integrative Health classes at UW-Milwaukee. Kerri has more than 20 years of rehabilitation experience, including 15 years studying Integrative Healing Practices. She is currently training with the Center for Mind Body Medicine to become an Advanced Practitioner to guide individuals to heal emotional trauma. She graduated from the University of Minnesota Center for Spirituality & Healing Program and coaches graduate students in the program. Kerri provides health coaching to teenagers and adults in the area of everyday life situations, self-care, health and overall well-being. She believes that when people are provided a healing environment in which to share their situation, thoughts, concerns and questions, they are able to find a new perspective and personal empowerment to move through it and thrive with it. Her 20 years of experience in rehabilitation, including 15 years studying Integrative Healing Practices, allow her to partner creatively with each client to co-create a wellness plan. Health Coaching provides a forum for individuals to express and collaboratively dialogue about a health or life situation in which they “self-discover” where they are. Through this process, they gain perspective to evolve to where they desire to go and create the next steps to do so.
THE “CIRCLE OF HEALTH”— COMPONENTS OF HEALTH & WELL-BEING

- Working Your Body
  - Energy & Flexibility

- Surroundings
  - Physical & Emotional

- Personal Development
  - Personal Life & Work Life

- Food & Drink
  - Nourishing & Fueling

- Recharge
  - Sleep & Refresh

- Family, Friends & Coworkers
  - Relationships

- Spirit & Soul
  - Growing & Connecting

- Power of the Mind
  - Relaxing & Healing

Me

Self Care + Professional Care + Community = Whole Health
**WHOLE HEALTH BINGO – COMPONENTS OF SELF-CARE**

Find people in your small group who match the descriptions on the bingo sheet. Write their name in the corresponding box. The *winning “Bingo” table* will have 5 consecutive squares (or 4 corners) with a *different name for each box*.

<table>
<thead>
<tr>
<th>Did something just for yourself this month</th>
<th>Ate both fruits and veggies one day in the past week</th>
<th>Have a spiritual community</th>
<th>Have good communication with someone every day</th>
<th>Spent time on a farm</th>
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</thead>
<tbody>
<tr>
<td>(Self-Care)</td>
<td>(Food &amp; Drink)</td>
<td>(Spirit &amp; Soul)</td>
<td>(Family, Friends, Co-workers)</td>
<td>(Surroundings)</td>
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</tbody>
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<tr>
<th>Sleep 7-8 hours a night</th>
<th>Play a sport</th>
<th>Listen to Classical Music</th>
<th>Go to fitness class at least once a week</th>
<th>Did an art or craft project in last year</th>
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</thead>
<tbody>
<tr>
<td>(Recharge)</td>
<td>(Working Your Body)</td>
<td>(Surroundings)</td>
<td>(Working Your Body)</td>
<td>(Personal Development)</td>
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<tr>
<th>Did an activity outside this past week</th>
<th>A.m. currently taking a class outside of work</th>
<th>WHOLE HEALTH FREE SPACE</th>
<th>Play a musical instrument</th>
<th>I take at least one 15 minute break while I a.m. at work</th>
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<tbody>
<tr>
<td>(Surroundings)</td>
<td>(Personal Development)</td>
<td>(Personal Development)</td>
<td>(Personal Development)</td>
<td>(Recharge)</td>
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<tr>
<th>Went on a personal or outdoor adventure in past year</th>
<th>Read an inspirational poem in the past month</th>
<th>Have a vegetable garden</th>
<th>Have a pet</th>
<th>Practice Mindful Awareness at least 3 times a week</th>
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</thead>
<tbody>
<tr>
<td>(Surroundings / Personal Development)</td>
<td>(Spirit &amp; Soul)</td>
<td>(Food &amp; Drink, Surroundings)</td>
<td>(Surroundings / Family, Friends &amp; Co-workers)</td>
<td>(Power of the Mind)</td>
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<tr>
<th>Have a live plant at work</th>
<th>Ate lunch with someone last week</th>
<th>Ate handful of raw nuts in the last week</th>
<th>Exercised for 30 minutes yesterday</th>
<th>Have volunteered in the community in the past year</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Surroundings)</td>
<td>(Food &amp; Drink / Family, Friends, Co-workers)</td>
<td>(Food &amp; Drink)</td>
<td>(Working Your Body)</td>
<td>(Personal Development)</td>
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MINDFUL AWARENESS RESOURCES

MINDFULNESS TOOLS KIT

Resources from the VHA Mindfulness Toolkit created by Greater Los Angeles under grant from OPCC&CT, produced by Finn Partners for the War Related Illness & Injury Center (WRIISC).

AUDIO FILES

http://www.va.gov/PATIENTCENTEREDCARE/Podcasts.asp

Guided Meditation Podcast: Paced Breathing (7:50)
Guided Meditation Podcast: Mental Muscle Relaxation (5:01)
Guided Meditation Podcast: Mini Mental Vacation (7:39)
Introduction to Meditation with Dr. Greg Serpa (5 mins)
Grounding Meditation (5 mins)
Mindfulness of Breathing Meditation (10 mins)
Mindfulness of Sounds Meditation (10 mins)
Compassionate Breathing Meditation (10 mins)
Loving Kindness Meditation (10 mins)
Body Scan Meditation (15 mins)
Body Scan with Loving Kindness Phrases (15 mins)

VIDEO FILES

What is Mindfulness?
https://www.youtube.com/watch?v=LbGe9BpnlJo

Why Mindfulness for the VA?
https://www.youtube.com/watch?v=5Uj79W7TPdo

Four Ways to Cultivate Mindfulness
https://www.youtube.com/watch?v=sU-xRB7rVE

Beginning a Mindfulness Practice
https://www.youtube.com/watch?v=zr42pt0kuZE

Mindfulness and Compassion
https://www.youtube.com/watch?v=VgjYzI2Sjk

**Star Well-Kit:**
http://www.warrelatedillness.va.gov/education/STAR/

**Evidence Map for Mindfulness:**
http://www.hsrdr.esarch.va.gov/publications/esp/ca.m_mindfulness-REPORT.pdf
WHOLE HEALTH IN YOUR PRACTICE: A SELF-ASSESSMENT

The elements featured below are by no means a comprehensive list, but they can get you started with reflecting about your work with Veterans.

---

*Place a number from 1 to 5 in the space in front of each question, according to the following scale:*

1. *Never happens*
2. *Occasionally happens—a few times a month*
3. *Often happens—a few times a week*
4. *Frequently happens—a few times a day*
5. *Always happens—part of every patient encounter*

---

1. During an encounter, I look at my patients more than I do at a computer or other screen.
2. Beyond symptom-related questions, I ask about what matters most to the person I am seeing.
3. I maintain equanimity while seeing patients. Feelings of frustration, impatience, or disappointment do not negatively affect my ability to offer care.
4. I work collaboratively with my patients and their family/friends to set goals.
5. I encourage patients to be active members of their care teams, and I explore with them who the members of their team might be, understanding that teams can include not only health professionals, but also family members, friends, members of a spiritual community, or practitioners of ‘complementary’ health approaches.
6. I empower patients to take care of themselves.
7. I know each patient’s story; in addition to their medical issues, I know about their relationships, interests and hobbies, and/or major life events.
8. When it is possible, I focus on the prevention of future health challenges.
_____ 9. I model healthy behaviors and/or mention them during visits.

_____ 10. I am willing to answer/find out answers to questions about therapeutic approaches that are unfamiliar to me.

_____ 11. Elements of my practice environment support healing (e.g., artwork, elements from nature, low noise/music, pleasant smells, good lighting, comfortable temperatures)

_____ 12. I avoid being distracted during a patient visit by unrelated thoughts or concerns. That is, I bring mindful awareness into my practice.

_____ 13. People who see me can tell I enjoy seeing them and enjoy my work.


_____ 15. I check to be sure my patients understand my instructions/suggestions.

_____ 16. I am not rushed during visits.

_____ 17. I ensure patients have appropriate follow up after each visit.

_____ 18. I communicate effectively with the rest of my patient’s team.

_____ 19. I demonstrate cultural humility (respect how culture may or may not influence care) with my patients.

_____ 20. I work with my team to minimize distractions during the visit, such as interruptions by staff related to another patient or issue.

Take a moment to review your answers.

Which areas are your strong suits?

Where would you like to make improvements?

If you were to answer from the perspective of your own primary care provider, how would they do?

You can choose any one of these areas and explore how it might inform and enhance your work.
Personal Health Inventory

Use this circle to help you think about your whole health.

- All areas are important and connected.
- The body and mind have strong healing abilities.
- Improving one area can help other areas.
- The inner ring represents your values and aspirations. Your care focuses on you as a unique person.
- Mindful awareness is being tuned in and present.
- Your self-care and everyday choices make up the green circle.
- The next ring is professional care (tests, medications, supplements, surgeries, examinations, treatments, and counseling). This section includes complementary approaches like acupuncture and yoga.
- The outer ring includes the people and groups who make up your community.

Rate where you feel you are on the scales below from 1-5, with 1 being miserable and 5 being great.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Well-Being:</td>
<td>Miserable</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>Great</td>
</tr>
<tr>
<td>Mental/Emotional Well-Being:</td>
<td>Miserable</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>Great</td>
</tr>
<tr>
<td>Life: How is it to live your day-to-day life?</td>
<td>Miserable</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>Great</td>
</tr>
</tbody>
</table>

What do you live for? What matters to you? Why do you want to be healthy?

Write a few words to capture your thoughts:

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
Where You Are and Where You Would Like to Be

For each area below, consider “Where you are” and “Where you want to be”. Write in a number between 1 (low) and 5 (high) that best represents where you are and where you want to be. The goal is not to be perfect in all areas. You do not need to be a “5” in any of the areas now, nor even wish to be a “5” in the future.

<table>
<thead>
<tr>
<th>Area of Whole Health</th>
<th>Where I am Now (1-5)</th>
<th>Where I Want to Be (1-5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working the Body: “Energy and Flexibility” Moving and doing physical activities like wheeling, walking, dancing, gardening, sports, lifting weights, yoga, cycling, swimming, and working out in a gym.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recharge: “Sleep and Refresh” Getting enough rest, relaxation, and sleep.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food and Drink: “Nourish and Fuel” Eating healthy, balanced meals with plenty of fruits and vegetables each day. Drinking enough water and limiting sodas, sweetened drinks, and alcohol.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Development: “Personal life and Work life” Learning and growing. Developing abilities and talents. Balancing responsibilities where you live, volunteer, and work.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family, Friends, and Co-Workers: “Relationships” Feeling listened to and connected to people you love and care about. The quality of your communication with family, friends and people you work with.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spirit and Soul: “Growing and Connecting” Having a sense of purpose and meaning in your life. Feeling connected to something larger than yourself. Finding strength in difficult times.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surroundings: “Physical and Emotional” Feeling safe. Having comfortable, healthy spaces where you work and live. The quality of the lighting, color, air, and water. Decreasing unpleasant clutter, noises, and smells.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power of the Mind: “Relaxing and Healing” Tapping into the power of your mind to heal and cope. Using mind-body techniques like relaxation, breathing, or guided imagery.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Care: “Prevention and Clinical Care” Staying up to date on prevention and understanding your health concerns, care options, treatment plan, and their role in your health.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Reflections

Now that you have thought about what matters to you in all of these areas, what is your vision of your best possible self? What would your life look like? What kind of activities would you be doing?

________________________________________________________________________________________
________________________________________________________________________________________

Are there any areas you would like to work on? Where might you start?

________________________________________________________________________________________
________________________________________________________________________________________

After completing the Personal Health Inventory, talk to a friend, a family member, your health coach, a peer, or someone on your healthcare team about areas you would like to explore further.
ENHANCING HEALING COMMUNICATION

EXAMPLES OF CLINICIAN QUESTIONS / PROMPTS:

Remember to give context to the conversation and help the Veteran to understand how this information may impact their health and overall life goals. Empowering the Veteran to take an active role in their own self-care, and then offering additional resources and support from the team to help them achieve their goals.

CONVERSATION STARTERS & VISION QUESTIONS:

- *It would help me partner with you in your care, if I understood what is important to you in your life.*

- *As we work together on your health goals, could you describe a vision of your best possible health?*

- *How does your current health impact what is most important to you?*

- *What is your vision of your best possible health?*

CONNECTING TO CIRCLE OF HEALTH:

- *In thinking about your best possible health, can you choose at least one self-care area that you would like to focus on today to support your health?*

- *How would focusing on this area of self-care support your health right now?*

- *What needs to change for you to achieve your best possible health?*

SUPPORT NEEDED:

- *What steps are you interested in taking to make a change for your health?*

- *What resources do you have that will help you achieve your goal?*

- *What support do you need in this area of your life?*

- *What support do you need from me, or your health team to make progress towards your goal?*

- *Would you like more information on this area of self-care?*

- *Are you interested in any specific referrals or resources to support your goal?*
CLEVELAND CLINIC EMPATHY VIDEO: REFLECTION QUESTIONS

After watching this video, please note your experience. (thoughts, emotions, body sensations).

If you were in this video walking down the hallway, what would be written over your head to describe your experience in life right now?

Was there a time in your life when someone really listened to you and understood you? How did that feel? What was noticeable about the person’s approach, body language or words?

Think of a time when you were able to really listen and understand another person’s experience. How did that feel for you? What was the person’s response? What made it possible or easier for you to be fully present?
“WHAT DO YOU LIVE FOR?” VIDEO: REFLECTION QUESTIONS

1) The speaker will choose one of these topics to focus on, and the listener will start by asking one of these corresponding questions:

- **Joy**—What brings you a sense of joy and happiness?
- **Dreams**—Describe one of your life-long dreams.
- **Vision of Health**—What is your vision of your best possible health?

2) Listen to the answer, pause, and reflect what you heard.

3) Ask relevant open-ended or clarifying questions

4) Consider asking this question:

   *How would your life or health change if you focused on this in your life?*

   - What would you be doing?
   - What would be different?
   - How would you feel?
REFLECTION WITH PARTNERS:

1) What did you notice and experience when you were sharing, and when you were listening?

2) How do the skills of listening, empathy and asking different types of open-ended questions support your clinical practice with Veterans?

3) How would you frame a conversation with a Veteran, before asking one of these questions? You might think about examples for different patient care situations.

VIDEOS:

Empathy: The Human Connection to Patient Care Video
http://www.youtube.com/watch?v=cDDWvj_q-o8

TC BAND Dream Rangers Video
https://www.youtube.com/watch?v=5mITOzfu2w
NARRATIVE MEDICINE

VIDEO

My Life, My Story
https://www.youtube.com/watch?v=fpzgVIExS20&feature=youtu.be

CASE STUDY – DAVE

- 68-year-old male who is an Army Veteran (Vietnam).
- Married (2nd marriage) and has one son (47) and one daughter (45).
- Previous car and engine mechanic, now retired.

Current concerns:

- Difficulty falling asleep, occasionally reports flashbacks and nightmares.
- Diagnosed as diabetic for 25 years.
- Struggles with managing blood sugar levels.
- Right BKA 4 years ago.
- Chronic pain in left leg with poor circulation and leg sores.
- Left foot was removed 3 days ago, and he is currently in the hospital preparing for surgery to remove his lower left leg tomorrow.
MY LIFE, MY STORY – DAVE

I had a good life until I was about 9 years old. My dad died from a heart attack and my mom remarried about a year and a half later. My stepdad was bad news; he and my mom burned down the family house to get the insurance money. After that there was nothing but craziness and alcohol at home. When I was 11 my parents lost custody of the 5 youngest kids and we moved to the Holy Family Orphanage in Marquette, MI.

Two years later I went into a foster home and they were a nice couple but the husband lost his job and they had to move so I went back to the orphanage. After that my younger brother and I got placed with an elderly couple that lived on a farm. Looking back on it I can see that they only wanted us there to help them work the farm. So that’s what we did. We went to school when we had the chance and basically ran the farm for them. They were mean people and used to lock us into our bedroom at night until it was time to milk the cows in the morning. I ran away when I was sixteen and half.

The state sent me to a reform school. I didn’t feel like I’d done anything to deserve that and I told them that I would run away again the first chance I had. Eventually they gave me permission to join the Army early so that I wouldn’t have to go back into foster care. I enlisted shortly before my 17th birthday.

My basic training was in Fort Knox, KY and I did my AIT training in Fort Dix. My MOS was 11-B-10, Weapons Specialist Demolition. Eventually I joined the Rangers (an elite infantry unit in the US Army). In December of 1964 I got my papers for Vietnam and was sent to Da Nang. It seemed like fun at first. I was 18 and a happy-go-lucky kind of guy. At that time, we were serving as advisors in Vietnam and were not technically fighting the war. We did a little bit of advising and a little bit of fighting. I know that we could have wiped out the enemy at that time if we had been allowed to. They hadn’t built tunnels systems yet and there were a lot fewer of them then there were by ’68 and ’69. My unit had a lot of casualties but we done pretty good. The guys never lost their spirits.

In 1965 I shipped out to Bamberg, Germany. Our unit did border patrol on the East German border. I saw as much action in Germany as I had in Vietnam but the public never heard about it. We lost 7 guys to snipers in one year. They would fire 60-100 rounds a night at us but we could not shoot back. One night we were driving a deuce and a half truck down the road and we got ambushed. The last thing I remember was an explosion. They killed my buddy and I woke up 4 days later in a hospital with 253 stitches and a brain concussion. I’d been shot in the leg and hip and spent almost 2 months in the hospital. Like I always say, “It’s not the bullet that says To Whom It May Concern that you’ve got to worry about, it’s the bullet that’s got your name on it that you’ve got to worry about.”
I had a terrible homecoming when I came back to the States. I was still limping from the bullet wound in my leg and I went to buy some shoes. The salesman noticed my military uniform and said, “You’re one of those baby killers, aren’t you?” I threw him up against the wall and never went back. When you get home, who wants to talk about the war? You want to get on with your life. It was hard back then: I felt that the only people who understood me were other Vets.

I got married in 1966 but it only lasted five years. We had a son but I didn’t know that until 20 years later. He called me over the phone and told me. I told him that I was sorry that we had missed out on all that time but that I wanted to have a relationship with him going forward—and we do.

I married my current wife in 1972 and we’ve been together over 40 years. She stuck with me through a lot of shit but I’ve never been abusive to her and she never had to work a day in her life. We had one daughter who is now 45.

I became a mechanic on large diesel engines and got a job with a company that repaired mining equipment. For 18 years I travelled all over the world to different countries. After that I had my own shop in Michigan where I sold and repaired cars.

I was diagnosed as diabetic in 1986 and I’ve struggled with managing my blood sugar levels ever since. Four years ago my right leg was amputated below the knee at the VA hospital in Milwaukee. Now the same thing is happening to my left leg. They removed my foot a couple days ago. They will be taking off the lower portion of my leg tomorrow. When I recovered from the last amputation I found that physical therapy wasn’t as important as having a positive attitude. If you sit around and dwell on what’s bad, it’s going to get worse. You have to keep busy and occupy yourself with something else.

My wife is also sick which makes things hard at times. She was diagnosed with Milroy’s disease 25 years ago and her legs have swelled up hugely because of the disease. The only known cure is to keep your legs elevated at all times, which isn’t very helpful if you want to have a life and stay busy. We get frustrated like anybody but the Good Lord and family have helped us through. Sometimes I wonder how much we can handle.

My wife and I were foster parents from 1969 until last year, 2012. During that time, we raised 45 foster kids in our home. That’s actually the longest that any couple has been foster parents in the US. We are close to all our kids. Every year a dozen or more of our kids come home to visit during the holidays. We started doing foster care after we took in my youngest brother. He was still living in the orphanage at the time and was about to be sent to reform school. We took him in and just kept doing it. Raising the kids was always something that was very important to me. I wanted to give them something different. I wanted to give them something that I never had—a hand up.
GUIDELINES FOR WRITING AN ELEVATOR SPEECH

Everyone on the team needs to feel comfortable with describing the Whole Health approach, and what it means to do Personal Health Planning (PHP).

Your task is to create an oral presentation – an elevator speech - that is about 30 seconds long. The idea is that you will be able to share this you can share with patients or colleagues quickly to let them know about what Whole Health and PHP are all about.

Here are some snippets you can consider putting in (change into your own words):

Whole Health care...

- Is a different way to approach health care
- Looks at the whole person
- Respects the individual uniqueness of each person
- Is about personalized, proactive, patient-driven care
- Gets people asking, “Why do I want my health? What really matters to me?”
- Aligns with VA strategic plan and patient centered care
- Brings in complementary approaches, when appropriate
- Is being adopted by many sites throughout the VA
- Focuses on improving clinician well-being too
- Involves creating a personal health plan for each patient
- Respects the importance of prevention and the work of HPDP
- Incorporates mindful awareness
- Really emphasizes self care and what people can do to take care of themselves
- Is a team based approach, and the patient is the captain of the team
- Does not get rid of conventional care, especially for acute problems
SAMPLE QUESTIONS TO EXPLORE COMPONENTS OF SELF-CARE

Surroundings “Physical & Emotional”

- Tell me about your living situation?
  - What do you love about it? What would you change about it?
  - Who do you live with? Do you have any pets?
- Does your work environment support your physical health and well-being?
- How often do you spend time outdoors or in nature?

Personal Development “Personal Life & Work Life”

- What are your greatest strengths?
- What has helped you to get to this point in your life? (highlighting resilience)
- How do you invest your time each day? Would you like to change anything?
- Do you have any hobbies, or do any volunteer work in the community?

Working Your Body “Energy & Flexibility”

- What kind of activities do you enjoy?
- How active have you been in the last week?
- Do you have a favorite way to exercise or bring movement into your life?

Food & Drink “Nourishing & Fueling”

- What are your favorite foods? Do you crave any specific food?
- Does anyone else participate in food choices and preparation at your home?
- Have you noticed a reaction after eating certain foods? What happens?
- Have you ever changed the way you eat, and what was the result?
- Are there any changes that you would like to make to your diet?

Recharge “Sleep & Refresh”

- Are you satisfied with your energy level on a daily basis?
• What time of the day are you most energized, and least energized?
• Do you wake up feeling rested? How much sleep do you get per night?
• Have you ever used guided imagery or breathing practices before sleeping?

Family, Friends & Co-workers “Relationships”

• Do you get the support you need from family and friends?
• Do you have someone you trust and can talk to about your health?
• Is there someone in your life that you share your thoughts and feelings?
• Do you feel supported by your co-workers?

Spirit and Soul “Growing & Connecting”

• Do you have a sense of meaning and purpose in your life?
• What does spirituality mean to you?
• Are you part of a spiritual or faith community?
• What gives you strength during difficult times?

Power of the Mind “Relaxing & Healing”

• When do you feel most at ease and relaxed?
• How do you manage stress in your life?
• Where do you carry your stress in your body?
• Do you have a meditation or mindfulness practice?
SMART GOAL AND ACTION STEPS WORKSHEET

Area of Focus

Timeframe (circle one) 3 months 6 months Other___________________

SMART Goal and Action Steps Criteria

- Specific - clear and concise
- Measurable - clear criteria for assessing if goal is met
- Action-Oriented – action that is in direct control of the person
- Realistic – based on what is possible or achievable for the person
- Timed - contains timeframes for achievements along the way to the final goal

Goal

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Action Steps

Action steps are steps toward achieving the goal that can be accomplished in the following week and meet the same SMART criteria. Action steps can be planned out over time or designed after the first week’s action steps are attempted and assessed.

Action Step 1

______________________________________________________________________________
______________________________________________________________________________

Action Step 2 (Optional)

______________________________________________________________________________
______________________________________________________________________________

Action Step 3 (Optional)

______________________________________________________________________________
______________________________________________________________________________

To whom will I be accountable for my action steps?

______________________________________________________________________________
PERSONAL HEALTH PLANNING WORKSHEET – DETAILED VERSION

(You don’t need to fill out every section. Just use this to take notes if that helps.)

Assessment

Meaning, Aspiration, Purpose (MAP). What really matters. What you want your health for:

Name:

Key notes from the PHI:

(Health risk assessment(s) and Clinical Assessment could be included here, but they can’t really be done in a classroom exercise.)

Shared Goals

Life goals, health goals, SMART goals:
Plan Details – Based on the Circle of Health (only fill out the relevant ones)

Mindful Awareness:

Self Care: (you don’t necessarily have to have something for every category)

Working the Body

Food and Drink

Power of the Mind

Rest and Sleep

Family, Friends, and Coworkers

Spirit and Soul

Surroundings

Personal Development
Professional Care:

Prevention

Treatment Plans (include conventional and complementary approaches)

Pharmaceuticals and Supplements

Skill Building and Support

Education and team members needed:

Next steps (consults, referrals, follow up, community resources):
1. **LAY THE FOUNDATION**
Tell them what Whole Health and Personal Health Planning are about (elevator speech)

2. **EXPLORE MEANING, ASPIRATION, PURPOSE (MAP):**
Ask the big questions: what really matters; what they want their health for

3. **ASSESS THE CIRCLE**
Are there any areas on the Circle of Health they want to focus on? Use the circle to guide you.

   **Self-Care:**
   - Working your Body
   - Food and Drink
   - Power of the Mind
   - Recharge
   - Family, Friends & Co-workers
   - Spirit & Soul
   - Surroundings
   - Personal Development

4. **DISCUSS SUPPORT:**
(What happens to allow them to achieve their goals?)
- Shared goals
- SMART goals (Specific, Measurable, Action-focused, Realistic, Time-bound)
- Preventive Care?
- Medications or other interventions
- Referrals
- Handouts, websites, community resources
- Follow up plans
WHOLE HEALTH TEAMS & IMPLEMENTATION STRATEGIES

COMMON EXAMPLES OF IMPLEMENTATION STRATEGY TOPICS

- Incorporate mindfulness at team meetings/huddles (educate colleagues)

- Use the PHI or Circle of Health with Veterans - *individually, in groups and shared medical appointments*

- Form a Whole Health group (for Veterans and/or staff) with rotating weekly topics

- Create a pilot with Veterans to test rollout

- Collaborate with key partners at your facility

- Develop an updated resource list with referral information (including CIH info)

- Explore documentation options

- Enhance communication between different groups

- Form a facility Whole Health task force/interest group
OUTLINE FOR TEAM DISCUSSION

The intention for this exercise is to **create clear and constructive action plans** which will be shared with your facility leadership, OPCC&CT leadership and other participants at this course. *(This is not a time to focus on frustrations and obstacles, but rather to empower solutions for your team and your facility.)*

- Discuss and list your ideas/strategies for implementing Whole Health into your work teams.

- Identify clear goals and action steps. What will be your timeframe?

- How will you know that you are successful?
• Who is willing to champion this action plan at this facility? What roles will be involved?

• For sustainable change toward Whole Health, what support do you need from:
  ✓ Yourself

  ✓ Your co-workers

  ✓ Your supervisor

  ✓ Your facility leadership

  ✓ Office of Patient Centered Care & Cultural Transformation

**Designate a Work Group Volunteer to write a summary document** describing the changes in which you would like to be actively involved in bringing to your organization. (See following page for formatting and example document that will be emailed).
WORK GROUP RECORDER OUTLINE FOR TEAM DISCUSSION

Write a summary document describing the changes in which you would like to be actively involved in bringing to your organization. Please send your summary document to Ann Mason (mason@pire.org) in a word document. Please include your work group and site name in your file name that you send. Below is an outline format to be used for your work group summary.

STRATEGIES FOR IMPLEMENTING WHOLE HEALTH INTO OUR WORK TEAM

- **Work Group & Site Name:**
- *(You may list as many goals, action steps and timeframes as you have discussed).*
- **Goal:**
- **Action Steps:**
- **Timeframe:**
- **Responsible roles (position, not names):**
- **Measures of success:**
- **For sustainable change toward Whole Health, the following support is needed from:**
  - ✓ Ourselves
  - ✓ Our co-workers
  - ✓ Our supervisor
  - ✓ Our facility leadership
  - ✓ Office of Patient Centered Care & Cultural Transformation

***Please send your summary document within one week of course completion.***

Ann Mason – mason@pire.org
COMMUNITY OF PRACTICE CALLS

• **Whole Health: Continue the Conversation** Community of Practice call
  
  • Whole health learning and skill-development, subject matter experts, best practices.
  
  • Monthly call on 1st Thursday at 2:00 ET.
  
  • VANTS: 1-800-767-1750, Access Code 43351
  

• **Whole Health Coaching** Community of Practice call
  
  • Whole Health coaching education and skill-development, subject matter experts, best practices.
  
  • Monthly call on 4th Thursday at 2:00 ET.
  
  • VANTS: 1-800-767-1750, Access Code 43351
  
RESOURCES & HANDOUTS

UW Whole Health Library Website – (course links, modules, clinical tools)
http://projects.hsl.wisc.edu/SERVICE/ For course materials, click “Onsite Programs” and for written reviews and clinical tools, go to “Educational Overviews and Clinical Tools”

VA Patient Centered Care site – (external facing website with information resources)
http://www.va.gov/patientcenteredcare/

VA Whole Health Subject Guide – (online VA access journals, books, databases and articles)
http://www.va.gov/LIBRARY/Subject/Whole_Health.asp

OPCC&CT SharePoint – Community of Practice Calls
http://vaww.infoshare.va.gov/sites/OPCC/COP/default.aspx

OPCC&CT SharePoint – Clinical Course page
http://vaww.infoshare.va.gov/sites/OPCC/Whole%20HealthClinical%20Courses/Forms/AllItems.aspx


Education Overview:
http://vaww.infoshare.va.gov/sites/opcc/Pages/education.aspx

Coaching Course Link:
http://vawww.va.gov/PATIENTCENTEREDCARE/education/Whole_Health_Coaching_Course.asp

Clinical Course Link:
http://vawww.va.gov/PATIENTCENTEREDCARE/education/Whole_Health_Clinical_Course.asp

Facilitator:
http://vawww.va.gov/PATIENTCENTEREDCARE/education/Whole_Health_Group_Based_Program.asp

Foundations:
http://vawww.infoshare.va.gov/sites/OPCC/Whole%20HealthFoundational%20Toolkit/Forms/AllItems.aspx

What is Whole Health:
http://vawww.va.gov/PATIENTCENTEREDCARE/Whole_Health.asp
DAY 1 - PULSE CHECK
WHOLE HEALTH IN YOUR PRACTICE

We value your input, and it will shape how we plan the rest of the course.

1) Please rate the following sections of Day 1:

<table>
<thead>
<tr>
<th>MODULE</th>
<th>Poor</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Introductions</td>
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<td>2. The Big Picture</td>
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<td>3. Mindful Awareness</td>
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<td>4. The Power of You</td>
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<td>5. Optimal Healing Environments</td>
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<td>6. Resilience (Personal Development)</td>
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<td>8. Narrative Medicine</td>
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OVERALL MATERIAL ON DAY ONE

2) What about the course today (Day 1) was most helpful to you?

3) What about the course today (Day 1) could be even better?

4) Other feedback and helpful suggestions:
DAY 2 - PULSE CHECK
WHOLE HEALTH IN YOUR PRACTICE

We value your input, and it will shape how we plan the rest of the course.

1) Please rate the following sections of Day 2:

<table>
<thead>
<tr>
<th>MODULE</th>
<th>Poor</th>
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<th>3</th>
<th>4</th>
<th>Excellent</th>
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<td>9. Personal Health Planning</td>
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<td>10. Healthy Lifestyle</td>
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<td>11. Healthy Connections</td>
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<td>12. Complementary &amp; Integrative Health</td>
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<td>13. Whole Health Resources</td>
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<td>14. Applying CIH</td>
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<td>15. Gratitude Practice</td>
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<td>OVERALL MATERIAL ON DAY TWO</td>
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2) What about the course today (Day 2) was most helpful to you?

3) What about the course today (Day 2) could be even better?

4) Other feedback and helpful suggestions: