

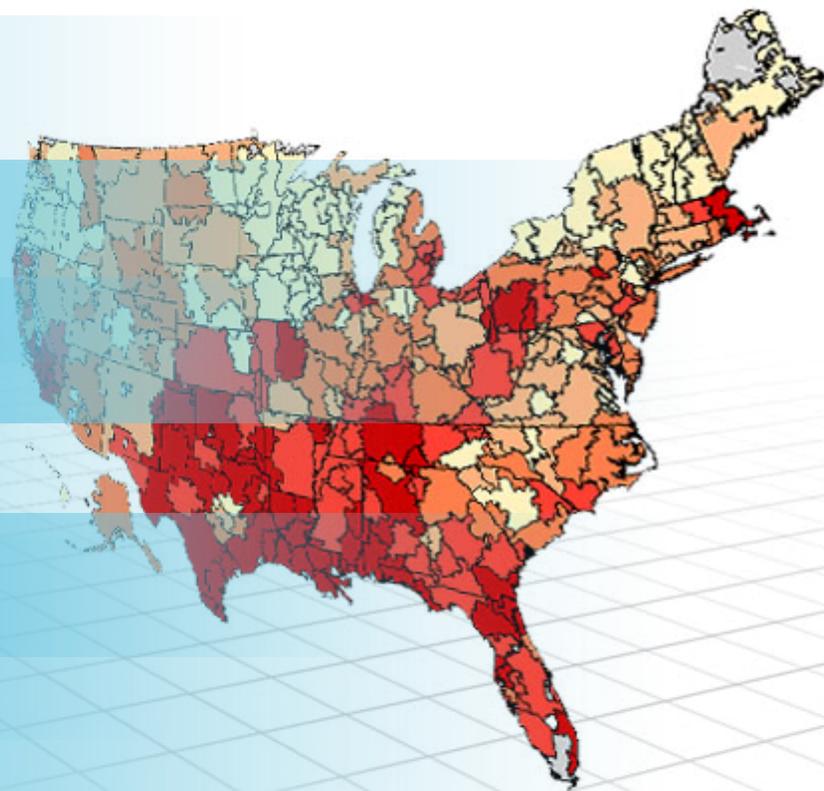
**Blue Cross Blue Shield North Dakota
MyHealthConnection: Wellness Tools**

Public Employee Retirement System
November, 2006

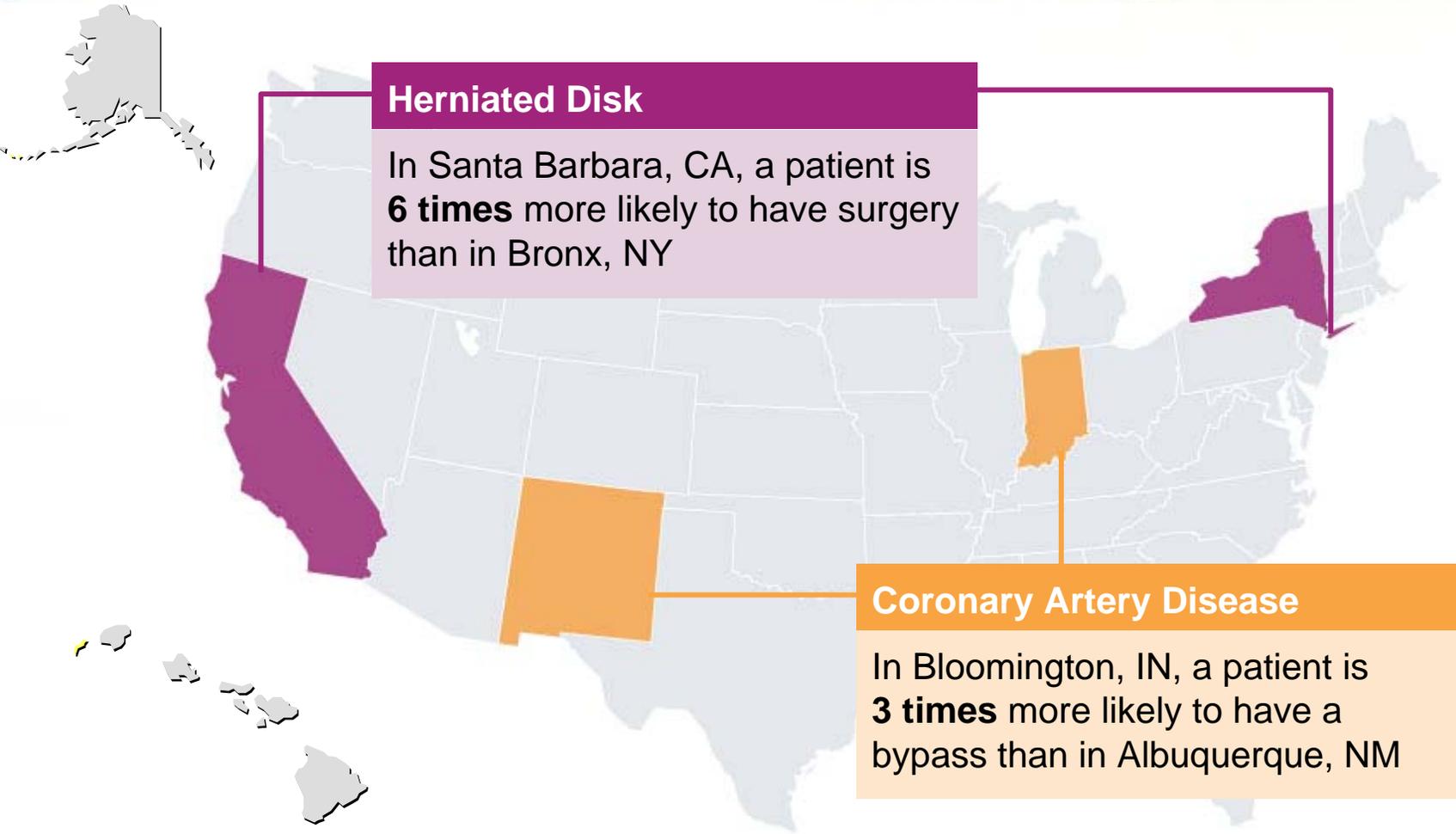
Agenda

- Overview of services available through Health Dialog
- MyHealthConnection website and tools it provides
- Discussion of the health risk appraisal on website

Focus on Reducing Unwarranted Variation



“In health care, geography is destiny”



Herniated Disk
In Santa Barbara, CA, a patient is **6 times** more likely to have surgery than in Bronx, NY

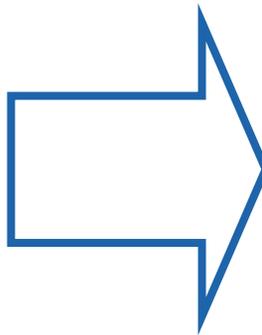
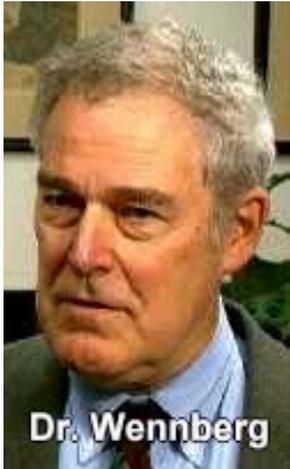
Coronary Artery Disease
In Bloomington, IN, a patient is **3 times** more likely to have a bypass than in Albuquerque, NM

Source: Dartmouth Atlas of Healthcare, 1999.

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Health Dialog's Clinical Roots

The Foundation for Informed Medical Decision Making



The Foundation for Informed Medical Decision Making was created by Drs. Wennberg and Mulley to generate materials to help patients become more meaningful participants in the treatment selection process.

John E. Wennberg
M.D., M.P.H.

Albert G. Mulley, Jr.
M.D., M.P.P.

Clinical Studies Have Shown That When Shared Decision-Making® Plays a Significant Role in the Treatment Selection Process...

...the care received is more appropriate and costs tend to decline

- **Canadian ischemic heart disease patient study: the incidence of revascularization surgery went down 23%.**
- **Iowa and Washington study of patients with serious back pain: the incidence of back surgery for spinal stenosis increased by 10%; the incidence of back surgery for herniated discs went down by 30%.**
- **Group Health of Puget Sound and Colorado Region Kaiser Permanente benign prostate disease (BPH) study: the incidence of surgery rates went down by 40%.**

The Right Rate...



Dr. Wennberg



Dr. Mulley

John E. Wennberg **Albert G. Mulley, Jr.**
M.D., M.P.H. **M.D., M.P.P.**

Dr. John Wennberg and Dr. Albert Mulley argue that the “Right Rate” is the rate that results when patients are fully informed and their values and preferences are important factors in the treatment selection process.

BCBSND MyHealthConnection Health Coaching program

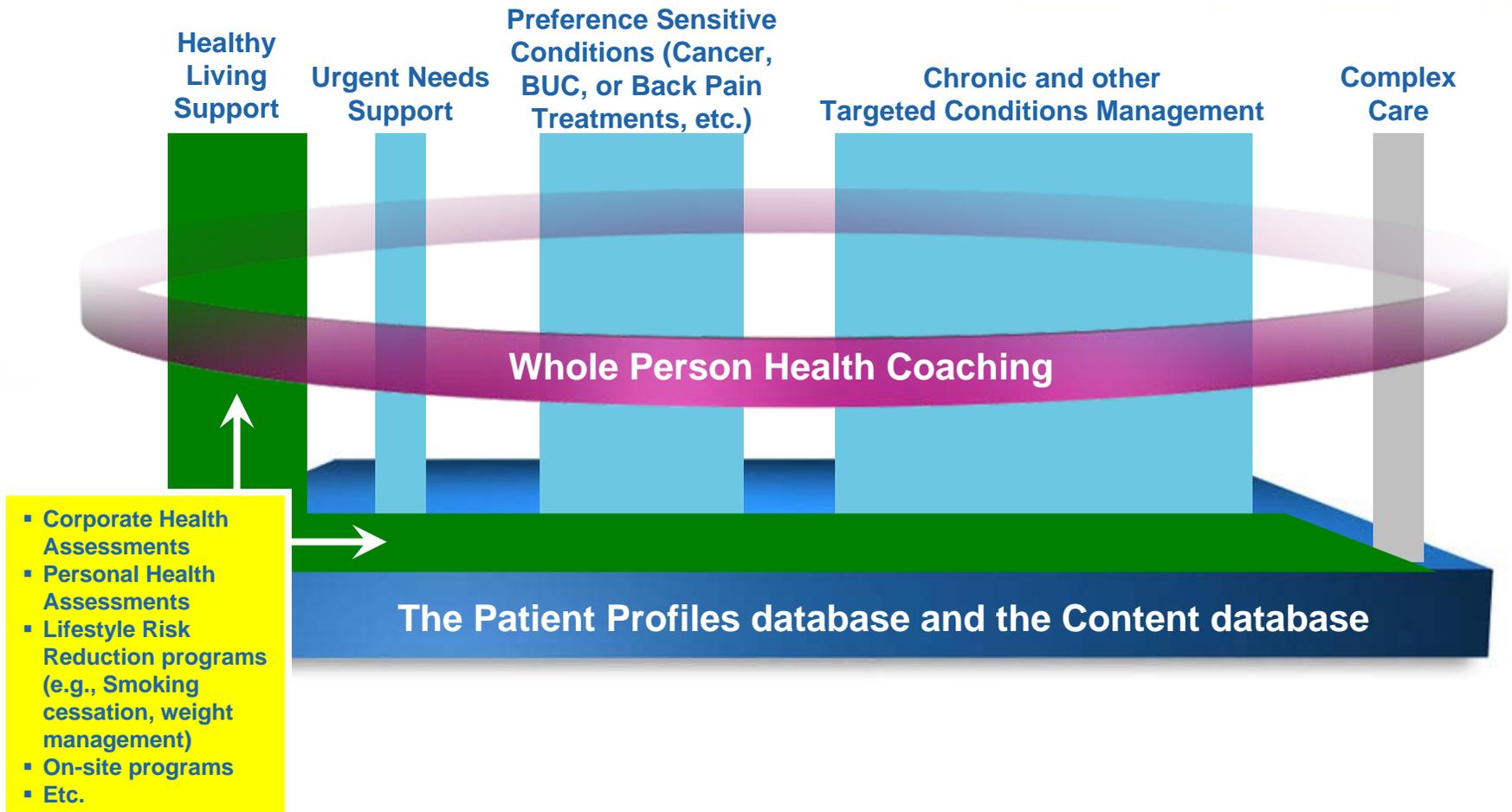
Based on a philosophy that:

- Builds relationships and trust,
- Promotes learning and self-reliance,
- Motivates individuals to become more pro-active and confident in all aspects of their health management,
- Focuses resources where they can do the most good.

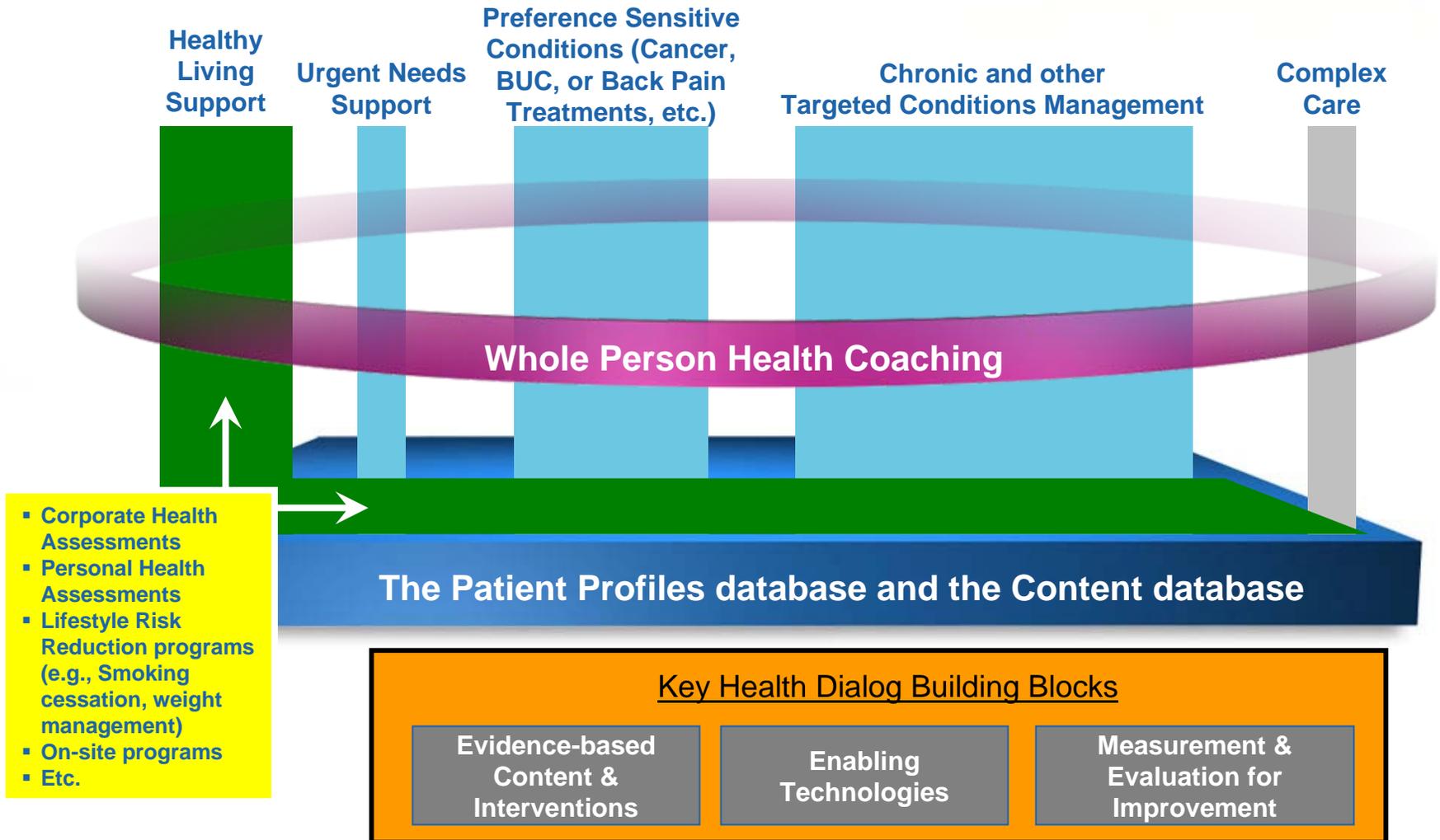
Individual assessment and change support

- Health Dialog offers a full suite of applications that provide individuals access to “prescription strength” information
- Health tools that are supported by experienced Health Coaches, who are available 24/7 to support individuals across the full continuum of care.
- They are specially trained healthcare professionals (e.g., nurses, dietitians, and respiratory therapists), that help individuals understand their conditions and engage in more meaningful dialogs with their physicians.
- Our whole-person approach means our Health Coaches can address each member’s broad range of healthcare needs, including individuals interested in making meaningful lifestyle and behavior change.

Whole Person Health Coaching



Healthy Living Support Vision



Behavior Change Tools

- Motivational Interviewing
- Readiness for change
- Focus on key areas that are routinely missed in patient education efforts:
 - Identifying the true barriers to change
 - Goal setting
 - Lifestyle choices like smoking, nutrition, physical activity and weight control
 - Acceptance of condition(s) and one's own role as leader of their health management team
 - Communication with doctors, pharmacists, family and friends
 - Planning Skills
 - Treatment and medication adherence strategies to overcome barriers
 - Making the behavior change process a fun and positive experience

Strategies for Achieving Results

“Push” and “Pull” Tactics

“Push” = Activities in which Health Dialog reaches out to individuals directly

“Pull” = Activities in the employer setting or community that create awareness, self-identification and motivation for individuals to access health management programs

Reaching and engaging more individuals will reduce inappropriate medical spending because people will be heavily involved in the decision about treatment and the decision will be largely focused on what they value.

Strategies for Achieving Results

Pull Activities

Health Dialog's expertise in predictive modeling can help Health Coaches know when to make outbound calls, or send postcards and letters, to high-needs individuals to manage conditions more effectively and close identified gaps in care.

Pull activities are not enough, as they can often be down stream from the start of the need for support.

Outreach Activities Contact Streams—An Example

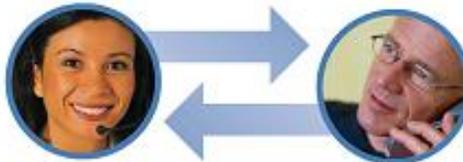


Member Welcome Letter and Magnet announces the program to the member.



Call Notification Postcard informs the high risk member that a Health Coach may be calling.

3 A Health Coach may contact the member by phone to engage them in the program.



Member is encouraged to visit the program website for information.



Gap Postcards are sent to the member, stressing the importance of talking with their doctor about following their care plan.



Letter with Information Sheet is mailed to the member targeted through claims data. The information sheets provide a variety of tools including goal setting, treatment choices, risks and benefits, and pain assessments.



Health Coach Invitations are mailed on a periodic basis to clinical and financial high risk members to remind them of our services. They are simply invited to call a Health Coach.



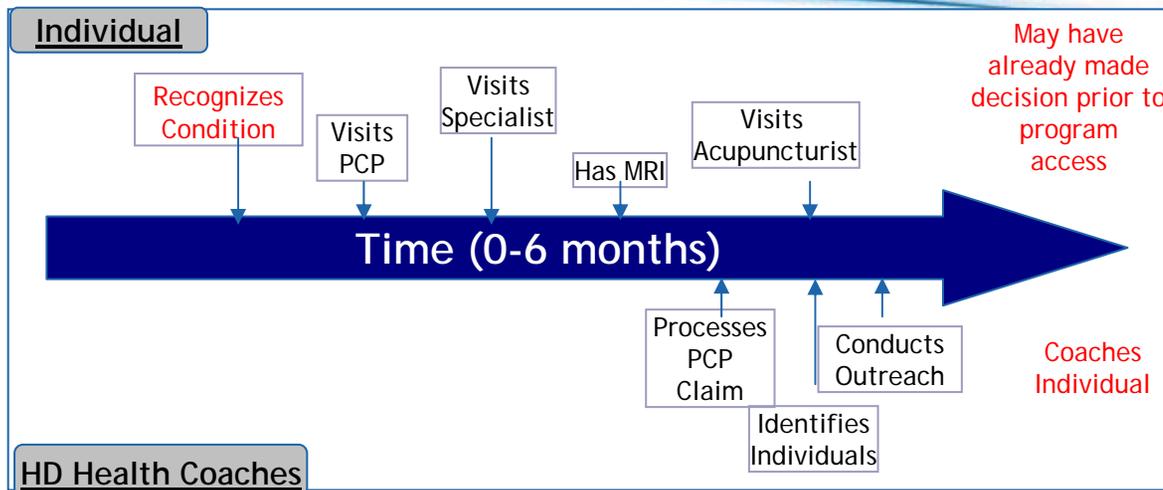
Flu Postcards are mailed at the start of the Flu season to remind the member to seek preventative care.

Company Confidential. For Internal Use Only.
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Strategies for Achieving Results

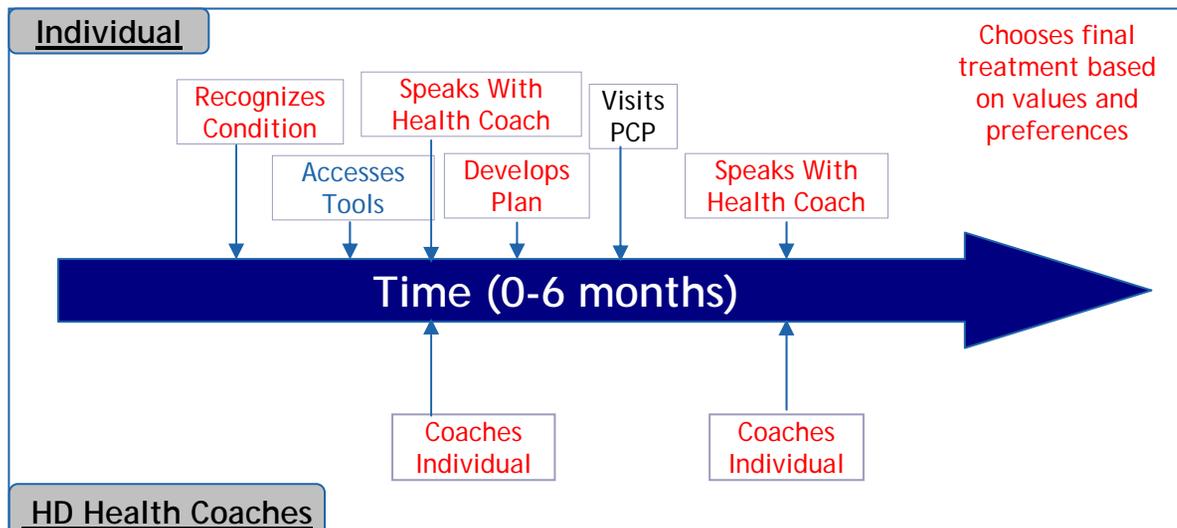
Rationale for "Pull" approach

Without Employer Outreach



Through traditional channels, individuals with medical conditions can get lost in the system before being reached through a campaign and speaking with a Health Coach.

With Employer Outreach



Employer-based (pull) identification, reach and education initiatives are key to early intervention - which helps avoid inappropriate supply-sensitive care.

Strategies for Achieving Results

Pull Activities for BCBSND

- Health Events- with counselors who can help participants seek information and support through health coaching
- Magnets- easy to read numbers placed in key areas of the home act as timely reminders of available resources
- Health and Wellness Coordinator Referrals- people who work closely with others are often in the best and easiest position to know that an individual is struggling in the midst of cascading events
- Trigger Words- listening for trigger words, like upcoming tests, procedures, multiple medications, pain, no PCP, can help remind supervisors and managers that they can play a key role in referring employees to health coaching

Shared Decision-Making®

Video materials

- These materials help eligible members work with their providers to make decisions that reflect their values and preferences.
- The materials are available to eligible members through Health Dialog's Health Coaches.

Why this service is needed?

The Quality of care is directly related to:

- How informed you are
- How well you interact with your health care provider
- Whether or not what is important to you has been taken into consideration
- How confident you feel in navigating the healthcare system

Agenda

- Overview of services available through Health Dialog
- MyHealthConnection website and tools it provides
- Discussion of the health risk appraisal on website

MyHealth Connections Web Tool – Dialog Center

www.thedialogcenter.com/bsbcnd

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Ann E. Member - October 21, 2005 | ✉

Home Dialog Room Health Information Health Tools Resources

Welcome to MyHealthConnection

Take advantage of all the Dialog Center has to offer

Use these resources to make informed health decisions:

- [Dialog Room](#) - Health Coach Message Center, Bookmarks from a Health Coach
- [Health Information](#) - Healthwise® Knowledgebase encyclopedia, Health CrossroadsSM health decision-support Web site, Bookmarks from My Research
- [Health Tools](#) - Health Survey, Symptom Diaries, Medication List
- [Resources](#) - Additional health plan benefits
- [My Profile](#) - Settings and preferences
- [About Dialog Center](#) - Site features, philosophy and purpose

Quick links:

- [Health Alert!](#)
- [Health News:](#)
 - [Seasonal Allergies and Asthma](#)
 - [The new food pyramid](#)
- [Contact a Health Coach](#)
- [Bookmarks from a Health Coach](#)
- [Healthwise® Knowledgebase](#)
- [Healthwise® en español **New**](#)
- [Bookmarks from My Research](#)

By checking this box, you grant permission to a Health Coach to view Dialog Center contents and provide you with information relating to your condition.

[Update](#)

Healthy Choices Extra: When you're feeling SAD

Some people are invigorated by the beauty of new snow and winter activities such as sledding and ice fishing. Others, however, find the season less than invigorating. Fewer hours of daylight cause sadness, loss of energy, sleepiness and food cravings. Even the healthiest people tend to sleep more during the winter, but if symptoms interfere with relationships or performance at work or school, you may have depression with a seasonal component, often called Seasonal Affective Disorder or SAD. [Want to learn more?](#)

Easy to navigate tabs and active links

Active links to Health Alerts and the latest Health News

Dialog Center Health Information

Dialog CenterSM [BCBS North Dakota](#) | [My Profile](#) | [About Dialog Center](#) | [Privacy & Policies](#) | [Help/Contact](#) | [Log Out](#)

Ann E. Member - October 21, 2005 | ✉

[Home](#) | [Dialog Room](#) | **Health Information** | [Health Tools](#) | [Resources](#)

Shared Decision-Making[®]



Making important medical decisions is a responsibility you share with your doctor. Be sure your values and preferences are considered when treatment options are evaluated.

The health information resources provided here are unbiased. Use them to become as informed as possible about your area of concern, so that you can have a meaningful dialog with your doctor.

Some information explains the possible benefits and risks of treatment options. Other content is helpful for prevention of illness, complications or recurrence. You'll also find general material about healthy living.

Health Information

-  **Healthwise[®] Knowledgebase**
online encyclopedia of medical information
-  **Health CrossroadsSM Web modules**
decision support, treatment options and prevention tips about major medical conditions
-  **Bookmarks from My Research**
links to information saved by me
-  **Shared Decision-Making[®] Programs**
decision support material available on VHS tape

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Dialog Center Healthwise® Knowledgebase

- A comprehensive, searchable online encyclopedia covering general and symptom-based health issues to significant and chronic health concerns.
- The Healthwise® Knowledgebase also includes information about medications, surgical procedures, and decision guides that support Health Dialog's Shared Decision-Making® methodology.

Dialog Center Healthwise® Knowledgebase

Dialog Center SM [Close this window](#)

Healthwise® Knowledgebase Health Information

[BOOKMARK this page](#) [BACK to prior](#)

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Quitting Tobacco Use

Overview

How is smoking harmful?

Cigarette smoking is the single most preventable cause of death and disability in the United States. Tobacco use, especially smoking, contributes to more than 430,000 deaths each year.¹ Use these interactive tools to [find your risk of heart attack due to smoking](#) and to [find out how smoking affects your life span](#).

Smoking can harm not only the smoker but also the smoker's family members and coworkers.

- Tobacco use greatly increases a person's risk for many serious health problems, such as heart attack and stroke, [chronic obstructive pulmonary disease](#), [peripheral arterial disease](#), and many cancers (including those of the mouth, throat, esophagus, and lung). Smoking tobacco worsens asthma symptoms and causes shortness of breath. It also causes impotence and infertility.
- A person who smokes increases his or her family members' and coworkers' risk of lung cancer and heart disease because of [secondhand smoke](#). The risk of his or her children dying from [sudden](#)

healthwise®
for every health decision

New Search

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- [Health Tools](#)
- [Why Do You Use Tobacco?](#)
- [Why Quit?](#)
- [Motivating Yourself or Others to Quit](#)
- [Setting Goals](#)
- [Strategies and Skills for Quitting](#)
- [Maintaining the New Lifestyle](#)
- [Other Places To Get Help](#)
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Dialog Center SM [Close this window](#)

Healthwise® Knowledgebase Health Information

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Healthy Weight

Overview

What is a healthy weight?

A healthy weight is the natural weight you can reach through good eating, regular physical activity, managing stress, and not smoking. Reaching a specific weight is not as important as the lifestyle changes you make to become healthy.

Why is a healthy weight important?

Weight is only one component of health. Even if you carry some extra weight, by eating right and getting plenty of physical activity, you'll feel better, have more energy, and reduce your risk of weight-related diseases, such as [coronary artery disease](#), [sleep apnea](#), [type 2 diabetes](#), [high blood pressure](#), and [stroke](#). In fact, you may be healthier than a thin person who eats poorly and isn't physically active.

Why is losing weight so hard?

While a diet may help you lose a few pounds quickly, following a restrictive diet long-term is unrealistic and requires extraordinary commitment. Once you stop dieting and exercising, the weight comes back. Some people fall into an unhealthy cycle of losing and gaining weight, which may be harder on the body than just being overweight.

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- [Preparing for Change](#)
- [Healthy Eating](#)
- [Physical Activity](#)
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Dialog Center Healthwise® Knowledgebase

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Setting Goals

Often it is hard to see how you are going to reach a long-term goal, such as becoming and remaining a person who does not smoke. It may help to break a long-term goal down into smaller goals that can be achieved over short periods of time. How quickly you move through the process from smoking to no longer smoking is up to you. The following suggestions may be helpful.

- **Set your goals clearly.** Where do you want to be in terms of your smoking in the next weeks, months, and years? Write down your goals or tell someone what you are trying to do. Goals should include "by when" or "how long" as well as "what." For example: "I will keep a smoking journal for 1 week starting tomorrow."
- **Reward yourself for meeting your goals.** Quitting smoking is a tough process, and each small success deserves credit. Don't punish yourself for failing to meet goals. Instead, hold back on a reward until you achieve your goal.

Motivating Yourself or Others to Quit

When you are preparing to quit smoking or using other forms of tobacco, it is important to consider the relevance, risks, rewards, roadblocks, and repetition.¹ Keep your goals realistic and stay focused on why you want to quit.

Relevance

Just as people start using tobacco products for different reasons, they may have different concerns about tobacco use. Consider the following questions:

What concerns about tobacco use are most important to you?

Would you be better off if you quit using tobacco?

How long would it take you to quit using tobacco?

months or less

INTERACTIVE HEALTH

>cost of smoking

Enter your values and then click to calculate.

Average number of cigarettes smoked per day:

\$ for a pack of 20 cigarettes

Number of years you have smoked or intend to smoke:

INTERACTIVE HEALTH

>readiness to quit smoking

Not ready	Thinking about it	Preparing	In the process	Have quit
-----------	-------------------	-----------	----------------	-----------

You are considering quitting smoking.
If you are considering quitting smoking, ask yourself these questions:

- Why are you thinking about quitting?
- What might spur you on to the next stage where you prepare to quit?
- What are some good things about the way you are currently trying to change?
- What are some not-so-good things?
- What would be the best result of quitting smoking?
- What are some barriers to quitting smoking?

Dialog Center Health CrossroadsSM

- A Web site developed in conjunction with the Foundation for Informed Medical Decision Making (The Foundation)
- Provides unbiased, evidence-based information about significant medical conditions organized around key decision points
- Each CrossroadsSM module includes:
 - an overview of all decision options,
 - questions to consider,
 - patient perspectives,
 - research abstracts,
 - related web sites vetted by The Foundation,
- And summaries to print and review with family members and/or healthcare providers.

Dialog Center Health Crossroads

health crossroadsSM

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◀ Home

Select a Condition:

▶ Back Pain

- Benign Prostatic Hyperplasia
- Breast Cancer
- Colon Cancer
- Coronary Artery Disease
- Osteoarthritis
- Prostate Cancer
- Uterine Conditions

Healthwise[®] Knowledgebase
Getting the Right Healthcare

Printer-Friendly Version

Bookmark This Page

Back Pain

If you have low back pain, you know it can have a powerful effect on your life. Your work, your home life, and your relationships can all be affected.

Although there are no quick fixes for low back pain, treatment can help.

Your choices will depend on your specific situation, and may include exercise, physical therapy, medication, or surgery.

Select a Crossroad:

- [Chronic Low Back Pain: Managing Your Pain](#)

Medical Editor

- Steven J. Atlas, MD, MPH

Healthwise[®] Knowledgebase Resources:

- [Back Problems and Injuries](#)
- [Chronic Pain](#)
- [Exercises to Reduce Low Back Pain](#)
- [Herniated Disc](#)
- [MRI Scan for Low Back Pain](#)
- [Spinal Stenosis](#)



I prepared myself mentally to get better. I just didn't know how and when, and those are the two questions that you really preoccupy yourself with the most: how and when.
-Bernard G.

Decision Support tool for significant medical conditions including Chronic Back Pain

Agenda

- Overview of services available through Health Dialog
- MyHealthConnection website and tools it provides
- Discussion of the health risk appraisal on website

The PHA is the beginning of the journey

- Health Dialog incorporates a Health Risk Assessment / Personal Health Assessment process that supports individuals to make an action plan, adhere to the plan, and manage and monitor their health over time.
- The Personal Health Assessment provides a unique introduction to Shared Decision-Making by:
 - Creating general awareness of the importance of Shared Decision-Making
 - Establishing a framework and learning model for improving individuals' health and lifestyles
 - Providing each individual with a meaningful action plan as part of a regular “personal planning” process for managing health
 - Promoting specific support and resources that are available

Health Tools

“How’s Your Health?”

How’s Your Health Survey

Section 1

Are you a female or a male?

Male

Female

continue →

Web Quiz v3.0 • Last reviewed: 11/2003 © 1997-2005

How’s Your Health Survey

Section 2

During the past 4 weeks how much difficulty have you had doing your usual activities or tasks, both inside and outside the house because of your physical or emotional health?

No difficulty at all

A little bit of difficulty

Some difficulty

Much difficulty

Could not do

continue →

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How’s Your Health Survey

Section 3

How often during the PAST FOUR WEEKS have you been bothered by any of the following problems?

	Never	Seldom	Sometimes	Often	Always
Headache	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stomach or abdominal pains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dizzy spells, tiredness or fatigue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chest pains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menstrual or menopausal problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eating or weight problems	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trouble urinating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asthma or breathing problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joint pains	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Backaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trouble sleeping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foot trouble	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

continue →

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“How’s Your Health?” captures general health and lifestyle risks, motivation around healthy behaviors, support systems etc.

“How’s Your Health?” Actionable Output

Illustrative

30 or more

Considered obese and at greater risk of disease

2 **Things you’re doing well:** Below is a list of some of the important things that you are currently doing to keep yourself healthy and in good physical condition. *Keep up the good work!*

Good Work	Notes / Referrals / Actions to Take
• Does not smoke	
• Does not drink excessively	
• Had pap test	
• Had breast cancer exam	
• Had cholesterol test	
• Had bowel cancer test	

3 **Things that could use some attention:** Below is a list of some of the important things that could use some extra attention. They are things that you should be aware of, watch carefully and discuss with your doctor.

Symptoms and Bothers	Notes / Referrals / Actions to Take
• Headaches	
• Abdominal pain	
• Dizziness/Tiredness	
• Chest pain	
• Menstrual/Menopausal problems	
• Eating/Weight/Exercise problems	
• Skin problems	
• Trouble urinating/wetting	
• Breathing problems	
• Joint pain	
• Back pain	
• Trouble sleeping	
• Foot problems	

- Outline positive attributes in managing individual’s health
- Provide insights on “gaps” in care/knowledge/support
- Identify chronic condition co morbidities and clinical risks
- Provide worksheet for keeping notes and next steps with doctor

“How’s Your Health?” Action Form

How's Your Health Survey

Action Form My Goals More Information

Action Form Print this page

What is this page for? Below is a summary of important issues determined by your survey results. Print this page(s) out and bring it with you on your next doctor visit. There is space on the page for you and your doctor to jot down important items concerning your health.

1 You indicated that you are a Female in the age group 50-69. The Body Mass Index or BMI is a measure of body fat based on height and weight that applies to both adult men and women. **Your BMI is 26.6.** Use the table below to learn what this means for you.

A Body Mass Index of...	Means you are...
Under 18.5	<i>Underweight and at risk for disease</i>
18.5 - 24.9	<i>Considered at a normal weight</i>
25 - 29.9	<i>Considered overweight and at risk of disease</i>
30 or more	<i>Considered obese and at greater risk of disease</i>

2 **Things you're doing well:** Below is a list of some of the important things that you are currently doing to keep yourself healthy and in good physical condition. *Keep up the good work!*

Good Work	Notes / Referrals / Actions to Take
• Daily Activities - No difficulty	
• Feelings - No problems	
• Social Activities - No limitations	
• Pain - No pain	
• Does not smoke	
• Has enough money	
• Had pap test	
• Had breast cancer exam	
• Had mammoqram	

Action form is designed to be printed for discussion with health care provider

Captures general health and well-being

“How’s Your Health?” Chronic Conditions

Illustrative

Additional takeaway to provide guidance for individuals with Chronic Conditions to build self-confidence and self-reliance and to identify topics to discuss with doctors

Chronic Conditions Print this page

Listed below are chronic condition(s) you indicated when you completed the "How's Your Health?" survey, along with some general hints for managing the conditions. You may want to talk about what is on this form with a doctor or nurse when you show them your "Action Form".

1 High Blood Pressure Issues	Things you need to know
You have not received good education about: <ul style="list-style-type: none">• What to do if you miss a dose of your medicine• The effect of weight and salt on our blood pressure• The problems blood medications might cause you	Your blood pressure should be no higher than 150/90, even for those 70 years of age or older
Avoid high salt	
You seldom check your blood pressure	
In the past four weeks, your systolic blood pressure was higher than 150 or lower than 100	
In the past four weeks, your diastolic blood pressure was higher than 90	

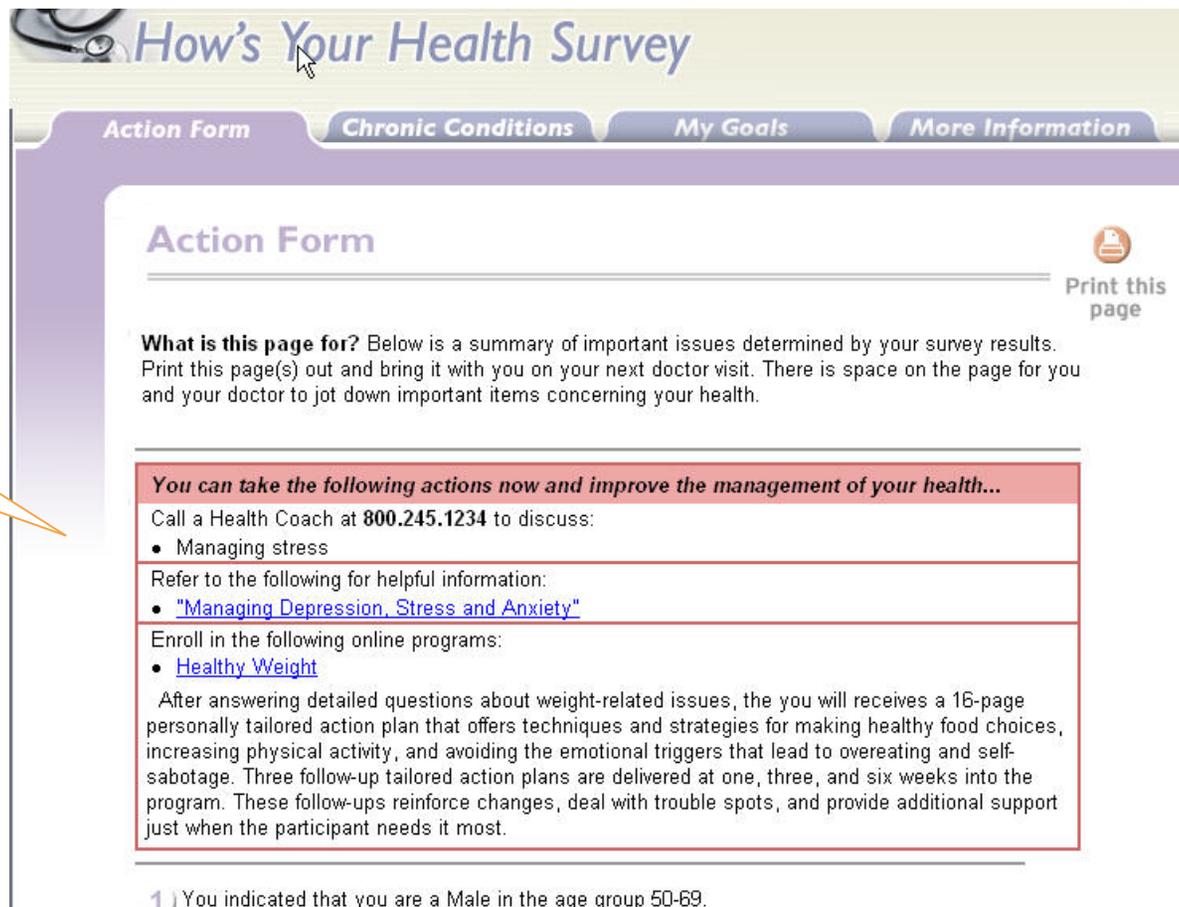
2 Heart or Blood Vessel Issues	Things you need to know
You have had a heart attack and are not taking aspirin or a beta blocker	Aspirin each day recommended if blood pressure in control
You have had a stroke and are not taking a "blood thinner"	Spironolactone or "converting enzyme inhibitors" for heart failure
	"Beta blocker" first year after heart attack
	Cholesterol less than 200

- Identifies chronic conditions
- Provides information and tips to assist in managing conditions
- Identifies specific gaps in care, education, and self-management of condition

“How’s Your Health?” Action Triggers

Illustrative

Tailored messages appear, prompting the participant to take action (e.g. call health coach, enroll in education/support program, etc.)



How's Your Health Survey

Action Form Chronic Conditions My Goals More Information

Action Form

Print this page

What is this page for? Below is a summary of important issues determined by your survey results. Print this page(s) out and bring it with you on your next doctor visit. There is space on the page for you and your doctor to jot down important items concerning your health.

You can take the following actions now and improve the management of your health...

Call a Health Coach at **800.245.1234** to discuss:

- Managing stress

Refer to the following for helpful information:

- ["Managing Depression, Stress and Anxiety"](#)

Enroll in the following online programs:

- [Healthy Weight](#)

After answering detailed questions about weight-related issues, the you will receives a 16-page personally tailored action plan that offers techniques and strategies for making healthy food choices, increasing physical activity, and avoiding the emotional triggers that lead to overeating and self-sabotage. Three follow-up tailored action plans are delivered at one, three, and six weeks into the program. These follow-ups reinforce changes, deal with trouble spots, and provide additional support just when the participant needs it most.

1) You indicated that you are a Male in the age group 50-69.

“How’s Your Health?” My Goals

Illustrative

How's Your Health Survey

Action Form Chronic Conditions **My Goals** More Information

My Goals

Print this page

An important step towards improving the management of your health is creating specific health goals. Listed below are the issues you indicated in the "How's Your Health?" survey. Take a few moments to enter in some personal health goals. Print this form out and discuss your goals with your doctor or nurse on your next visit.

Habits	Goals
<ul style="list-style-type: none">• Generally not good health habits	

Prevention	Goals
<ul style="list-style-type: none">• Lacks essential money• No breast self-exam• No mammogram• No education about menopausal hormones	

Symptoms/Bothers	Goals
<ul style="list-style-type: none">• Headaches• Abdominal pain• Dizziness/Tiredness• Chest pain• Menstrual/Menopausal problems• Eating/Weight/Exercise problems• Skin problems	

Participants are given the opportunity to record their own personal health goals for health issues identified by the survey

“How’s Your Health?” Education and Support

Illustrative



How's Your Health Survey Survey Action Forms

Action Form | Chronic Conditions | My Goals | **More Information**

More Information

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▶ In case you need more information we have provided links to other helpful and informative articles. These websites will launch in their own window so you won't lose your place in the survey.

▶ **Exercise and Eating Well**

<ul style="list-style-type: none">• American Dietetic Association• Changing your eating behavior• Frequently asked questions• Healthy weight• Physical activity• Special issues• What is a healthy weight?• Where are you now?• Why pay attention to your weight?	<ul style="list-style-type: none">• Center for Food Safety and Applied Nutrition• Facts about weight loss diets and programs• Healthy eating• Optional: Fitness and subpages• Preparing for change• What affects your weight?• What is healthy eating?• Why is healthy eating important?
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▶ **Health Habits and Health Decisions**

<ul style="list-style-type: none">• American Academy of Dermatology• Cancer Care• Center for Disease Control• CenterWatch Clinical Trials Listing Service• Consumer Information Center• Food and Drug Administration• Johns Hopkins Infectious Diseases• Mayo Clinic Health Oasis• National Foundation for Infectious Diseases• National Library of Medicine• The SHADE Foundation• U.S. Surgeon General's Family History Initiative	<ul style="list-style-type: none">• American Dietetic Association• Cancer Research Foundation of America• Center for Disease Control• Combined Health Information Database• Dana Farber Cancer Institute• Health On the Net Foundation• M. D. Anderson Cancer Center• National Breast Cancer organization• National Institutes of Health• National Organization of Rare Disorders, Inc• The Skin Cancer Foundation
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▶ **Common Medical Conditions**

- Refer participants to online programs and resources including
 - Healthwise®
 - Approved health information (e.g. NIH)
- Provide resources that offer support and encourage self-confidence