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Community Input on an Enhanced Care Planning Tool Addressing Health Behaviors, Mental Health Needs, and Social Risks

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Community Input on an Enhanced Care Planning Tool Addressing Health Behaviors, Mental Health Needs, and Social Risks

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Evidence Based Strategies for Action

Nutrition Domain
If you want to make some changes to eat healthier:
- Stop or cut down fast food
- Prepare more of your own food
- Keep track of what you eat in a food diary

If you want to learn about healthy eating:
- Talk with your doctor about what healthy eating means for you
- Get a referral to a registered dietitian

If you want support in making these changes:
- Join a weight loss program
- Get a referral for behavior therapy

Feedback from Research Experts
- Use positive phrasing
  - If you are not sure which foods are healthy, ask
  - If you want to learn about healthy eating, ask
  - Remove jargon or acronyms
  - Get a referral...
  - Remove specificity
  - Obtain a referral for counseling, get a referral for behavior change

- Organize list from least restricting to most restrictive
- Rank order:
  - Stop or cut down fast food
  - Prepare more of your own food

Safety Domain
If you need to get out of an unsafe situation:
- Get a referral
- Create a safety plan
- Find a shelter near you

If you need legal help, protection, or support:
- Connect with a case manager
- Contact your local legal aid society
- Find a family violence clinic near you

If you want to improve your safety:
- Change who you live with or where you live
- Change what you do in your free time to be safer

Feedback from Community Experts
- Overall positive reception
- Provide definitions for less common words
- Tailor DH, medication, imagery
- Increase specificity vs. generality
- Change what you do in your free time to be safer
- Spend time with people who are not abusing drugs

- Increase specificity
- Add more legal aid support for immigration and documentation
- Add more financial support: trade school certifications

Conclusions
- Feedback from both groups significantly altered the design of the care planning tool and is likely to improve its usability and impact.
- Each group had a different lens and made different suggestions – all critically important to the final design.

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Background:
- Unhealthy behavior, mental health, and social needs influence health outcomes.
- Health systems are experimenting with new models of care to address these issues.
- Enhanced care planning (ECP) allows patients to be screened for needs, make SMART goals, and connect to resources.
- An ECP process may address patients' needs, improve health outcomes, and increase the efficacy of primary care practices.

Objective:
- To create a care planning tool that is patient centered and evidence based.

Methods:
- A Community Review Board (4 local residents) provided feedback on the ECP Process during a session facilitated by the research team. Major themes noted along with the corresponding topic.
- Evidence based strategies for actions were compiled through a rigorous review of best practices and organized into wireframes as they would be presented to patients.
- The wireframes were given to members of the research team and community members for feedback and then revised.

Enhanced Care Planning Process Review

Step 1: Introduction Video
- 1 minute video about the Enhanced Care Planning process in the style of a whiteboard video.

Step 2: Health Risk Assessment
- Assess health behaviors, mental health needs, and social needs

Step 3: "Decide what you want to work on!"
- Patient is shown their high risk areas and pick 1-3 areas they want to focus on.

Step 4: "Tell me your story"
- Patient will be shown a screen similar to below:

  - Concern about the appropriate number of goals
  - Some needs may combine or be addressed concurrently, for example
    - Financial problems, drug abuse, and mental health concerns may co-occur
  - Address trauma and stress that may underlie these issues.
  - Questions about telling the story should be asked one at a time.

Step 5: "Make a goal"
- Patient will be shown a screen similar to below:

  - Concern about disengagement if the example goal does not seem helpful
  - People may want to edit the suggestions.
  - Feedback from both groups significantly altered the design of the care planning tool and is likely to improve its usability and impact.
  - Each group had a different lens and made different suggestions – all critically important to the final design.

Step 6: "How do you want to achieve your goal?"
- Patient will be given a screen similar to below:

  - Concern about asking "when" for ongoing goals.
  - Feedback from both groups significantly altered the design of the care planning tool and is likely to improve its usability and impact.
  - Each group had a different lens and made different suggestions – all critically important to the final design.

Step 7: Follow Up
- Patient will be connected with patient navigator following the completion of their Enhanced Care Plan. The navigator will follow up periodically.

Key Resources Used for Health Behavior Domain
- National Institutes of Health, National Cancer Institute
- CDC
- NIH (National Institute of Mental Health)
- National Physical Activity Plan (Physical Activity)
- Community Preventive Services Task Force
- National Social Work Association
- NIH Center for Complementary & Integrative Health
- Fordham University

Results
- Community members regarded the patient-navigator relationship as one of the most critical aspects of the ECP Process.
- Patients bring a unique approach to decisions, from stage of readiness to their preferences and priorities.
- Aggregate statistics on preferred approaches are relevant to populations but not always to an individual patient.

Conclusion:
- Feedback from both groups significantly altered the design of the care planning tool and is likely to improve its usability and impact.
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