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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

**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 (6 local residents) provided feedback on the ECP Process during a session facilitated by the research team. Major themes noted along with the corresponding topic.
- Evidenced based strategies for action 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.

Nutrition Domain	
If you want to make some changes to eat healthier	
	Stop or eat less 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 dietician
If you want support in making these lifestyle changes	
	Join a weight loss program
	Get a referral for behavior therapy

Safety Domain	
If you need to get out of an unsafe situation	
	Call a hotline
	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 Research Experts**

- Use positive phrasing
  - If you are *not sure* which foods are healthy -> If you *want to* learn about healthy eating
- Remove jargon or acronyms
  - Obtain* a referral... -> *Get* a referral...
- Increase specificity
  - Obtain a referral for *counseling* -> get a referral for *behavior therapy*
- Organize list from least restricting to most restricting
  - Rank order:
    - Stop or eat less fast food
    - Prepare more of your own food

**Feedback from Community Experts**

- Overall positive reception
- Provide definitions for less common words
  - Tai Chi, meditation, 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.
- Fill in content gaps
  - Add more legal aid support for: immigration and documentation
  - Add more financial support: trade school certifications

**Key Resources Used for Health Behavior Domains**

- United States Preventive Services Task Force
- CDC
- USDA (Nutrition)
- National Physical Activity Plan (Physical Activity)
- Community Preventive Services Task Force
- Cochrane Database of Systematic Reviews
- NIH Center for Complementary & Integrative Health
- Peer Reviewed Literature

**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.

**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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## Enhanced Care Planning Process Review

