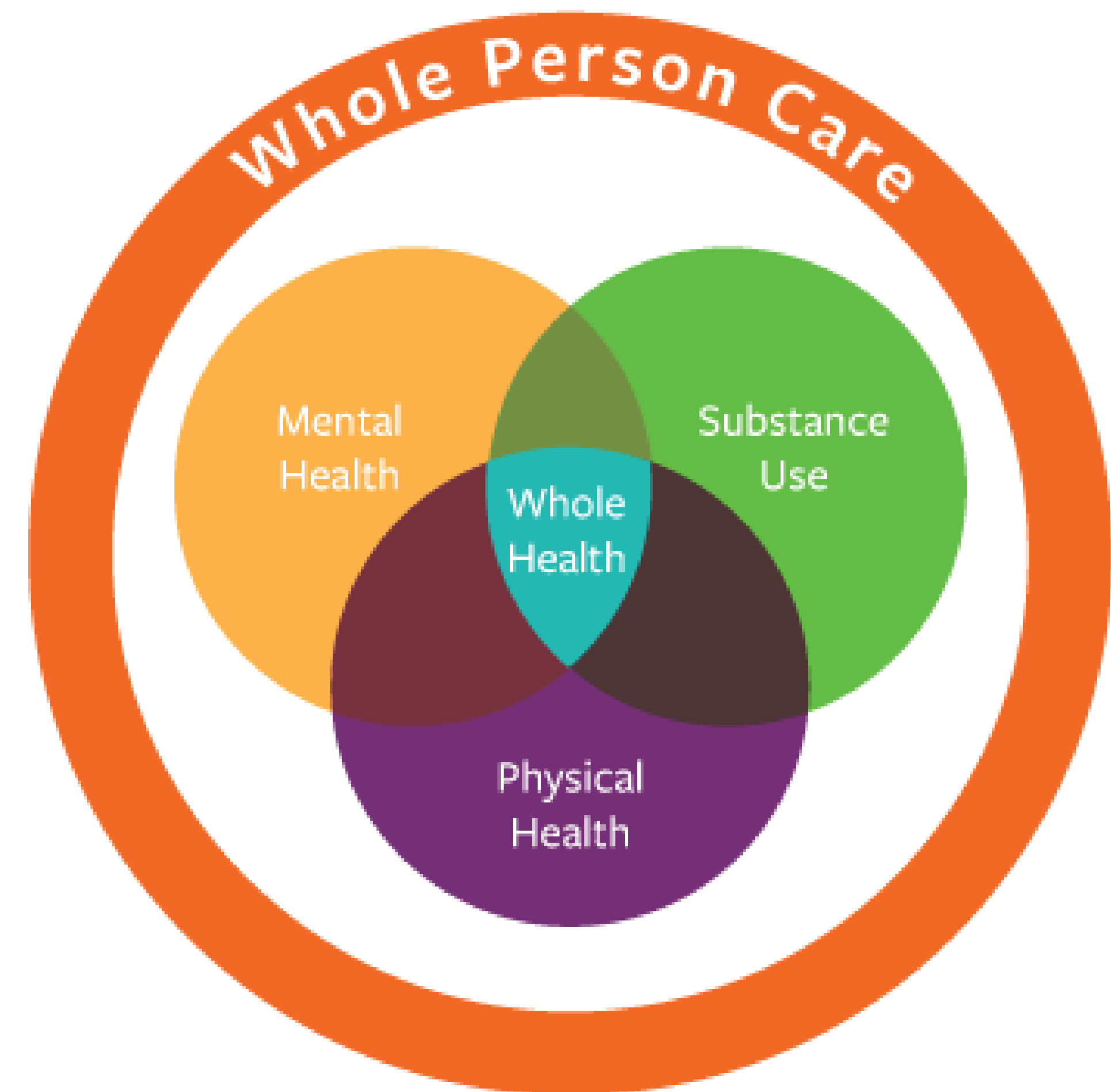


The Situation

People with serious mental illness (SMI) are experiencing decreased life expectancy and lower quality of life due to massive health disparity.

Telecare's Commitment

We have a moral imperative to respond. With or without federal/state funding, we **will** build whole health capacity.



Stepping Towards Health Equity

Step 1 - Workforce Development:

- Enhance **motivation to act**
- Increase **knowledge & comfort** with whole health facts
- Teach **how to engage** with clients about whole health

Where We Started: Internal Barriers



Many Diverse People, Places, & Programs

- 120+ programs across 7 states
- 2,000+ providers & managers of direct care (28,000 clients)
- Array of roles (case managers, recovery specialists, LVNs, RNs, clinical managers)
- Diverse educational backgrounds (high school/GED to post-doctoral)
- Many program types:



COMMUNITY-BASED
Case Management
Early Intervention
ACT/FSP



ACUTE
Short-Term
Inpatient



CRISIS
Urgent Care Walk-In
23-Hour Crisis
Stabilization
Crisis Residential



SUB-ACUTE
Longer-Term
Inpatient
Skilled Nursing

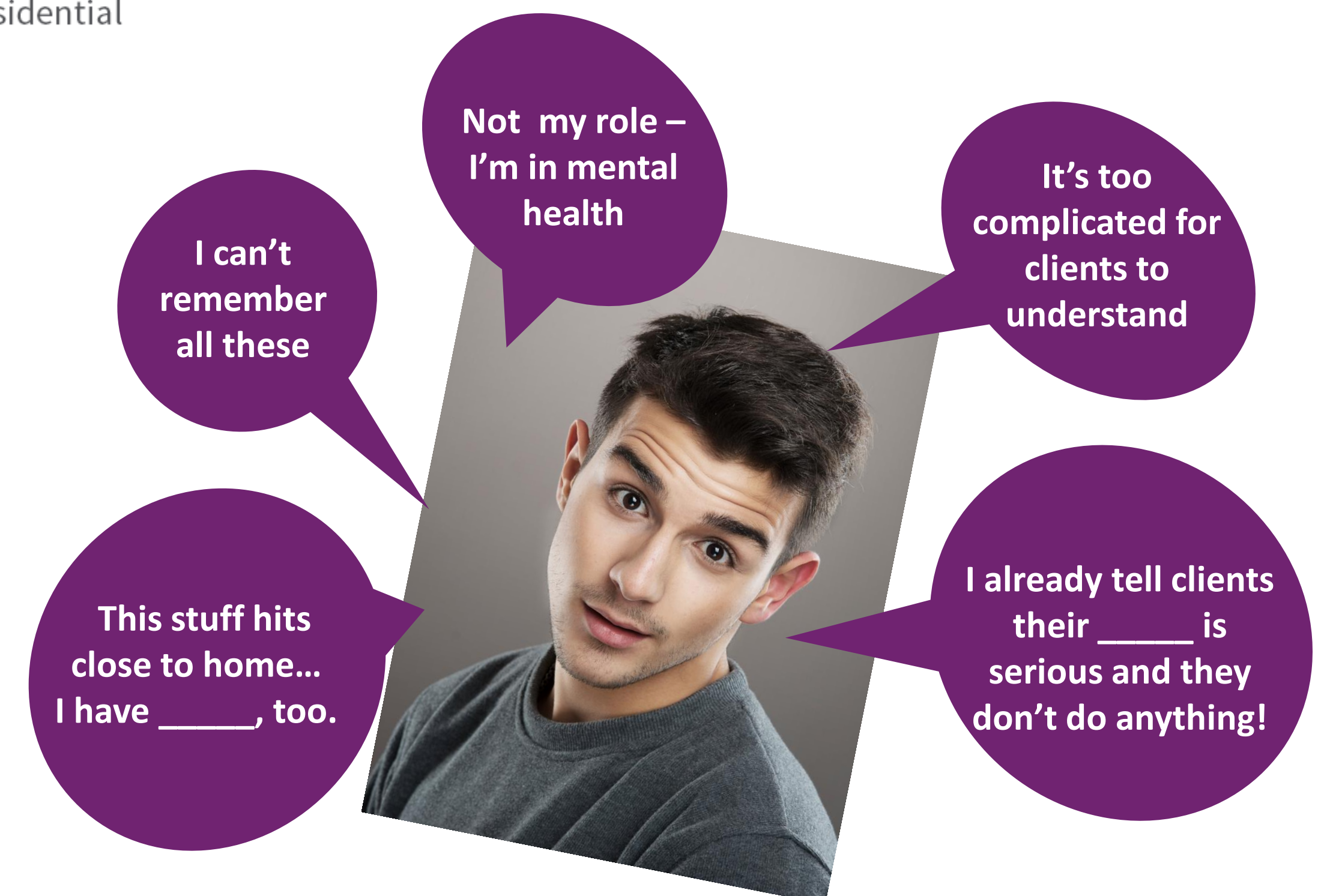


RESIDENTIAL
Transitional &
Longer-Term

Limited Resources

- Not many trainers
- Not enough money

Workforce in Pre-Contemplation About Whole Health



Innovation Strategy

High-Engagement Process 1

Build Buy-In

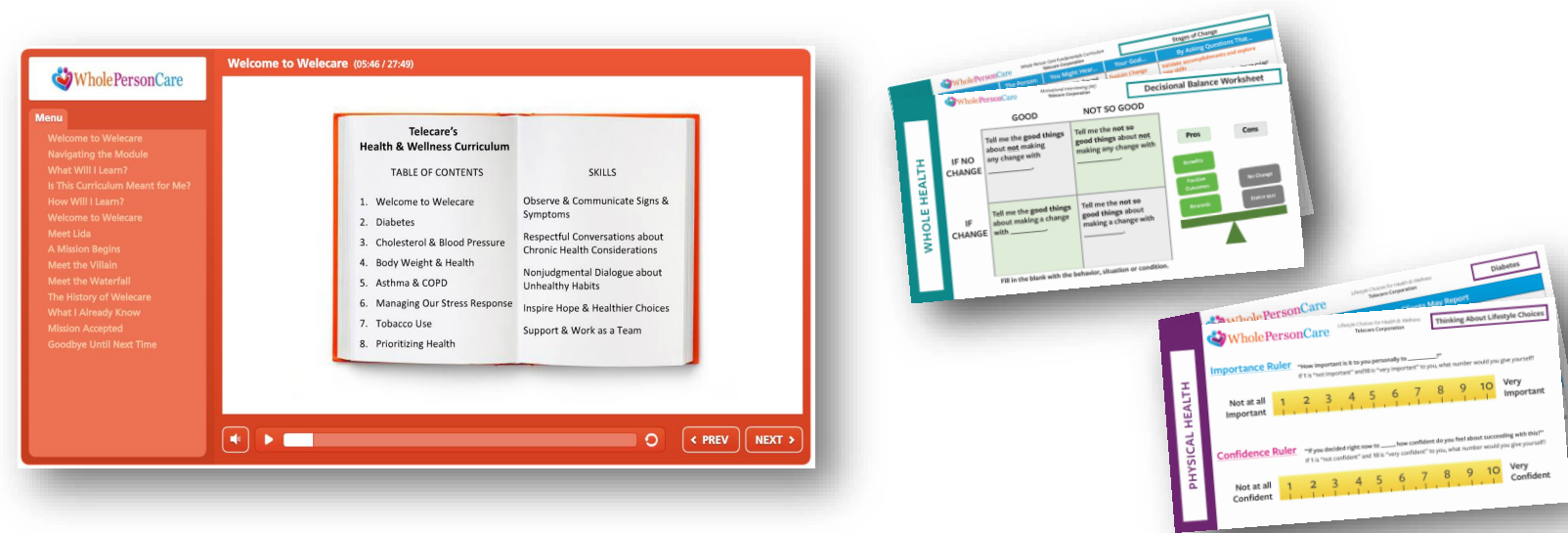


Flexible Implementation

Lots of Useable Products

Clinical Learning 2

1. Built interactive eLearning (19 hours)
 - Substance use
 - Stages of Change
 - Health & Wellness Curriculum
2. Laminated reference cards



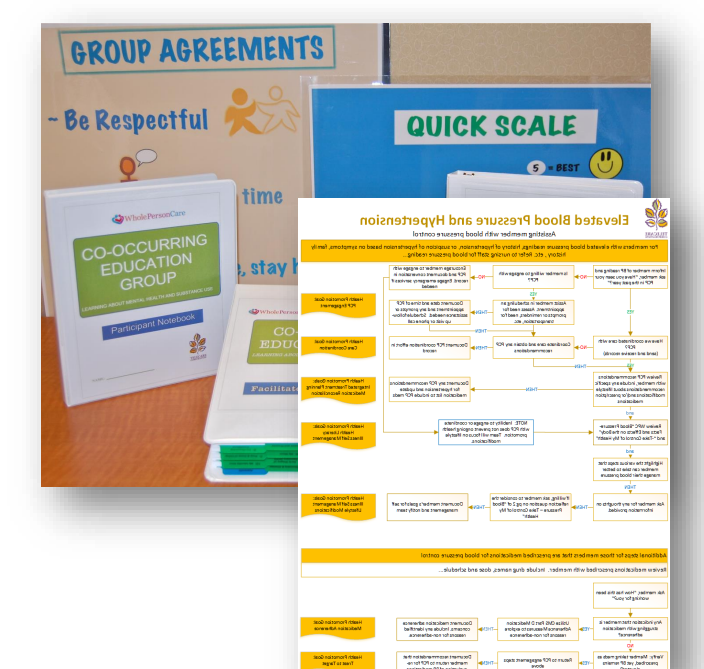
Client Education Resources 3

- Handouts on conditions
 - Facts
 - What You Can Do
- Health & Wellness Workbook



Clinical Practices 4

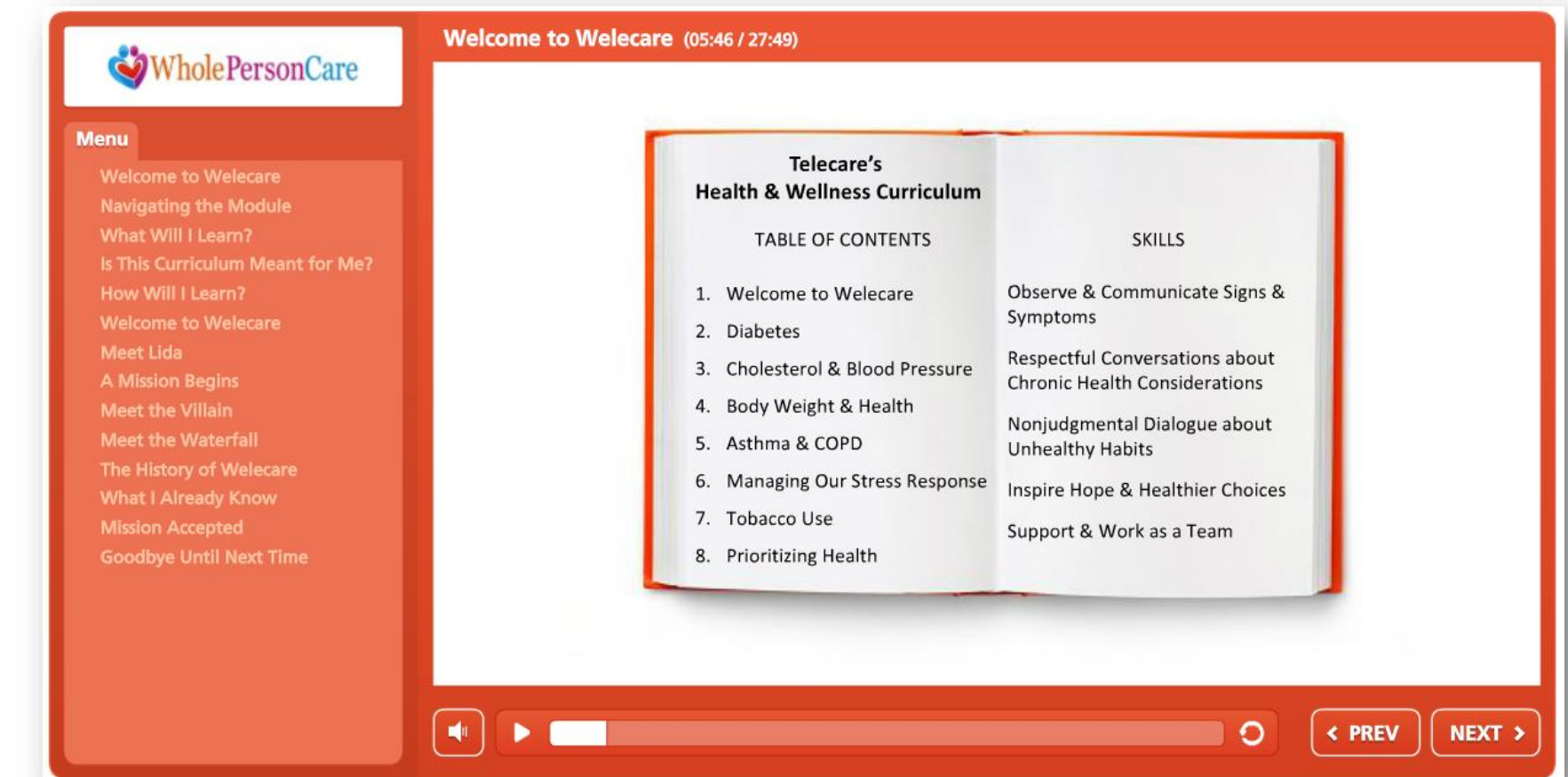
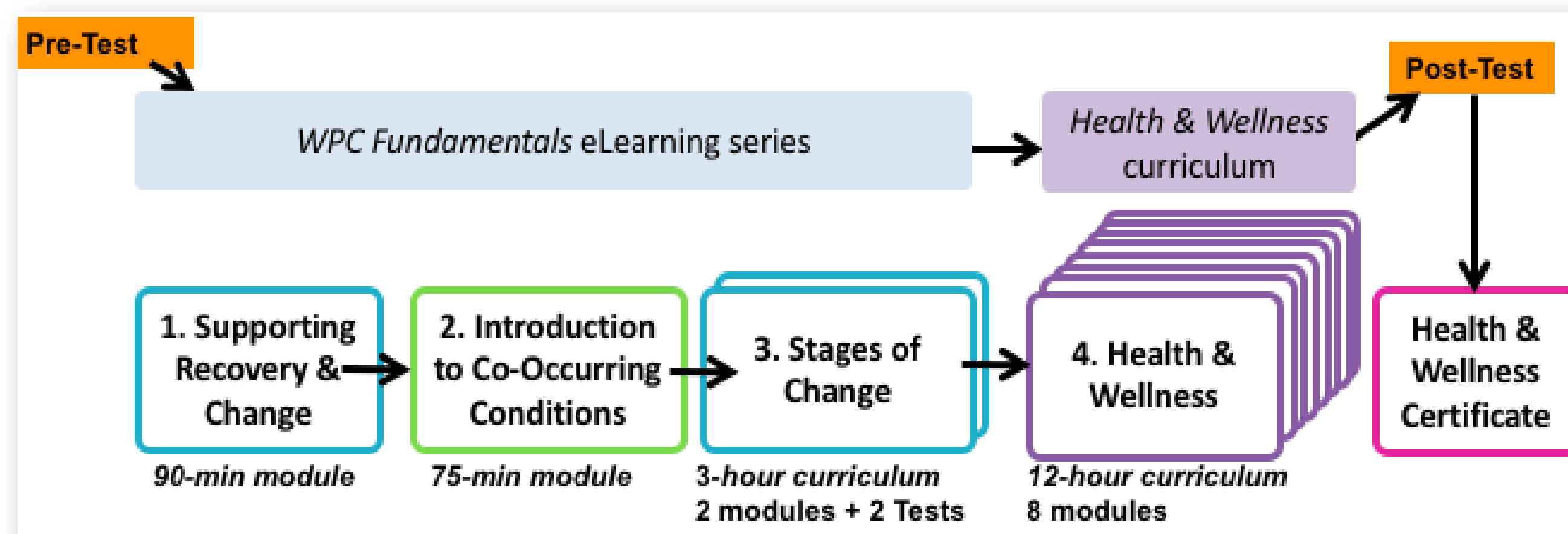
- Co-Occurring Education Group (COEG) Curriculum
- Integrated MI & SBIRT trainings
- Apply *Brief Negotiated Interview* to physical health
- SmartSets



Innovation Strategy

Useable Products: Clinical Learning

1. Built interactive eLearning (19 hours) into Relias learning management system (LMS)



2. Laminated reference cards summarize key content from trainings—increase staff confidence



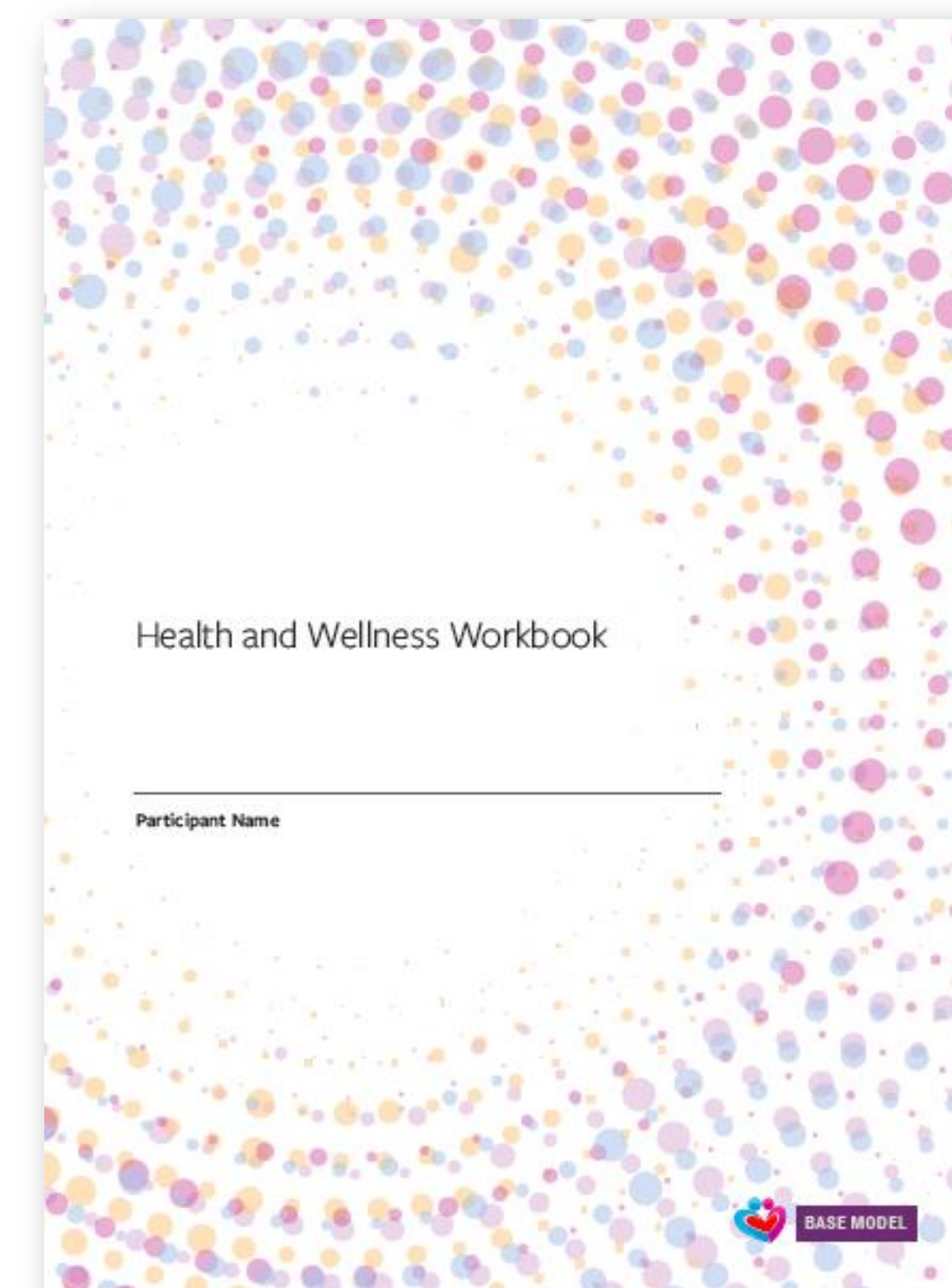
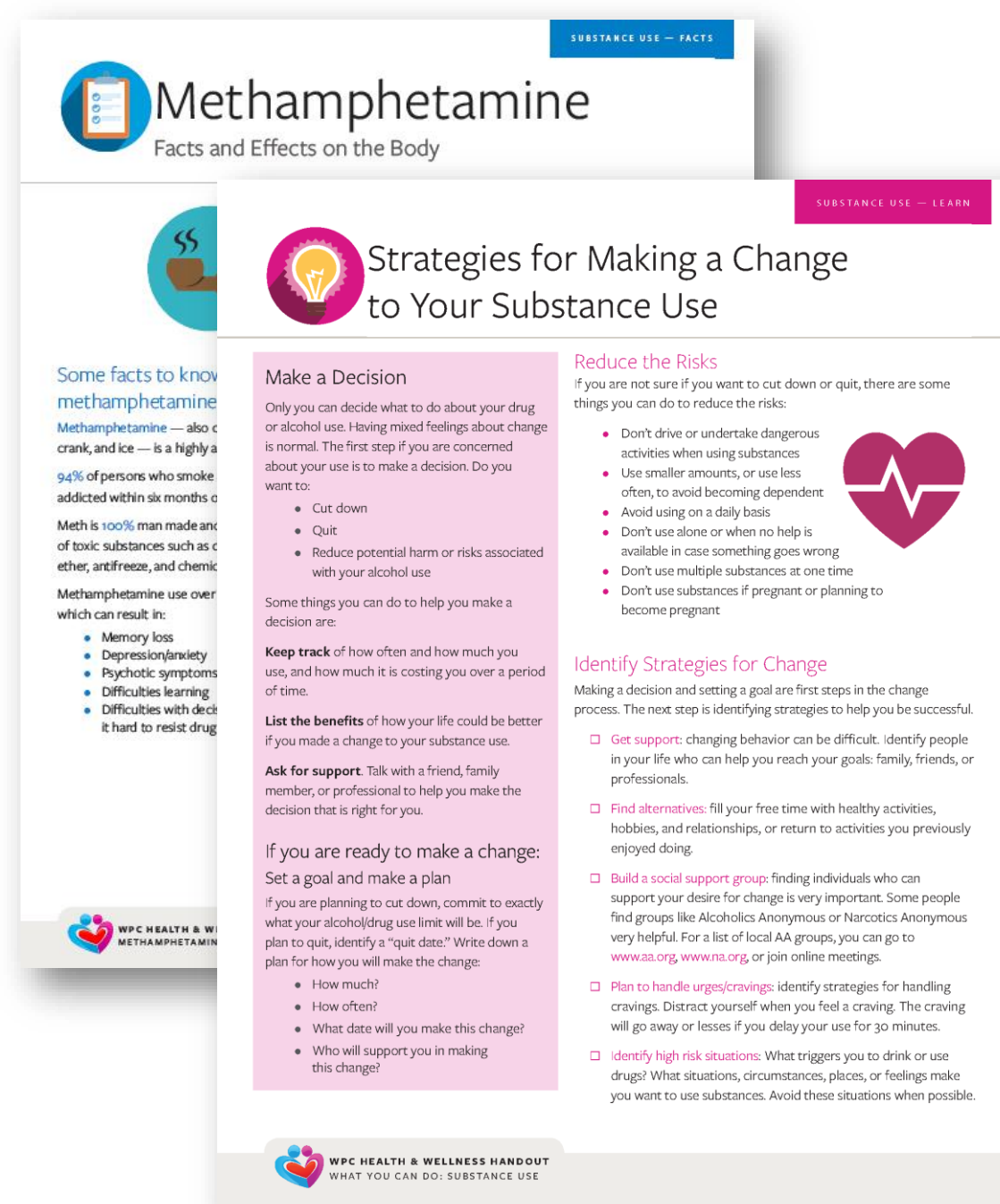
Health & Wellness topics:

- Diabetes
- Blood pressure
- Cholesterol
- Body weight
- Asthma & COPD
- Smoking
- Managing your stress response
- Screening & prevention

Innovation Strategy

Useable Products: Client Education Resources

1. **Handouts:** visually engaging, easy to read
2. **Health & Wellness Workbook**



- Physical Health Conditions
 - “Facts”
 - “What You Can Do”
- Substance Use
- Quit Plans

