Value of Patient-to-Patient Health Coaching

Mended Hearts™

Patrick Farrant
Western Regional Director
Board of Directors
Mended Hearts Overview

♥ Largest cardiovascular peer-to-peer support network in the world!

♥ Inspiring hope and improving the quality of life for heart patients and their families through ongoing peer-to-peer support

♥ “It’s great to be alive – and to help others!”
Mended Hearts Reach

<table>
<thead>
<tr>
<th><strong>20,000</strong></th>
<th><strong>3,500</strong></th>
<th><strong>300</strong></th>
<th><strong>450</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Members</td>
<td>Trained and Accredited Patient Visitors</td>
<td>Community-based Chapters</td>
<td>Hospital and Cardiac Care Facility Partners</td>
</tr>
</tbody>
</table>

**215,000 Annual Patient Visits**
Primarily face-to-face, but also phone & email support
Why Mended Hearts in your Hospital?

♥ Visitors are trained; No medical advice!

♥ Favorable for Joint Commission Accreditation!

• Lower hospital readmission rates with improved patient outcomes!

♥ Mended Hearts is present after cardiac patients leave the hospital

• We follow-up at the critical time when patients have questions, feel isolated, and must maintain treatment regimen!
Core Services

Ongoing Patient & Caregiver Support

- Support group programs with fellow patients & caregivers
- Phone, email & online support - INSPIRE
- HeartPack resource
- Caregiver tips and support
- Patients and Caregivers trained as Peer Visitors
Valuable Peer-to-Peer Support

- Mended Hearts study
- American College of Cardiology
- Proven value of patient coaching
Overall Study Methodology

- **Objectives**
  - Understand patient perceptions re: meetings with visitor
  - Measure attitude and sense of wellness
  - Compare hospitals with and without MH visiting programs

- **Hospital Comparison Data from Centers for Medicare & Medicaid Services (CMS)**
  - Statistical analysis comparing hospitals with MH visiting with CMS hospitals’ national averages

- **Patient Satisfaction Surveys – Phases I & II**
  - Patients visited were provided postcard with web survey link
  - 30 days after Phase I survey completed, patients were emailed Phase II outcomes survey
Objectives

- Assess impact of MH peer-to-peer support program on patient outcomes
- Analyze hospital-level data from CMS Compare Data
- 30-Day readmission and mortality rates
- Heart Attack
- Heart Failure

Access

- Total of 4805 hospitals’ data from CMS
- Compared 164 Mended Hearts hospitals to 4641 other CMS hospitals
Key CMS Finding:
Mended Hearts hospitals’ readmission rates for heart failure are significantly more likely to be “better than U.S. national rate” than other U.S. hospitals
Patient Survey Methodology

- **Access Online Survey**
  - Survey links provided to access and complete surveys
  - 294 patients completed Phase I survey from 32 states
  - 94 Patients completed Phase II survey from 25 states
  - 39% response rate

- **Dates – 2014**
  - Phase I: February – August
  - Phase II: April – August
Phase I Survey Results

A MH visitor impacts the hospital experience:

- 9/10 patients said the visit had a **favorable impact** on their experience at the hospital or office
- More than 1/2 said impact was ‘much more favorable’
- Nearly 9/10 patients felt visitor was **helpful** to them
- More than 2/3 patients said ‘extremely helpful’

Visitors perceived to be helpful in various ways:

- Support from someone with similar experience
- Helpful information on medical condition and recovery
- Encouragement
Phase II Survey Results

- 3/4 patients feel in ‘very good/excellent health’
  - Over 1/2 indicated no impact on activities

- Top three conditions being treated
  - Hypertension
  - High Cholesterol
  - Coronary Artery Disease

- More than 1/4 suffered depression
  - Most have taken action
Phase II Survey Results

- Approx. 1/4 experienced symptoms post-hospital
  - AFib most common
- Less than 1/5 readmitted to hospital after earlier visit
  - About 1/4 of these had no additional procedures performed
- Almost 2/3 readmitted patients had same procedure performed as previous admission

- At 30 days post-discharge, patients overall ‘very satisfied’ with Mended Hearts, for both
  - Encounter with visitor
  - Materials (HeartPack)
Phase II Survey Results

- Patients perceived MH Visitors to be helpful in variety of ways:
  - Support from someone with similar experience
  - Helpful information on medical condition and recovery
  - Encouragement

- Patients rate themselves extremely high for following medical regimens:
  - Diligent about medications, especially diuretics
  - Favorable ratings for physical activities, watching for worsening symptoms
Thank you!

1-888-HEART-99
info@mendedhearts.org
Health Coach Volunteers: A Vision for Building Healthy Communities

Rebecca Miranda
Rosa Ramirez

February 18, 2015
St. Joseph, St. Mary
Apple Valley, California
founded: 1956
Our Mission

To extend the healing ministry of Jesus in the tradition of the Sisters of St. Joseph of Orange by continually improving the health and quality of life of people in the communities we serve.

Our Values
Dignity, Justice, Service, Excellence, Hospitality
<table>
<thead>
<tr>
<th>Condition</th>
<th>2012 Prevalence</th>
<th>% increase (over 2007 baseline)</th>
<th>Hospital Response</th>
<th>Benchmarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Asthma Child</td>
<td>13.1%</td>
<td>.9%</td>
<td></td>
<td>Decreased to 14.2% in CA</td>
</tr>
<tr>
<td>2. Cancer</td>
<td>5.2%</td>
<td>.2%</td>
<td></td>
<td>5.5% national</td>
</tr>
<tr>
<td>Cancer (skin)</td>
<td>5.6%</td>
<td>.4%</td>
<td></td>
<td>5.8% national</td>
</tr>
<tr>
<td>3. Diabetes</td>
<td>15.3%</td>
<td>3.9%</td>
<td>Priority #1</td>
<td>CA 8.6% Elderly, minorities, low income</td>
</tr>
<tr>
<td>4. Stroke</td>
<td>3.3%</td>
<td>.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Hypertension</td>
<td>35.2%</td>
<td>3.4%</td>
<td></td>
<td>36.5% in CA</td>
</tr>
<tr>
<td>High Cholesterol</td>
<td>34.0%</td>
<td>6.8%</td>
<td></td>
<td>Lower in S. CA</td>
</tr>
<tr>
<td>6. Depression</td>
<td>13.5%</td>
<td>.7%</td>
<td></td>
<td>11.7% national</td>
</tr>
<tr>
<td>7. Low self-rated Mental Health</td>
<td>18.4%</td>
<td>3.9%</td>
<td>Priority #2</td>
<td>11.7% national</td>
</tr>
<tr>
<td>8. Arthritis/Activity Limitations</td>
<td>26%</td>
<td>4.0%</td>
<td></td>
<td>21% national</td>
</tr>
<tr>
<td>9. Self-Rated Health</td>
<td>23%</td>
<td>4.7%</td>
<td></td>
<td>18% CA 17% national</td>
</tr>
<tr>
<td>10. Adult Overweight/Obese</td>
<td>37%</td>
<td>6.6%</td>
<td>Priority #3</td>
<td>CA 36% CA 24%</td>
</tr>
<tr>
<td></td>
<td>33%</td>
<td>6.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Accessing Grocery Stores</td>
<td>18.5%</td>
<td>3.4%</td>
<td></td>
<td>14.4% S. Cal</td>
</tr>
<tr>
<td>12. Alcohol</td>
<td>18.9%</td>
<td>3.3%</td>
<td></td>
<td>15.8% national</td>
</tr>
<tr>
<td>13. Tobacco</td>
<td>20%</td>
<td>1%</td>
<td></td>
<td>12.2% in CA</td>
</tr>
<tr>
<td>14. Adult Dental Care</td>
<td>57%</td>
<td>N/A</td>
<td></td>
<td>70% national</td>
</tr>
<tr>
<td>15. Uninsured</td>
<td>21.6%</td>
<td>2.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Health Access</td>
<td>41.5%</td>
<td>3.1%</td>
<td>Priority #4</td>
<td>37.3% national</td>
</tr>
</tbody>
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Transformation 2018
Integrated Delivery System • Affordable Network
Improved Quality & Experience • Focus on Wellness & Illness

MISSION
To extend the healing ministry of Jesus in the tradition of the Sisters of St. Joseph of Orange by continually improving the health and quality of life of people in the communities we serve.

VISION
We bring people together to provide compassionate care, promote health improvement and create healthy communities.

VALUES
Dignity
Service
Excellence
Justice

MISSION OUTCOMES
Sacred Encounters
Perfect Care
Healthiest Communities

FY2014–2018 Dimensions of Performance

Community-Based Care
- Behavioral Health
- Physician Clinics
- Ambulatory Procedure Center
- Community Clinics
- Wellness & Fitness Center
- Diagnostic/Imaging Center
- Home Care
- Urgent Care Center
- Hospital

Acute Care
- Hospital
- Home Care
- OP Rehab
- IP Rehab
- SNF
- Mental Health Services

Recovery & Rehab Care

Population Health Management
Network of Care
Physician Partnership
Engaged People
Value
Information Sophistication
Essentiality
Population Health Management

COSTS OF CARE (Financial)
- Reduction of Unnecessary Tests/Procedures
- Reduce Hospital Readmissions

HEALTH CARE OUTCOMES
- Clinical Metrics
- Quality Improvement

PATIENT ENGAGEMENT
Patient Empowerment
Access
Patient Satisfaction

VALUE
WHAT DOES ALL THIS MEAN
FOR OUR HOSPITAL VOLUNTEERS?
"I'm afraid you've had a paradigm shift."
<table>
<thead>
<tr>
<th>Volunteers</th>
<th>Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td>220 Adult Volunteers</td>
<td>Front Desk Reception</td>
</tr>
<tr>
<td>50 Teen Volunteers</td>
<td>Surgery Desk</td>
</tr>
<tr>
<td>More than 50,000 hours of service annually</td>
<td>Outpatient Surgery</td>
</tr>
<tr>
<td></td>
<td>Care Ambassadors (Hospitality)</td>
</tr>
<tr>
<td></td>
<td>Gift Shop</td>
</tr>
<tr>
<td></td>
<td>Central Supply</td>
</tr>
<tr>
<td></td>
<td>Recovery Room</td>
</tr>
<tr>
<td></td>
<td>Shuttle Service</td>
</tr>
<tr>
<td></td>
<td>Administrative Support</td>
</tr>
<tr>
<td></td>
<td>Hospitality</td>
</tr>
<tr>
<td></td>
<td>Administrative Support</td>
</tr>
</tbody>
</table>
Moving Towards a New Vision of Volunteer Services
Vision: A Hospital Without Walls

**Health Coaches**

- Diabetes
- Nutrition
- Behavioral Health
- Promotoras / Patient Navigators
Looking Upstream - Social Determinants of Health and Finding Solutions through Partnerships
Volunteers as Health Advocates
Community Connectors

Food Security
• Mobile Produce Service
• Food Banks
• Farmer’s Markets

Advocacy
• Tobacco Free Policies
• Vending Machine Policies
• Increase Green Space
• Public Transportation
• Breastfeeding Policies
• Safe Routes to Schools

Parent Peers
• Prenatal Care
• Parenting Support
• Breastfeeding
Well—you go first then.

No! ladies always go first.
Things to Consider...
Where to Begin

- Champions
- Collaboration/Partnerships
- Infrastructure Needs
- Volunteer Strengths
- Know Community Need and Health Priorities
- Synergy
Pilot or Seed Funding

The Robert Wood Johnson Foundation

Archstone Foundation

ProjectBUILD

Government Grants (AmeriCorps)

Bristol Meyers

AstraZeneca

Donor Groups
Themes for Grant Seeking:

Population Health Management
Capacity Building/Training
Leadership Development
Resident Engagement
Health Coaches
Promotoras/Health Advocates
Champions for Change
Chronic Disease Management
Others
Breaking down the walls
to fulfill our mission
Everyone can be great because anyone can serve.
You don’t have to have a college degree to serve.
You don’t even have to make your subject and your verb agree to serve.
You only need a heart full of grace, a soul generated by love.

Dr. Martin Luther King, Jr.
...and the Conversation Continues

Rebecca Miranda, Director of Volunteer Services
Rebecca.Miranda@stjoe.org

Rosa Ramirez, Grants Program Manager
Rosa.Ramirez@stjoe.org