Wellness Education

Promoting Health Literacy
Supporting Positive Health Behavior Change
Welcome!

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Aging and Long-Term Support Administration
You Will Learn:

- What is special about Wellness Education?
- How it is different?
- What makes it successful?
- What has the impact been for participants?
Challenges

• Living with complex health issues
• Low health literacy
• Disconnect between daily habits and health
• Isolation, gaps in social support
Rising to the Challenge
Wellness Education

Goals:
• Health literacy
• Empowerment
• Independence
• Self-management
What is Wellness Education?

Wellness Education is an individualized monthly newsletter provided by the Department of Social and Health Services featuring useful health and wellness information.
Wellness Education

- Monthly newsletter
- Printed and mailed to 35,000+ participants
- Translated in multiple languages
- Duplicates sent to personal representatives
Wellness Education Access

Available as a waiver service option:

- Aging and Long-Term Support Administration COPES or Residential Services waivers
- Developmental Disabilities Administration Basic Plus, Core, or IFS waivers
Wellness Education - Setup
Three articles in each newsletter

Outside

Inside
Wellness Education - Setup

Outside article goes to everyone
Wellness Education - Setup

Inside articles targeted to each individual
How the Magic Happens

Internal Staff
- CARE client assessment
- Data reports
- Contract management
- Quality assurance
- Articles

Vendor
- Graphic Design
- Article Translation
- WE System
- Operations
- Production reports
- QA reports
- Survey tracking
How the Magic Happens

Four Major Components:

1. Data
2. Articles
3. Targeting rules for each article
4. Wellness Education System
Wellness Education Data

Washington’s Client Assessment - CARE

- Happens at least once a year
- Covers many life areas
- Results stored in database
- CARE information used to create health and well-being indicators
## Wellness Education Data
### Washington’s Client Assessment - CARE

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Wellness Education Data

- HIPAA Compliant
- Secure
Wellness Education Articles

Article Standards

- Brief
- Simplified language
- Focused
- Action oriented
Wellness Education Articles

Make an Anxiety Self-Care List
Ways to manage your anxiety

Anxiety can be overwhelming. Having a list of self-care actions you can take when anxiety feels overwhelming may help you. Here are some ideas to include on your list:

1. **Call a support person.** This can get your mind off anxious thoughts.

2. **Move around.** Movement helps get rid of the fight-or-flight reaction.

3. **Stay in the present.** Focus on the objects around you in your immediate environment.

4. **Do something that requires focused concentration.** Try doing math problems, knitting, or working on a puzzle.

5. **Imagine a comforting scene.** Imagine the scene with as much detail as you can.

6. **Replace anxious thoughts with calming and supportive statements** (“I am calm. I am strong”).

7. **Practice abdominal breathing.** Breathe slowly and deeply from your abdomen.

8. **Practice muscle relaxation.** Tighten/raise shoulders, hold for 10 seconds, release, and repeat.

Talk to your healthcare or mental health care provider about other ways to manage anxiety. If you are overwhelmed and need to talk with someone immediately, call the Washington Recovery Helpline at 1-866-789-1511.

Positive…Solution Focused…Actionable
Wellness Education Articles

Oral Health and Diabetes
See a dentist for regular checkups

Diabetes can lead to problems in your mouth:

- Some diabetes medications can cause dry mouth, a condition that can make it hard to eat, taste, swallow, or even talk. Dry mouth can quickly lead to tooth decay, especially at the gumline. Let your dentist or physician know if you have dry mouth.

- You might develop painful mouth sores because wounds heal more slowly when you have diabetes.

- Preventing gum disease is an important part of managing diabetes. You lower your risk of getting gum disease by regular brushing and flossing.

Be sure to tell your dental provider if you have diabetes and discuss how often you may need routine oral health check-ups.
Wellness Education Articles

Breaking down big topics

What Should I Do if My Blood Sugar Gets Too Low?

Anyone with diabetes can have low blood sugar. Low blood sugar (when your blood sugar levels are below 70) is dangerous and needs to be treated right away.

**What to do**
- Carry supplies for checking and treating low blood sugar with you.
- If you feel shake, sweaty, very hungry, or think you might have low blood sugar, check your blood sugar.

If your blood sugar is lower than 70, do one of these things right away:
- Chew 4 glucose tablets.
- Drink 4 ounces of fruit juice.
- Chew 4 pieces of hard candy.

Wait for 15 minutes, then check your blood sugar again. Repeat these steps until your blood sugar is above 70. After your blood sugar gets back up, eat a snack if your next meal is 1 hour or more away.

Talk to your healthcare provider about other things you can do to prevent or treat low blood sugar episodes.

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Can Smoking Make My Diabetes Worse?

_Now is the time to quit_

It's a known fact — smoking is a serious risk to your health. But, did you know that smoking can worsen diabetes? People with diabetes who smoke have a harder time balancing blood sugar levels and have higher risk for diabetes complications. If you still smoke, it's time to think about ways to quit.

For free resources to help you quit tobacco for good, visit smokefree.gov.

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Diabetes and Self-care

_Helping yourself to feel better_

Most of the time, having diabetes is not a problem, you just deal with it. Other times it can be tough and you may not always feel good about yourself. These feelings are normal. A lot of people feel down sometimes.

**Things You Can Do to Help Yourself Feel Better**
- Get support for other life issues. When you are stressed, it can be harder to control your diabetes.
- Be physically active. Being active can help lower stress.
- Eat healthy foods. Good eating habits may help you feel better over time.
- Take time to do things you enjoy. Focusing on fun activities may lower stress and improve mood.

If you feel down most of the time, talk to your health care provider. They can help you get the support you need. If you have been thinking about hurting or killing yourself tell someone right away. You can get support from the National Suicide Prevention Hotline at 1-800-273-8255, or visit www.suicidepreventionlifeline.org.

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Good Dental Health Can Help Manage Diabetes

If you have diabetes you are twice as likely to develop gum disease. Having gum disease can make it harder to control blood sugar. Preventing gum disease will help you manage your diabetes, saving you and your wallet unnecessary pain.

**To prevent gum disease:**
- Floss every day.
- Brush twice daily with fluoride toothpaste.
- Use a mouth rinse with fluoride.
- Drink water instead of sugary drinks.
- Choose healthy snacks like low-fat cheese, fresh fruit, vegetables, or nuts.
- Visit the dentist regularly for a check-up.

Be sure to tell your dental provider if you have diabetes and discuss how often you may need routine dental check-ups.

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¿Ya se vacunó contra la gripe (influenza) este año?

La gripe es una enfermedad que puede ser grave y potencialmente mortal. El virus de la gripe se propaga cuando una persona infectada tose, estornuda o habla. Aún personas con gripe pueden contaminar a otros aún si están a seis pies de distancia.

La gripe también puede propagarse al tocar superficies que tienen el virus y luego tocar el rostro. Para prevenir la propagación de la gripe, sigue estas medidas.

- Obtenga la vacuna contra la gripe cada año.
- Obten la vacuna contra la gripe a principios de la temporada de la gripe.
- Lleve guantes cuando se toque la cara.
- Lave las manos con jabón y agua.

Cómo medir la temperatura y el pulso.

- Lleve guantes cuando se toque la cara.
- Lave las manos con jabón y agua.
- Limpie las superficies que contacto con frecuencia.

Nắm Nay Quý Vị Đã Chích Ngùa Cüm Chura?

Cüm có thế trở nên nghiêm trọng và nguy hiểm đến tính mạng. Vi rút cúm làm lan kinh người bi cúm, hắt hơi, hoặc nói chuyện. Người bị cúm có thể làm lây bệnh sang người khác, ở khoảng cách tối đa 3 mét.

Cung cấp cho thấy lây lan chung và bảo vệ để mọi người có thể làm bệnh từ người khác.

Để làm gì?

- Lấy mẫuご紹介 để làm cho biết bạn có bị cúm hay không?
- Dùng tình trạng và cảm giác để học và pode làm bệnh từ người khác.

Hành động Tư Bảo Vệ Bản Thân:

- Chích ngừa cúm ngay tại đầu “mùa cúm”, thường khoảng giữa tháng Chín và tháng Ba.

Phòng ngừa và xử lý:

- Giữ vệ sinh, ăn uống và nghỉ ngơi.
- Thực hiện các biện pháp phòng ngừa.
- Các biện pháp phòng ngừa:
  - Sử dụng khẩu trang khi vào nơi đông người.
  - Không tiếp xúc với người có biểu hiện bệnh.
  - Sử dụng tay sát khuẩn.

Nếu bạn có dấu hiệu bệnh:

- Tránh tiếp xúc với người khác.
- Nên đến bệnh viện để được điều trị.

Precauciones:

- Hidratación y reposo.
- Alimentos saludables.
- Evitar el contacto con personas enfermas.

Oxyygen Therapy (Oxytome)

- Respiración profunda.
- Beber mucho agua.
- Evitar el estrés.

Evelox Đốm (Infopluentza) Vaccine: Nên or Should You Get Vaccinated?

- 65+ años: Inmunizado.
- 65-69 años: Inmunizado.
- 70+ años: No inmunizado.

Further, the document includes various sections in different languages, including Vietnamese and English, discussing topics such as vaccination, symptoms, and preventive measures. It emphasizes the importance of vaccination and proper hygiene to prevent the spread of influenza. The text is structured in a way that highlights the urgency of taking preventive actions to protect oneself and others.

Overall, the document provides a comprehensive guide on how to prevent and treat influenza, with a strong emphasis on vaccination and hygiene practices.
Wellness Education Articles

Library built over time

- Started with just 20 English articles
- Added 8 – 10 each month

Now

- 300+ English articles
- 5,000+ translated articles
Wellness Education Articles
Articles continually used without repeating

Wellness Education System:
• Remembers every article sent to every client
• Always sends new articles
## Targeting
### Health and Well-Being Targeting Indicators

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Wellness Education Targeting
Matches articles to the individual

Reducing Risk of Falling at Home
Steps you can take to protect yourself

The following checklist can help older adults reduce the risk of falling at home:

- Remove things you can trip over (such as papers, books, clothes, and shoes) from stairs and places where you walk.
- Install handrails and lights on all staircases.
- Remove small throw rugs or use double-sided tape to keep the rugs from slipping.
- Keep items you use often in cabinets you can reach easily without using a step stool.

- Put grab bars inside and next to the tub or shower and next to your toilet.
- Use non-slip mats in the bathtub and on shower floors.
- Improve the lighting in your home. As you get older, you need brighter lights to see well. Hang lightweight curtains or shades to reduce glare.
- Wear shoes both inside and outside the house. Avoid going barefoot or wearing slippers.

More information and tips can be found at http://www.cdc.gov/Features/OlderAmericans/
Wellness Education Targeting

- CARE Assessment provides indicators for targeting
- Each article targets specific indicators

**Targeting Rules**

*Have You Had Your Flu (Influenza) Shot This Year?*

The flu is an illness that can be severe and life-threatening. Flu virus spreads when an infected person coughs, sneezes, or talks. People with the flu can spread it to others, up to six feet away! Flu can also be spread by touching surfaces that have flu germs and then touching your mouth or nose.

Who is most at risk?
The flu can be a life-threatening illness for anyone, but you are most at risk if you:
- Are age 65 or older.
- Have diabetes, heart disease, or other chronic health conditions.

**Take Action to Protect Yourself:**
- Get the flu vaccine every year.
- Get your flu shot early in the “flu season,” usually between September and March.
- Ask your family, friends, and caregivers if they have had a flu vaccination.
- Wash your hands frequently and avoid touching your mouth or nose.
- Avoid being around people who have flu symptoms.
- If you have flu symptoms, contact your health care provider right away.

Diabetes Group = Y
CV Disease Group = Y
COPD Group = Y
Age = Over 65
How Wellness Education Works

Four Major Components:

1. Data
2. Articles
3. Targeting rules for each article
4. Wellness Education System
Wellness Education System

WA “CARE” DATA

Articles
~300 English/Issue

Ultra-High Performance Decisioning System.
Targeting Rules assigned to each article.

Assigns the best articles to each client.

WE Newsletters
~40,000 per issue

Client 1

Client 2

Client 3

Client 4
Value For Participants
Survey Responses

Yes = 94%

6%
Survey Responses

Does the newsletter help you?

Yes = 75%

25%
Survey Responses

Yes = 46%

54%
## Survey Responses

### Most Common Reported Categories of Change

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<td>Exercise, Weight control</td>
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<tr>
<td>Chronic disease management</td>
<td>Education about chronic condition, Health screening</td>
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<tr>
<td>Caregiver improvement</td>
<td>Engagement with health care provider, Sleep habits</td>
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<td>Fall prevention</td>
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“I've read the articles and they helped me realize there is more I can do for my health, and I do.”

**Change Your Eating Habits**

*Small changes can add up to big results*

Making healthy food choices doesn’t have to be complicated. You don’t have to change all your eating habits at once. Instead, make just one or two changes you can stick with. Over time, you can add other healthy habits.

Get support by talking to family, friends, or your caregiver about the changes you are making. Don’t worry about failing — each day is a new chance for success!

Here is a list of small changes you can make to eat a healthier diet and control your weight:

- Keep to a regular eating schedule.
- Eat breakfast every day.
- Drink water before a meal.
- Chew slowly when you eat; pay attention to how you feel.
- As soon as you begin to feel full, stop eating and put your food away.

- Don’t eat late at night.
- When you have the option of soup, salad, or fries, choose salad.
- Ask for salad dressing “on the side” and don’t use the full portion.
- Have water or unsweetened tea with meals.
Survey Responses

“It helped me keep from falling.”

This Winter, Stop a Fall Before it Happens!

Preventing falls in slippery conditions

The icy cold months of winter bring different fall hazards. Preparation is the best way to decrease your risk of falling on ice. As you make your winter preparations think about what you can do to prevent a slip in icy or snowy conditions.

Have proper winter weather footwear
- Insulated or waterproof boots
- Shoes with a rubber sole that grips the ground
- Rubber-soled overshoes, worn over your regular shoes, can also help maintain safety while walking on snow or ice.

Think ahead to avoid walking in slippery conditions
- Have a plan for clearing ice, snow, leaves, and branches from outdoor walkways.
- Keep salt, sand, or de-icer on hand.
- For slippery walkways, try putting down roofing tiles to make a safer walking surface.

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More information and tips can be found at http://www.cdc.gov/Features/OlderAmericans/

“I have placed my rugs differently so I won’t trip and fall.”
“I certainly have started eating healthier, and my number one thing of everything is I quit smoking.”
Survey Responses

“I've become more of an advocate for my own health.”

“I'm being more careful with what I eat and seeing that I get out and stay social.”
Survey Responses

“I have made changes to my diet, exercise, and brought my A1C down.”

“I have reduced my sugar intake, and I quit drinking a pop a day.”
Survey Responses

“The information that you sent has helped me control my diabetes better.”

Is it Time for a Vision Check-Up?
Decreasing your risk of a fall

Even small changes in vision can make you less stable and more prone to falling.

Here are some tips that may help you prevent a fall:
• Get your vision checked at least once a year, or more often if you notice a change in your vision.
• Wear your eyeglasses so you can see your surroundings clearly.
• Keep your eyeglasses clean and check to see that the frames are straight.
• When you get new glasses, be extra cautious while you are getting used to them.
• If you use reading glasses or multi-focal lenses, take them off when you’re walking. They can distort your sense of distance and lead to a fall.
• Talk to your healthcare provider about options to maximize your vision.

“I actually save the newsletter because it reminded me of an appointment I needed to make for a certain test.”

Know Your Diabetes Basics
The importance of keeping track

To lower your risk of health problems caused by diabetes, talk to your health care provider about these basic tests:

A1C test
This test measures your average blood sugar level. You need to know your average blood sugar level to help prevent damage to your heart, blood vessels, kidneys, feet, and eyes.

Blood pressure
Blood pressure is the force of your blood against the wall of your blood vessels. If it gets too high, it can cause a heart attack, stroke, and damage to kidneys and eyes.

Cholesterol
There are two kinds of cholesterol in your blood: LDL (Bad) and HDL (good). Bad cholesterol can clog your blood vessels and cause a heart attack or stroke. Good cholesterol helps remove the bad cholesterol from your blood vessels.

Actions To Take

✓ Ask your health care provider what your test numbers are and what they should be.
✓ Ask what you can do to reach your goals.
✓ Write down your numbers to track your progress.
“I've adjusted my eating pattern. My health worker has used the pattern for the cooking in her own life, and when she is at my house.”
Value For Washington State
Value For Washington State

- Low cost / low staffing needs of the service
- Quick delivery of information
- Improved mailing address accuracy
Value For Washington State

- Continuous conversation on specific health and well-being issues
- Reaching people that are socially isolated
BEST OF ALL

Transforming Lives

Promoting choice, independence, and safety through innovative services.

Fostering partnerships that empower people to live the lives they want.
What Does Wellness Mean To You?

Wellness is how much you experience emotional health, physical health, positive emotions, engagement in life, positive relationships, meaning, and accomplishment.

When it comes to your wellness, small changes can have big results. What is one small change you could make for your wellness?

Here are a few ideas:

• Make a list of healthy things you already do. Congratulate yourself! These are ways you are already supporting your wellness.

• Increase one healthy thing you currently do. If you exercise one time a week, try exercising two times a week.

• At the end of each day, write down three things that went well.

• Eat one more vegetable serving a day.

• Spend some enjoyable time with a neighbor, friend, pet, or family member.

• Do an activity that you enjoy.

Each day is a new opportunity for doing something that supports your wellness. When repeated over time, small actions make a big difference. What action will you take for your wellness today?
Questions?

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