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Whole Health in Veterans Health Administration (VHA) Audiology Practice, in partnership with AVAA

Cynthia Wilson, MS OTR

Catherine Edmonds, AuD, CCC-A



Cynthia Wilson, MS, OTR

Cindi has been employed with the Veterans Health Administration (VHA) for over 19 years. She holds a Masters' degree in Occupational Therapy and has an extensive background in restaurant management. As an Occupational Therapist with the VHA, Ms. Wilson has experience providing treatment to Veterans in a wide variety of care settings, including inpatient, outpatient, mental health, home-based care, long-term care, and residential programs. In 2011 as the VHA Office of Patient Centered Care & Cultural Transformation (OPCC&CT) was being established, Ms. Wilson joined the team as one of the first Field Implementation Consultants for Whole Health System implementation. In this role, Cindi is responsible for providing support to VHA facilities in implementing Whole Health. She is a member of the National Center for Rehabilitative Auditory Research (NCRAR) workgroup integrating Whole Health concepts and material into the Progressive Tinnitus Management (PTM) clinical program. Ms. Wilson maintains Occupational Therapy credentials, is certified in VHA Coach-Mentorship, IHI Improvement Coaching, and PROSCI Change Management. Ms. Wilson works virtually out of her Port Saint Lucie, FL home.



Catherine Edmonds, AuD, CCC-A

Katie has been an audiologist at the Bay Pines VA Hospital in Bay Pines, Florida since 2008. She received her Master of Science degree from the University of South Florida and Doctor of Audiology degree from Arizona School of Health Sciences. Dr. Edmonds provides clinical services, precepts doctoral students and is the tinnitus subject matter expert for the Bay Pines VA Healthcare System which includes tinnitus presentations, publications and delivery of tinnitus care in collaboration with Whole Health. In addition to clinical work, Dr. Edmonds is a member of the VA/DoD Tinnitus Working Group including the subgroup tasked with creating the VA/DoD Clinical Practice Guideline (CPG) for Tinnitus, VA Tele-Audiology Advisory Team, and the National Center for Rehabilitative Auditory Research (NCRAR) workgroup integrating Whole Health concepts and material into the Progressive Tinnitus Management (PTM) clinical program and Talent Management System (TMS) PTM training modules. She has also completed systems redesign projects at her VA facility, earned Lean/Six Sigma Greenbelt certification in Jan 2022 and was awarded Bay Pines Hospital and the VISN8 Top Green Belt Project Awards in 2022.

Disclosures

- **Presenter Disclosure:** Financial: Cynthia Wilson is employed by the Department of Veterans Affairs. Non-financial: Cynthia Wilson has no relevant non-financial relationships to disclose. Financial: Catherine Edmonds is employed by the Department of Veterans Affairs. Non-financial: Catherine Edmonds has no relevant non-financial relationships to disclose. In lieu of an honorarium, a donation has been made to AVAA in the form of AudiologyOnline CEU memberships.
- **Content Disclosure:** This learning event does not focus exclusively on any specific product or service.
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Learning Outcomes

After this course, participants will be able to:

- Describe VHA's Whole Health approach to care and identify one way to change the conversation from "what's the matter with you?" to "what matters to you?"
- Explain how to connect Audiologic shared goals with the patient's Mission, Aspiration, and Purpose (MAP).
- Discuss how to document and track the use of a Whole Health approach using health factors in electronic medical records.

Whole Health in Clinical Care

Cynthia Wilson MS OTR

Whole Health

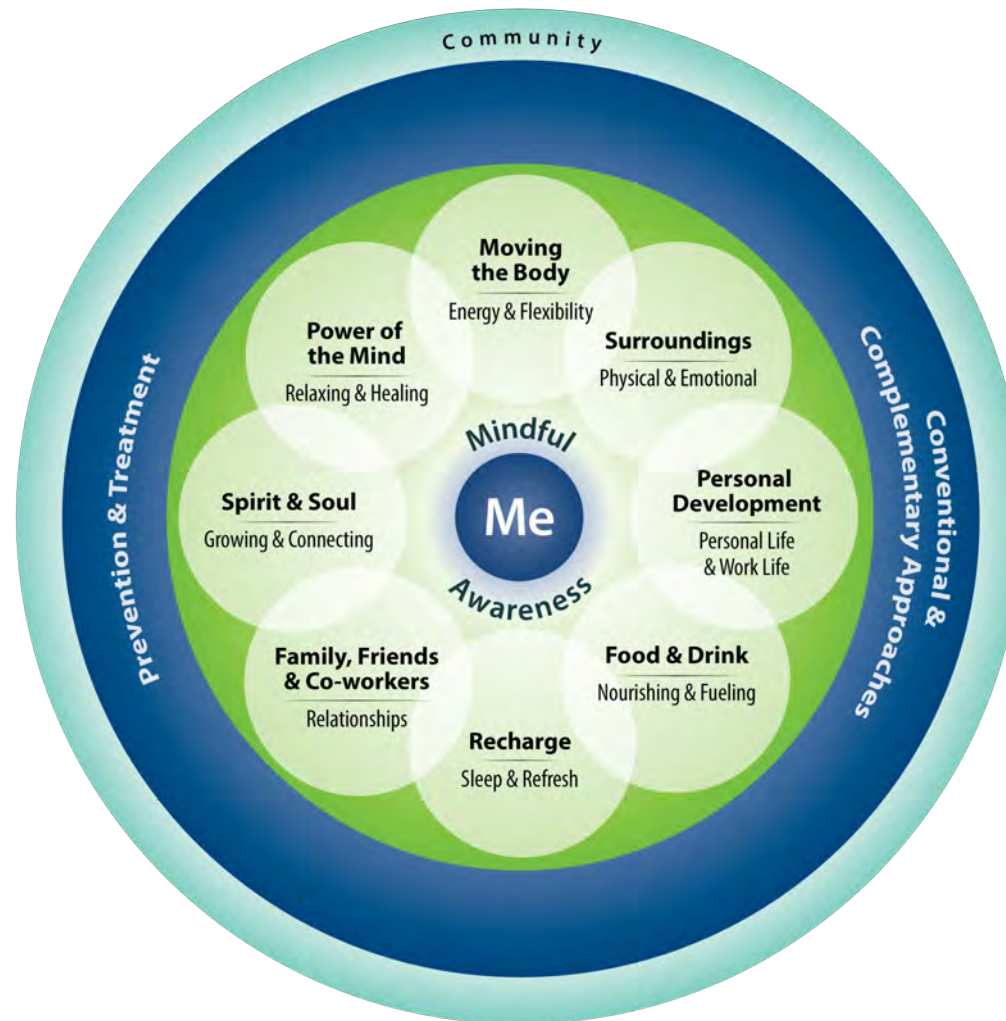
- is an approach to health care that **empowers** and **equips** people to take charge of their health and well-being and live their life to the fullest.
- Moving from “What’s the Matter with You?” to “What Matters to You?”
- Evidence-based and Patient Driven

MAP

- Mission-Aspiration-Purpose
 - What really matters to you in your life?
 - What brings you joy and happiness?
 - What do you want and need your health for?
 - What is your Mission Aspiration and Purpose (MAP) in life?

Discover What Matters

Circle of Health



Whole Health System



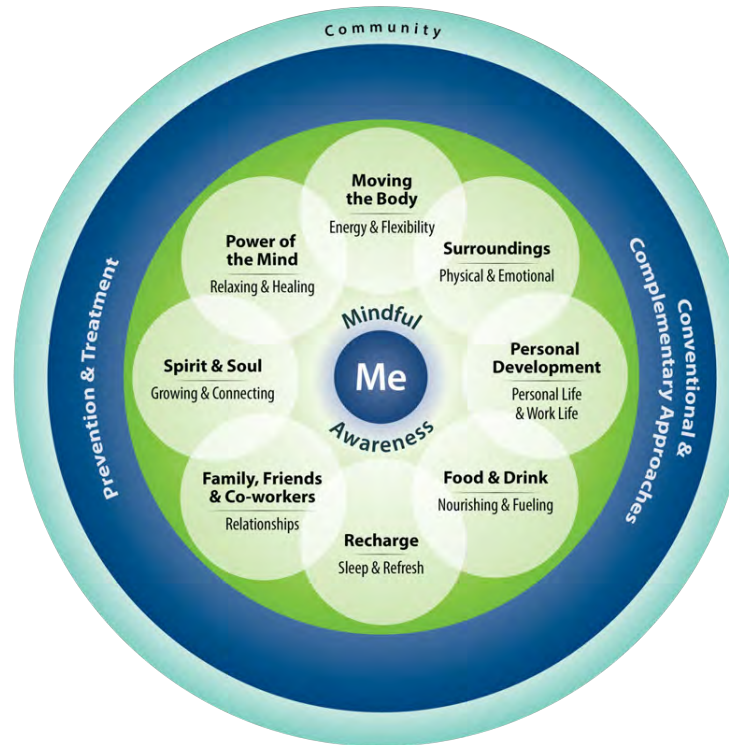
Whole Health Clinical Care

Consider and care for the **whole person**

Practice **self-care**
(Veterans and Clinical Team)

Continue providing
excellent clinical care

Equip using a broad
range of resources and
support



Practice across
teams
and over time

Use **foundational skills**

Empower through
connecting to
Mission/Aspirations/Purpose

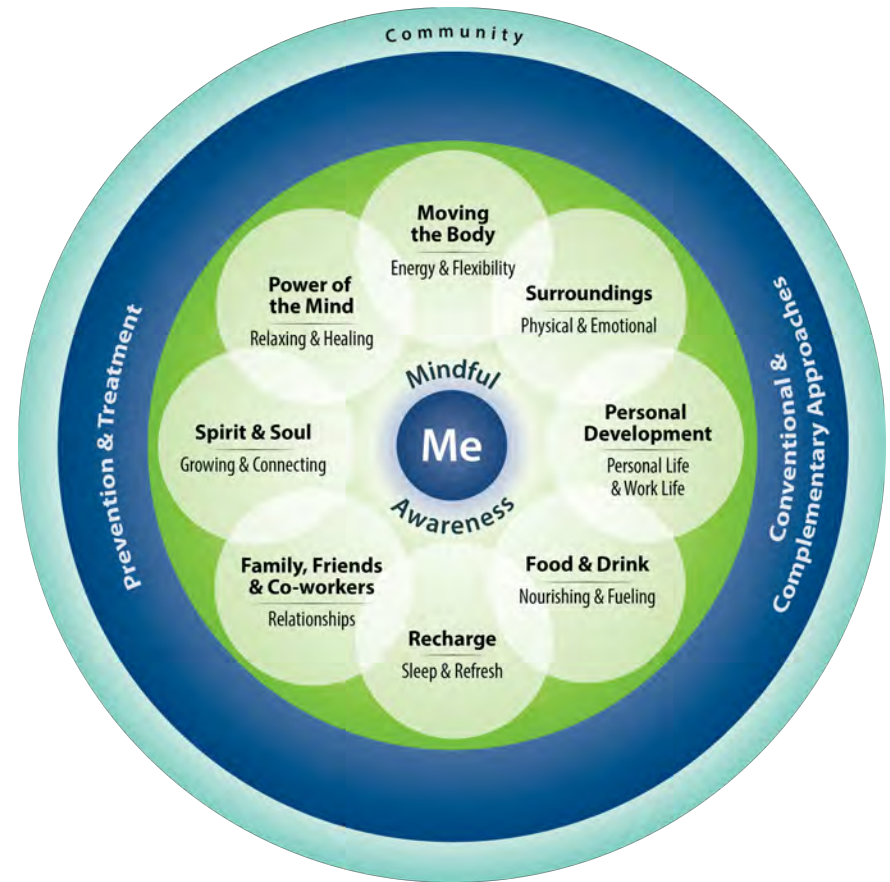
Set **shared goals** that support
Mission/Aspirations/Purpose

Mapping to the MAP: Shared Goals



The Burning Question:

- What makes a Whole Health visit a Whole Health visit??



1. Values Based Care

Mission, Aspiration, Purpose

Let values inform patient care

“What matters to you?”

NOT “What’s the matter with
you?”

2. Care that Empowers & Equips

- Goal Setting
- Skill building
- Complementary & Integrative Health (CIH)
- Resources and Support

What would your patient say?

1. My health care team **cares** about me and **understands what matters** to me.

☒ True

☐ False

2. I feel **empowered** to take a step in improving my own health and well-being.

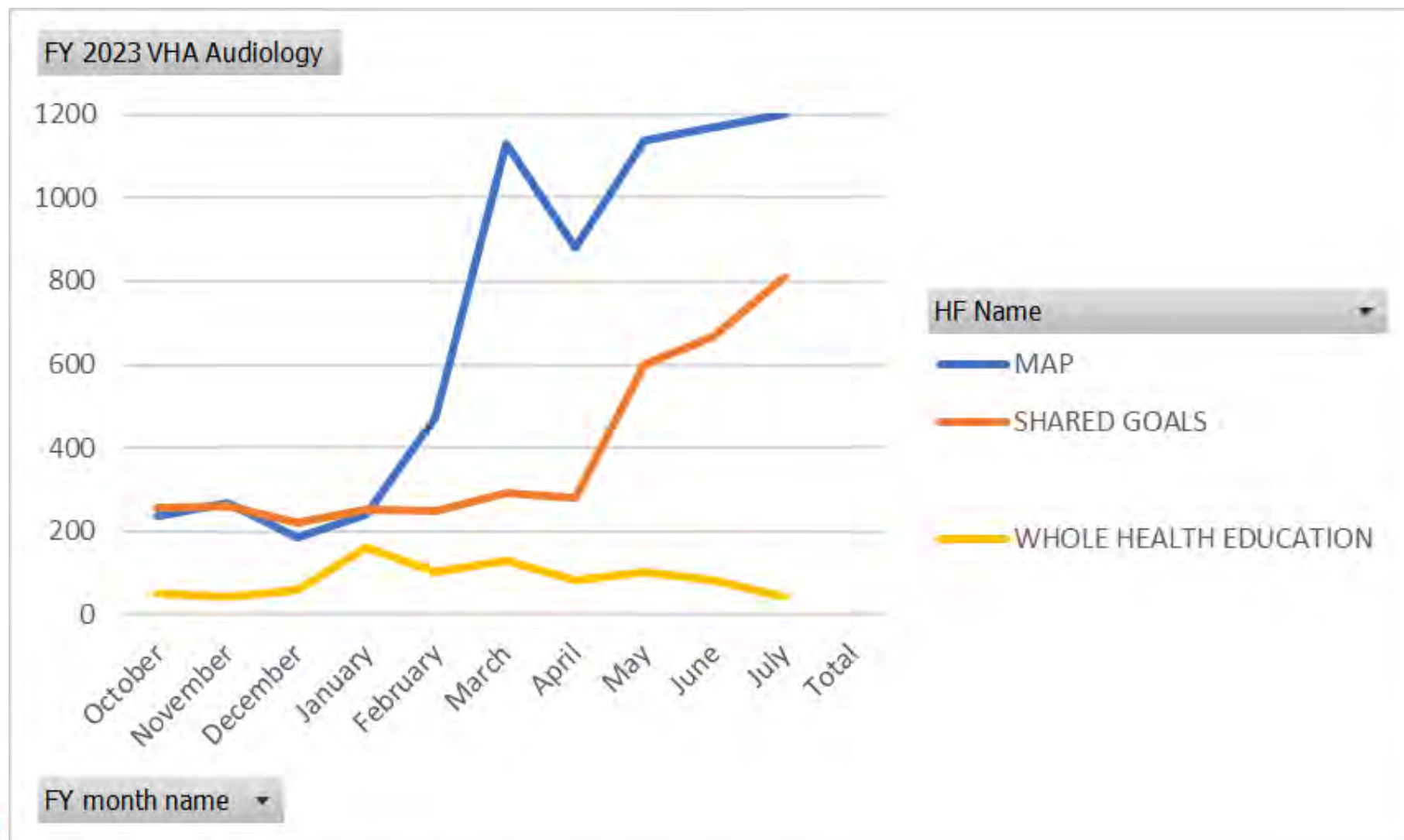
☒ True

☐ False

Document a Whole Health Approach

- **Connect with your local Whole Health Champions!**
 - Documentation
 - Local Resources
- **MAP & Shared Goals**
 - Embed a data object in an existing template
 - Apply a Health Factor to the encounter
 - Use a national Whole Health template
 - Whole Health charges or PowerForm (Cerner)
 - Use a local Whole Health template
- **Complementary & Integrative Health approaches**
 - Cpt or S-codes

Whole Health Approach VHA Audiology (Health Factors)



Whole Health in Audiology Practice

Catherine Edmonds AuD, CCC-A

Credit Where Credit is Due

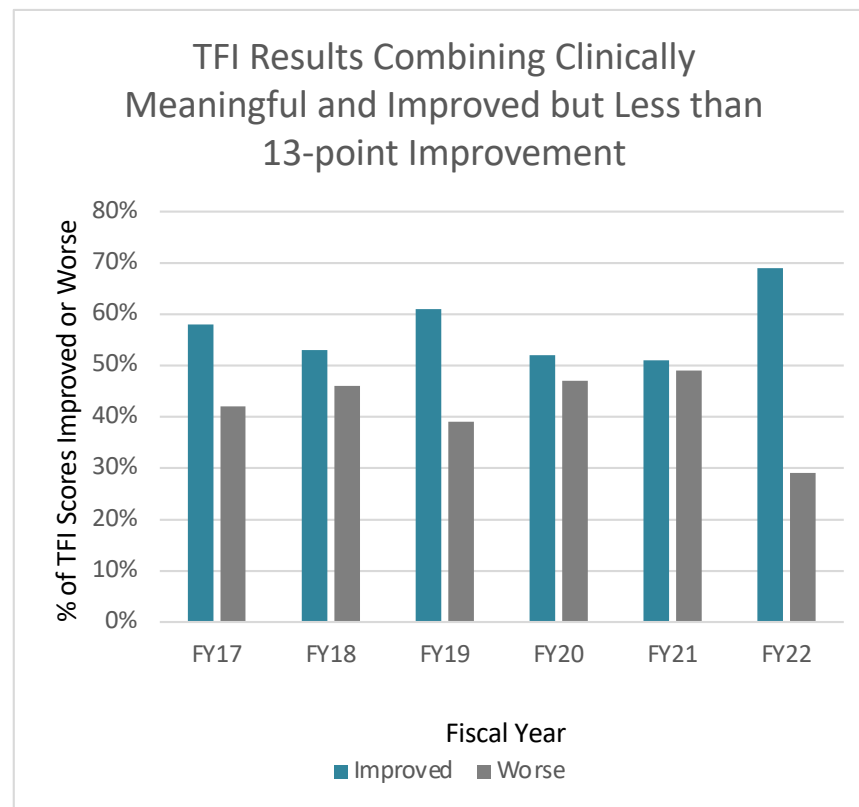
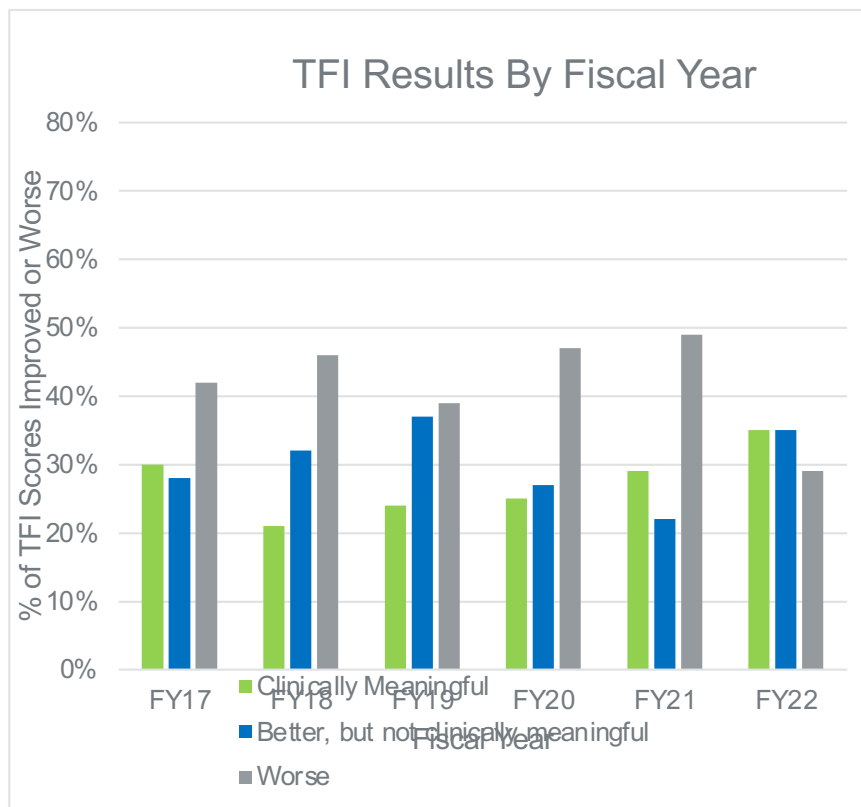
- Many audiologists already use a Whole Health approach
 - Establish shared goals
 - Sustain this standard of care
 - Expand beyond Hearing Aid goals to Tinnitus, Balance, Etc.

How to Apply Whole Health To Your Clinical Care

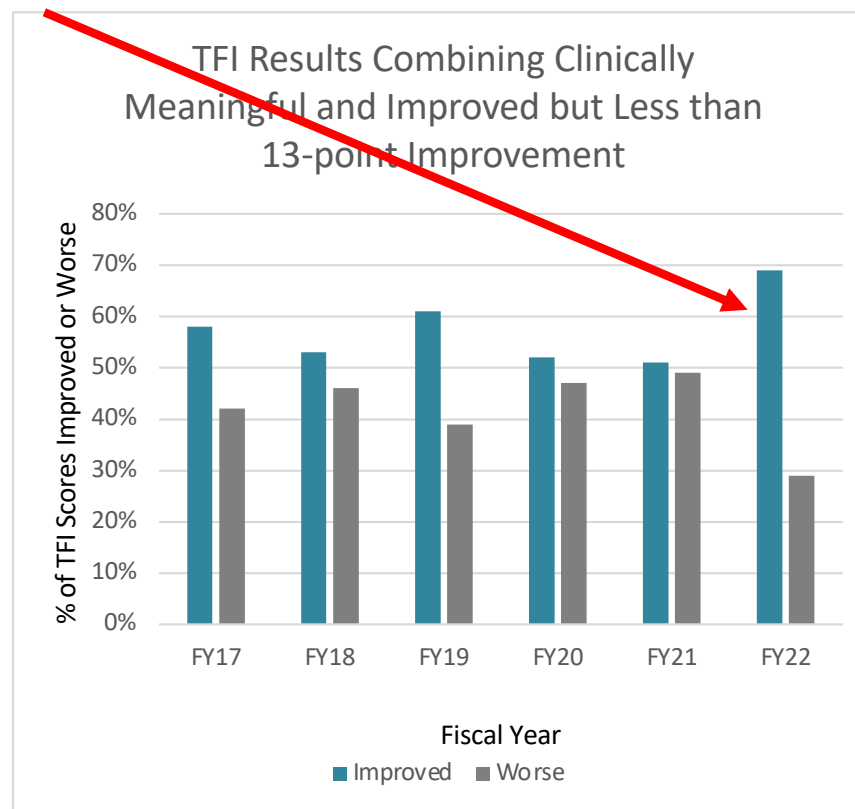
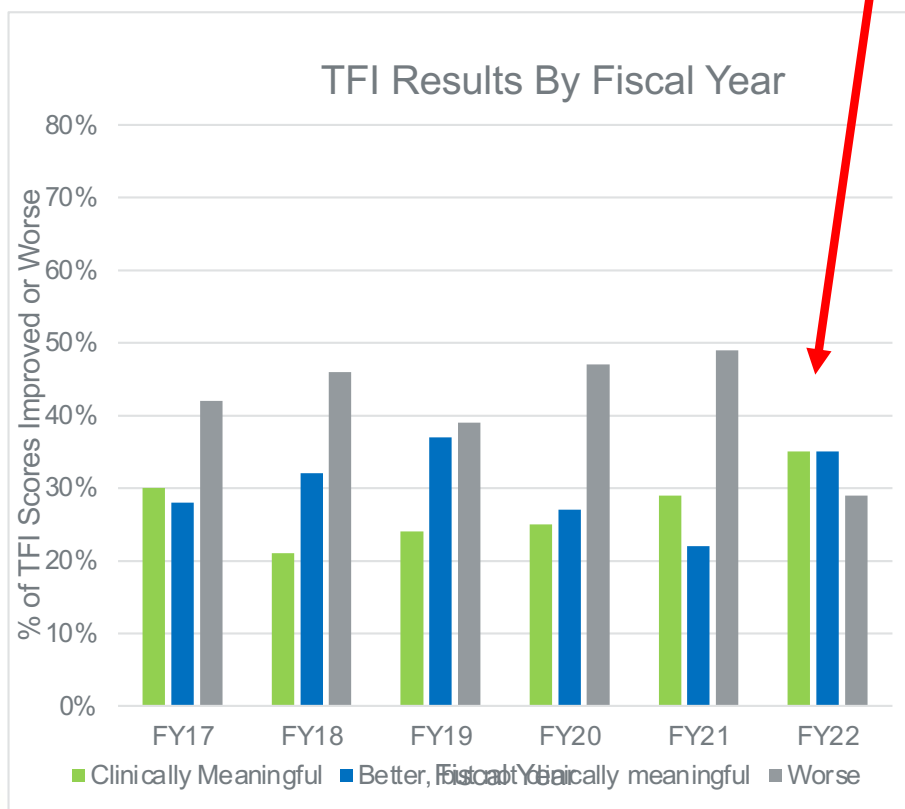
- Find out what is important
- Connect Shared Goals to Mission, Aspiration and Purpose
- Incorporate the COSI
- Encourage use of the Annie App
- Implement PTM Program
- Use a Whole Health video

Introduce Whole Health to Veterans

Outcomes- Tinnitus Functional Index (TFI)



What Changed in FY22?



What is a Shared Goal?

- It is a collaboration of patient and provider
- The patient determines what is important to them
- The provider guides the patient to set realistic goals taking into consideration the diagnosis and optimal treatment plan
- A Whole Health shared goal is aligning the clinical goals with the patient's MAP

Shared Goals Can Be SMART* Goals

- **S**pecific – what exactly is the goal; don't be vague
- **M**easurable – how you will know you met the goal
- **A**ttainable - the goal can be reached
- **R**elevant – what matters to the patient
- **T**ime-limited – set a timeframe

*Ref: Doran, 1981

Apply Motivational Interviewing Skills

- Not Forced
- Encouraging ownership of the change
- Confidence Ruler
- Importance Ruler



Take A Moment to Share...

How confident are you that you will use the sounds you wrote down before the next meeting?



What might get in the way? Try to anticipate problems so you can prevent them.

Setting Shared Goals

- Shared goals and SMART goals are not oversimplified to guarantee success
- Listen to your patient and let them set the bar high, if they choose
- Choose your words wisely when creating Attainable goals:
 - Attainable does not mean limiting your patient's willingness to try. There's a fine line between being realistic and discouraging your patient.
 - Talk about options if the goal is not reached to the patient's satisfaction

Where to start: Shared Goals

- Ask a different question
 - “Is there anything you aren’t doing because of your hearing loss/tinnitus you would like to do?”
 - Ask the Veteran what is important to them, what brings them joy?
- Create hearing/hearing aid goals using the Client Oriented Scale of Improvement (COSI)
- Current Progressive Tinnitus Management(PTM) workbook has a goal setting exercise on page 7.
- Follow-up when establishing shared goals

Example #1: Hearing Aids

- MAP: “I want to communicate better with my family”
- Examples of shared goals:
 - socialize with friends and family on the cell phone by direct streaming the audio signal to the hearing aids a minimum of **2 times a week for 6 weeks**
 - improve hearing in noise at family gatherings by utilizing the speech-in-noise program at **2 upcoming family events** (if goal is not met consider remote mic device)
 - wear hearing aids **every night when watching TV** in the family room to keep volume levels comfortable for others; if goal is not met consider the TV device

Example #2: Hearing Aids

- MAP: “I want to spend more time with my granddaughter”
 - Pick her up from school 1/week for the next month: wear hearing aids **at all times** when driving to improve situational awareness to nearby vehicles and to hear sirens when they are far away
 - Facetime or call granddaughter **2 times a week for the next 6 weeks** and directly stream the audio into the hearing aids

Example #1: Tinnitus

- MAP: “I just want to sleep better”
 - incorporate soothing sound **at least 3 times/week for 8 weeks** at night or when napping to facilitate falling and staying asleep
 - utilize stress management skills of relaxation, breathing and imagery skills **5 nights a week for 6 weeks** to facilitate falling and staying asleep
 - manage comorbidity of pain that interferes with restful sleep by requesting Chronic Pain Clinic consultation from PCP in the **next 2 weeks**

Example #2: Tinnitus

- MAP: “I would like to improve focus at work, my tinnitus distracts me”
 - use VA issued sound device to introduce ambient sound in the office for **30 minutes at least once a day for 8 weeks** (if goal not met consider activating the sound generator)
 - reduce listening effort and provide access to a sound-enriched environment by wearing hearing aids in the workplace **during work hours**

Example #1: Balance

- MAP: “I’d like to be able to get to the dining room on my own without falling”
 - Veteran will request consultation from PCP to the PMR Falls Clinic **within the next 30 days** (Audiologist will inform Veteran of Clinic and access)

Example #1: Auditory Processing Disorders

MAP: "I am attending college classes and I want to participate more in class discussions"

- Virtual classes: stream audio from the tablet to the hearing aids **during all 4 weekly virtual classes for 6 weeks**
- In-person classes: will connect with all 3 in-person instructors to discuss use of FM mic **within the next 2 weeks**
- Will utilize auto-directionality mode of table mic for all **in-person classes for the next 8 weeks**

Documenting Shared Goals in CPRS

- Speak to your facility Whole Health leadership
- Look for Whole Health templates that may already be available to you in CPRS
 - Hint: WH templates have embedded WH health factors as data objects that will automatically populate to your encounter in CPRS
- You may need to manually add the WH Health Factors to the encounter for Audio evaluations, hearing aid fitting, phone clinics, virtual care, etc.



CPRS Note-MAP and Shared Goals

All Signed Notes (Total: 640)

- New Note in Progress
- Jun 20,23 AUDIOLOGY PROGRE
- All signed notes
 - 7108 Referral Form Home Health Nur
 - Administrative Note
 - Advance Directive
 - Adverse React/Allergy
 - After Visit Summary
 - Agent Orange Registry Form Letter
 - Airborne Hazard And Open Burn Pit P
 - Allergy Nursing Note
 - Allergy Skin Test
 - Ancillary Testing
 - Annie Note
 - Bay Pines Telephone Contact
 - Beneficiary Travel (bt)
 - Blood Transfusion
 - Bp Pc Office Visit
 - Cardiology Chf Clinic Progress Note
 - Cardiology Progress Note
 - Cardiology-Cart Pre-Cath Assessmer
 - Caregiver Support Program Designe
 - Ccc: Clinical Triage

AUDIOLOGY PROGRESS NOTE

Vst: 06/20/23 CWY AUDIO PTM GP1

PERSONAL HEALTH PLAN

Areas of My Personal Health Plan addressed today.

What really matters to ZZTEST,CPRSNURSE THIRTEEN.
Mission, Aspiration, Purpose (MAP).

"At my age, my loved ones are everything to me. I want to be well so I can continue to participate in family functions."

LONG TERM GOALS

No previous goal
New goal(s):
I want to be able to socialize with my family without dread that I will be off topic or misunderstand a conversation.

STRENGTHS

My dexterity and vision are both good. I can see and handle the demo hearing aids.

CHALLENGES

I can't hear and my tinnitus prevents me from falling asleep quickly.

SHARED GOALS

This is where you document your shared goals.

Future appointments: CWY AUDIO HAE

NEXT STEPS

Download the hearing aid app onto the cell phone prior to the appointment

Health Factors:
VA-PHP MAP
VA-PHP MY GOAL
VA-PHP STRENGTHS
VA-PHP CHALLENGES
VA-PHP SHARED GOALS
VA-PHP NEXT STEPS

/ Templates

- WHOLE HEALTH
 - PERSONAL HEALTH PLAN
 - PHP-ALL SECTIONS
 - PHP-CHALLENGES
 - PHP-COMMUNITY
 - PHP-LONG TERM GOALS
 - PHP-NEXT STEPS
 - PHP-PLAN FOR SKILL BUILDING
 - PHP-PROFESSIONAL CARE
 - PHP-REFERRALS/CONSULTS
 - PHP-RESOURCES
 - PHP-STRENGTHS
 - PHP-SUPPORT TEAM
 - PHP-WHAT REALLY MATTERS

/ Reminders

Encounter

New Note

These health factors populate onto your encounter automatically when you select the corresponding part of the template if you use a national WH template.

CPRS Encounter – Health Factors

Visit Type	Diagnoses	Procedures	Vitals	Immunizations	Skin Tests	Patient Ed	Health Factors	Exams
WHOLE HEALTH								☐ VA-WHS - EXPRESSIVE ARTS ☐ VA-WHS - GUIDED IMAGERY ☐ VA-WHS - MEDITATION ☐ VA-WHS - MINDFULNESS OTHER THAN MBSR ☐ VA-WHS - RELAXATION TECHNIQUES ☐ VA-WHS - WHOLE HEALTH EDUCATION ☐ VA-PHP COMMUNITY ☐ VA-PHP FAMILY/FRIENDS ☐ VA-PHP MAP ☐ VA-PHP MINDFUL AWARENESS ☐ VA-PHP MOVING THE BODY ☐ VA-PHP MY GOAL ☐ VA-PHP PERSONAL DEVELOPMENT ☐ VA-PHP POWER/MIND ☐ VA-PHP RECHARGE ☐ VA-PHP SHARED GOALS ☐ VA-PHP SPIRIT AND SOUL ☐ VA-PHP STRENGTHS ☐ VA-PHP SURROUNDINGS

If you don't have a WH template, you can add Whole Health factors to the encounter

“MAP” and “Shared Goals” are the most used health factors in Audiology. Both relevant to tinnitus, hearing aids, implants, ALDs, APD, AR and/or balance goals.

Your local VA may have to load these options into the EHR.

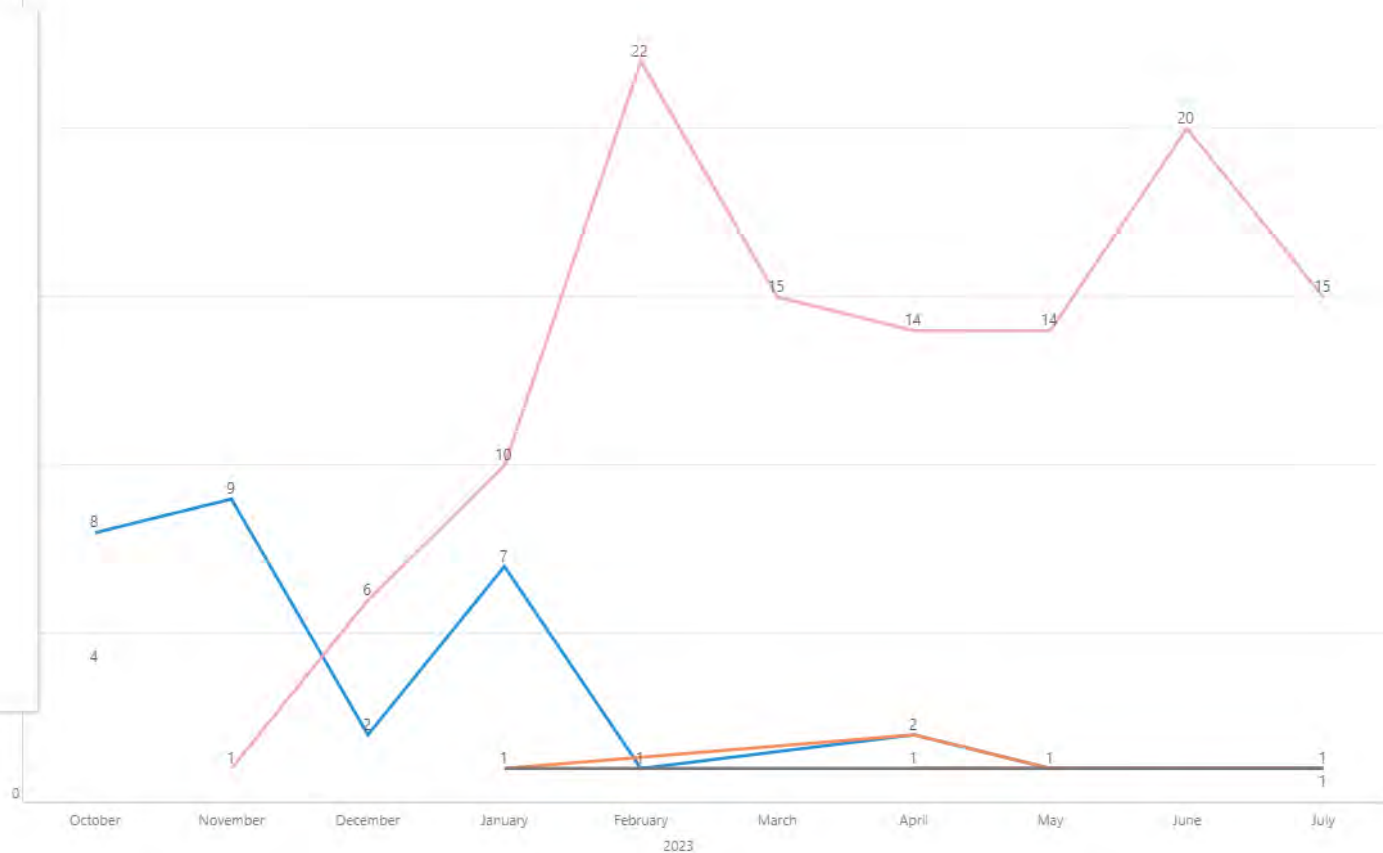


My Health Factor Story

HF_Facility Usage Line Graph

EDMONDS, CATHERINE M 25

- MY GOAL
- MAP
- TREATMENT
- HEALTH CONCERNS
- MY GOAL UPDATE
- CHALLENGES
- SHARED GOALS
- STRENGTHS
- NEXT STEPS



Resources

- Whole Health Internet: <https://www.va.gov/wholehealth/>
 - <https://www.va.gov/WHOLEHEALTHLIBRARY/docs/How-to-Set-a-SMART-Goal.pdf>
- How to Manage Your Tinnitus: A Step-by-Step Workbook: <https://www.ncrar.research.va.gov/Documents/HowToManageYourTinnitus-abbrev-web.pdf>
- Internal to VHA
 - Whole Health Directory: <https://dvagov.sharepoint.com/sites/VHAOPCC/SitePages/Points-of-Contact.aspx>
 - Whole Health Hub: <https://dvagov.sharepoint.com/sites/VHAOPCC/sitepages/index.aspx>
 - OARS Motivational Interviewing Pocket Card: [ncp-hl-pocketcard-oars-final-v2.pdf \(va.gov\)](#)
 - TMS: Introduction to Motivational Interviewing NFED 4628371

One Small Change

Thank you for listening!

QUESTIONS?

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Video Links

- Whole Health Approach to Clinical Care:
<https://youtu.be/wrvHS8oMSWM>
- The Power of You (13 minutes): [EES VOD 508 Compliant \(brightcove.com\)](https://www.brightcove.com/ondemand/vod/508-compliant)
- Whole Health: What Matters to You?:
<https://www.youtube.com/watch?v=fgNzmQBGeHU>

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- SMARTA goals:
<https://www.health.gov.au/sites/default/files/documents/2021/01/principles-for-goal-setting.pdf>