



WISEWOMAN Program Health Partnership Lifestyle Counseling Protocols

Risk Reduction Counseling

Each participant, regardless of her risk factors will receive risk reduction counseling at the time of screening using the WISEWOMAN *My Health Information* pamphlet, geared to low or marginal literacy readers. The pamphlet defines and identifies the participant's BMI, blood pressure, total cholesterol, HDL cholesterol, glucose and pulse.

During the risk reduction counseling, the lifestyle counselor will:

- Assess the participant's current risk factors by reviewing the My Health Information pamphlet with the participant.
- Advise the participant about the meaning of her risk factors and the importance of taking small steps toward better health.
- Agree with the participant on a small step the participant is interested in taking.
- Assist the participant with that small step by providing her with tips and tools.
- Arrange for a referral to the Michigan State University Extension Supplemental Nutrition Assistance Program – Education (SNAP-Ed) and other community resources that will help the participant make small steps toward better health.

Intervention Levels

The lifestyle counselor will determine the participant's readiness to make lifestyle changes based on the Lifestyle Assessment form and the lifestyle counselor's application of Stages of Change theory. This assessment will determine the level of intervention for the participant.

Level 3 Intervention – for participants who are ready to make changes:

- The lifestyle counselor will help the participant develop a goal/small step using the Healthy Lifestyle Goals form. (See Healthy Lifestyle Goal Development below)
- The lifestyle counselor will conduct at least two and up to five additional lifestyle-counseling contacts following healthy lifestyle goal development. The purpose of these contacts is to provide support and assistance related to her lifestyle behavior change goal.
- Agency staff will implement a tracking system to ensure Level 3 program participants develop a Healthy Lifestyle Goal and receive **at least two** lifestyle-counseling contacts (following the initial visit to develop the healthy lifestyle goal).

Level 2 Intervention – for participants who are not ready to make changes but have at least two risk factors:

- The participant MAY use the Healthy Lifestyle Goals form to record her small step toward better health.
- The participant will receive health education information related to her risk factors and information about community resources that can assist her with her small step toward better health.

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- The lifestyle counselor will contact the participant two to four weeks after her initial baseline screening visit to provide encouragement and support as the participant works on her small step toward better health.
 - If the participant indicates a readiness to change, the lifestyle counselor will set up another face-to-face visit to develop healthy lifestyle goals and follow the protocol for Level 3 Intervention.
 - If the participant does not indicate a readiness to change, no further follow-up will be required.

Level 1 Intervention – for participants who are not ready to make changes and have less than two risk factors:

- The participant MAY use the Healthy Lifestyle Goals form to record her small step toward better health.
- The participant will receive health education information related to her risk factors and information about community resources that can assist her with her small step toward better health.

Healthy Lifestyle Goals Development

Level 3 program participants will devote one lifestyle counseling contact to developing a goal using the Healthy Lifestyle Goals form.

- The lifestyle counselor will spend at least 30 minutes face-to-face with the participant, to complete the Healthy Lifestyle Goals Form.
- The counselor should use information from the Health Risk Questions and Health History forms to help the participant develop an appropriate lifestyle behavior goal. The first priority should be on developing a goal the participant is interested in achieving.
- The lifestyle counselor must document information related to each lifestyle counseling contact in order to ensure appropriate authorization for payment and timely payment by the Third Party Administrator. The Healthy Lifestyle Goals form itself is the documentation of this lifestyle counseling contact.
- The lifestyle counselor will provide educational materials and referrals to appropriate community resources related to her lifestyle behavior goal (i.e., nutrition, physical activity and smoking cessation).
- The WISEWOMAN Program Organization will be responsible for entering data from the Healthy Lifestyle Goals Form into the WISEWOMAN Module of the Michigan Breast and Cervical Cancer Information System (MBCIS).

Lifestyle Counseling Contacts

- Lifestyle counseling contacts can range from 15 minutes to one hour. Contacts can be face-to-face or telephone. Face-to-face contacts can be individual or in a group setting. Individual contacts are reimbursable at 15, 30, 45 and 60 minutes and group contacts are reimbursable at 30 and 60 minutes.
- During the contact, the lifestyle counselor will:
 - Complete a Lifestyle Counseling Contact Form for each contact.
 - Provide assistance, as appropriate, to help the participant overcome barriers to successfully reaching her goal.

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- Provide additional educational materials and referrals to appropriate community resources related to her lifestyle behavior goal (i.e., nutrition, physical activity and smoking cessation).
- Help the participant develop a new goal as she reaches and feels comfortable with previous goal.
- A promotional contact, such as calling a participant to tell her about Market Fresh coupons, can only be counted as a contact if the above criteria are met.
- The WISEWOMAN Program Organization will be responsible for entering data from the Lifestyle Counseling Contact Form into the WISEWOMAN Module of MBCIS.
- Level 3 program participants will receive at least two and up to five lifestyle counseling contacts throughout the year (either face-to-face, in a group, or by telephone) to provide support and assistance related to lifestyle behavior change goals on their Healthy Lifestyle Goals form. These 2-5 contacts are in addition to the time spent developing the Healthy Lifestyle Goals form.
 - The first contact should take place two to four weeks after her initial baseline screening visit.
 - The next contact should take place two to four weeks after the first contact.
- Level 2 program participants may receive one lifestyle counseling contact at the time of screening.
 - This contact would be separate and in addition to the Risk Reduction Counseling.
 - This contact would be listed in the WISEWOMAN module of MBCIS as “Initial Contact” under Type of Contact.
- Level 2 program participants will receive one lifestyle counseling contact two to four weeks after her baseline screening visit.
 - This contact can take place face-to-face or by phone.
 - The lifestyle counselor will provide encouragement and support toward making a small step toward healthy behavior changes.
 - If, at this point, the participant expresses a readiness to change she may be moved into Level 3 Intervention in order to receive an additional one to four follow-up contacts (same protocol as participants who express a willingness to change at the initial screening visit).
- Level 1 program participants may receive one lifestyle counseling contact at the time of screening.
 - This contact would be separate and in addition to the Risk Reduction Counseling.
 - This contact would be listed in the WISEWOMAN module of MBCIS as “Initial Contact” under Type of Contact.
- Level 1 program participants will receive no follow-up contact.

Michigan Diabetes Prevention Course

The Michigan Diabetes Prevention Course is a five session curriculum adapted from the Diabetes Prevention Program funded by the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK) at the National Institutes of Health (NIH) (<http://diabetes.niddk.nih.gov/dm/pubs/preventionprogram/>).

The Michigan Diabetes Prevention Course is an optional lifestyle intervention which may be offered to Level 3 WISEWOMAN participants with at least one risk factor for diabetes. Each of

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the five sessions will be reimbursed as a Lifestyle Counseling Contact. If a WISEWOMAN participant chooses to participate in the Course, she will receive **two contacts in addition** to her lifestyle goals development and her Course attendance.

Each WISEWOMAN Organization has the option of implementing the Michigan Diabetes Prevention Course in-house or contracting with a community partner (such as the YMCA or a Diabetes Self-Management Training Program) to implement the Course. If contracting with a community partner, it will be the responsibility of the WISEWOMAN Organization to obtain attendance information from the community partner, to enter the data into the WISEWOMAN Module of MBCIS, to bill for the services, and to reimburse the community partner according to the contract with that community partner.

Rescreening

- Upon completion of the participant's 12-18 month rescreening, the lifestyle counselor will:
 - Evaluate the participant's progress over the year using a Rescreen Evaluation Tool.
 - Offer further risk reduction counseling and community referrals that will help sustain the benefits the participant has received from the WISEWOMAN program.
 - Praise the participant for the reduction of modifiable risk factors.
 - Provide encouragement to continue working to reduce any remaining modifiable risk factors.
 - Determine the participant's intervention level. The participant should be placed into Intervention Level 1, 2, or 3 depending on her motivation to make (or continue making) lifestyle changes and her risk factors.

Community Programs to Support Behavior Change

- All WISEWOMAN participants should have the opportunity to participate in programs to support identified goals (e.g., smoking cessation, nutrition and physical activity). Some examples include cooking classes, community gardens, gardening classes, and walking clubs.
- At a minimum, organizations will refer participants to the Michigan State University Extension's Family Nutrition Program for free nutrition education and cooking classes.
- Agencies may also choose to develop programming for WISEWOMAN participants and other community members. Agencies may be reimbursed for participation by WISEWOMAN participants in a group contact setting within the limits described above and in the Billing and Reimbursement Protocols.
- In the absence of local agency programming, WISEWOMAN participants should be referred to appropriate free/low cost community programs to support identified goals. These referrals are not covered by WISEWOMAN funds.

Rewards

- Rewards (either those provided by MDCH or those obtained by the agency) may be used to motivate program participants to make healthy lifestyle changes and assist with successful goal attainment. Agencies can determine how to use the rewards to best meet the needs of program participants.

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Tracking and Quality Improvement

- Local WISEWOMAN program staff will develop and maintain a tracking system to ensure each program participant receives the appropriate number of lifestyle counseling contacts according to her intervention level.
- MDCH will provide agencies with a Participant Contact Information report at the beginning of each month listing all active participants and the number of lifestyle counseling contacts they have received. This report should be used in conjunction with the agency's tracking system.
- Lifestyle Counselors will participate in the WISEWOMAN Quality Improvement Process to ensure each WISEWOMAN participant receives the appropriate number of contacts as determined by her intervention level. This includes:
 - Reviewing quality improvement reports at least monthly.
 - Participating in quarterly quality improvement conference calls with the MDCH Intervention Specialist.

Training and Professional Development

- It is expected that all local WISEWOMAN program lifestyle counselors will be trained by WISEWOMAN staff at MDCH. Training will consist of two parts:
 - Initial Training
 - An overview of the WISEWOMAN program
 - Chronic disease risk factor screening
 - Concepts of Motivational Interviewing
 - Elements of the Health Partnership Intervention
 - The Initial Training is offered monthly. The schedule is available at: <http://bit.ly/wwtraining>
 - Follow-up Training for lifestyle counselors
 - Takes place 4 – 6 weeks after the Initial Training
 - Focuses on skills needed to conduct effective lifestyle counseling
- WISEWOMAN program lifestyle counselors must be trained in Motivational Interviewing. MDCH will make Motivational Interviewing Training available at least once per year.
- It is expected that local WISEWOMAN program lifestyle counselors will take part in training and professional development provided by MDCH. These include:
 - WISEWOMAN Annual Meeting
 - Conference calls, such as quarterly calls to discuss tough cases
 - Special trainings provided by MDCH
- It is expected that local WISEWOMAN program lifestyle counselors will take part in other training and professional development opportunities throughout the year. Lifestyle counselors should keep track of the training and professional development they take part in and report them to MDCH at the end of each fiscal year.
- Local agency WISEWOMAN program lifestyle counselors will maintain regular communication with the MDCH Intervention Specialist. This will allow the Intervention Specialist to provide the lifestyle counselors with new information related to lifestyle counseling and to assess the changing needs of the lifestyle counselors.