

# TAHOE FOREST HEALTH SYSTEM



**wellnessneighborhood**

*A Service of Tahoe Forest Health System*

## Wellness Neighborhood & Community Health

### **2019 Annual Report**

*Collaboration*

*Integration*

*Coordination*

## Rethink Healthy!

The Wellness Neighborhood and Community Health departments strive to educate, inspire, and empower the Truckee/Tahoe community to improve their health through prevention, informed self-care, chronic disease management, and lasting lifestyle change.

# Community HEALTH & WELLNESS



### *Tahoe Forest Health System Mission:*

We exist to make a difference in the health of our communities through excellence and compassion in all we do.

*Vision:* To serve our region by striving to be the best mountain health system in the nation.

### *Wellness Neighborhood Mission:*

To support and inspire our patients and community members to achieve their best health through coordination/navigation of services and collaborative community-based care and education.

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*The initiatives and outcomes presented in this document are intended to highlight programming for population health management. This is not an exhaustive list of all Community Health and Wellness Neighborhood programs.*

### About the Wellness Neighborhood:

Consistent with our mission, core values and vision, Tahoe Forest Health System is committed to the health needs of the communities we serve. Every three years we conduct a Community Health Needs Assessment (CHNA) to understand our broad health care needs and to prioritize identified issues and develop strategies to address these needs. The Wellness Neighborhood was established in 2012 to provide community health programming to meet the health priorities identified in the 2011 Community Health Needs Assessment (CHNA).

Following each needs assessment, a Community Health Improvement Plan (CHIP) is developed to build upon current programs and services and introduce new areas for interventions. The 2017 CHNA shows the most significant health risks in the Tahoe Forest Health System medical service area, in terms of both the number of people affected and the amount of death and disability each creates, relate to substance use, mental health and overweight/obesity, including behaviors such as diet and exercise. On par with these findings, health conditions including high cholesterol, high blood pressure, and poor heart health are impacting more people than in previous surveys.

**The 2017 and previous CHNAs support interventions to address the following focus areas:**

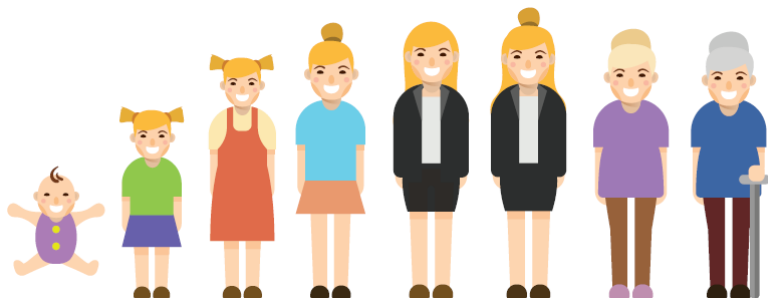
- **Mental/Behavioral health**
- **Substance Misuse**
- **Chronic Disease**
- **Prevention and Wellness**



## Health through a Population-Focused Lens

***“Population health is the collective well-being and functional ability of an identified group of people to experience their full capabilities.” (National Quality Forum)***

Population health not only focuses on disease and illness, but also on health, well-being, and prevention activities, and on the disparities in these outcomes within and between groups. Population health management relies on measuring these outcomes and risks and targeting interventions to groups with modifiable risks.



The Wellness Neighborhood implements and supports programming to address health needs across the lifespan and risk levels. This strategy includes both patient-centered care management for high risk populations and community health improvement to support wellness, prevention, and self-management.



TFHS is a recipient of PRIME funding, a state and federal demonstration project to transform primary care by implementing best practice workflows and universal screenings [for targeted populations]. PRIME Million Hearts and Chronic Pain initiatives complement Wellness Neighborhood strategic priorities for

chronic disease and substance misuse, and staff work closely to achieve the goals of each department.

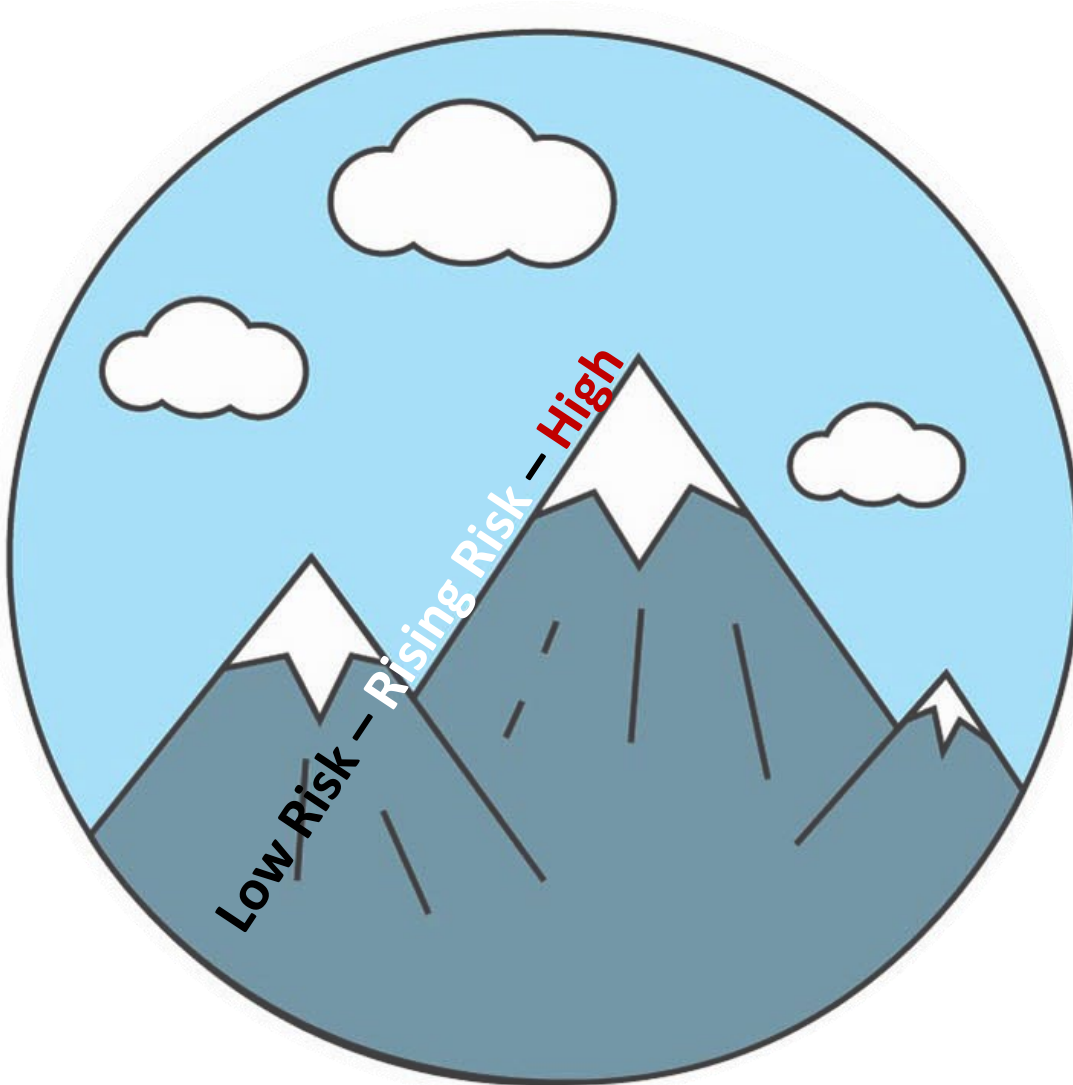


### **Healthy People 2020 overarching goals:**

- Attain high quality, longer lives free of preventable disease, disability, injury, and premature death;
- Achieve health equity, eliminating disparities, and improving the health of all groups;
- Create social and physical environments that promote good health for all;
- Promote quality of life, healthy development, and healthy behaviors across all life stages

## **Risk Stratification across the Population**

Risk stratification enables providers and community health educators to identify the right level of care and services for distinct subgroups of patients and community members. The Wellness Neighborhood and Community Health target the majority of our programming and interventions to low risk and rising risk populations. We focus on broad community-facing interventions to support healthy habits and behaviors, low or no cost services, and interventions and outreach targeted to disparate populations.



**A small percentage of high risk individuals are responsible for 45-50% of health care costs.**

<b><u>Population Risk Level</u></b>	<b><u>Health Care Cost Impact</u></b>	<b><u>Targeted Intervention</u></b>
High Risk (5%)	45-50%	Care Management
Rising Risk (35-40%)	30-40%	Early Identification and Interventions
Low Risk (50-60%)	10-20%	Wellness and Prevention



# Chronic Disease

Chronic Disease is defined as a human health condition or disease that is persistent or otherwise long-lasting in its effects or a disease that comes with time. The term chronic is often applied when the course of the disease lasts for more than three months. **Chronic Diseases account for 7 out of 10 deaths and affect the quality of life for over 90 million Americans.** The top 5% of Medicare beneficiaries have 2 or more chronic diseases such as diabetes, arthritis, and cardiac diseases.

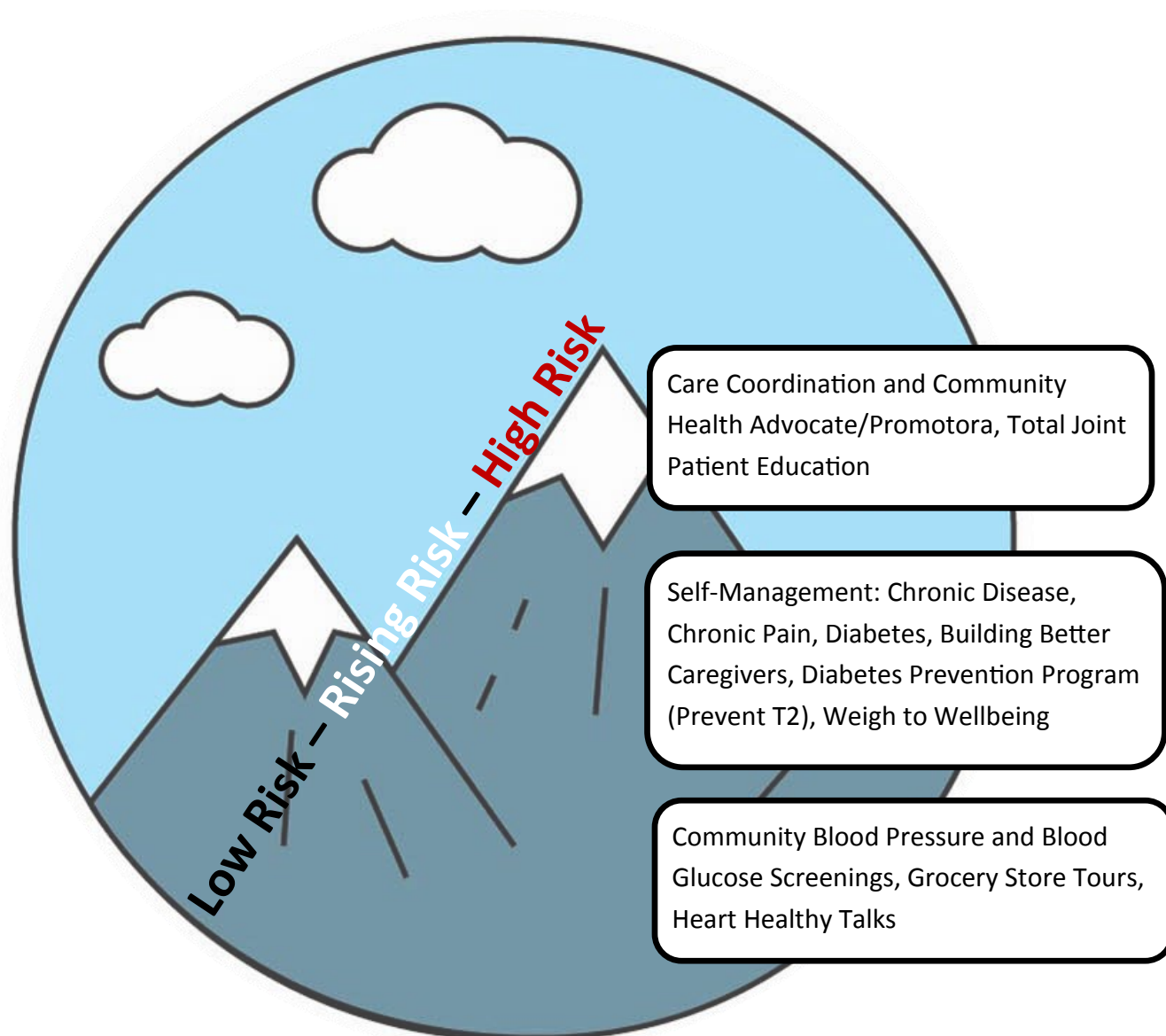
Research shows that people who live with chronic disease can experience improved quality of life and longevity as well as reduced medical costs through the implementation of programs that provide education and support in adopting a healthy lifestyle to include well balanced nutrition, physical activity, regular health checkups, stress management, and psychosocial support.

**Goal:** Cultivate an environment that supports those with chronic disease in living their life to the fullest.

## **Broad Objectives:**

Improve general health of those with chronic conditions

Increase participation in Chronic Care Management



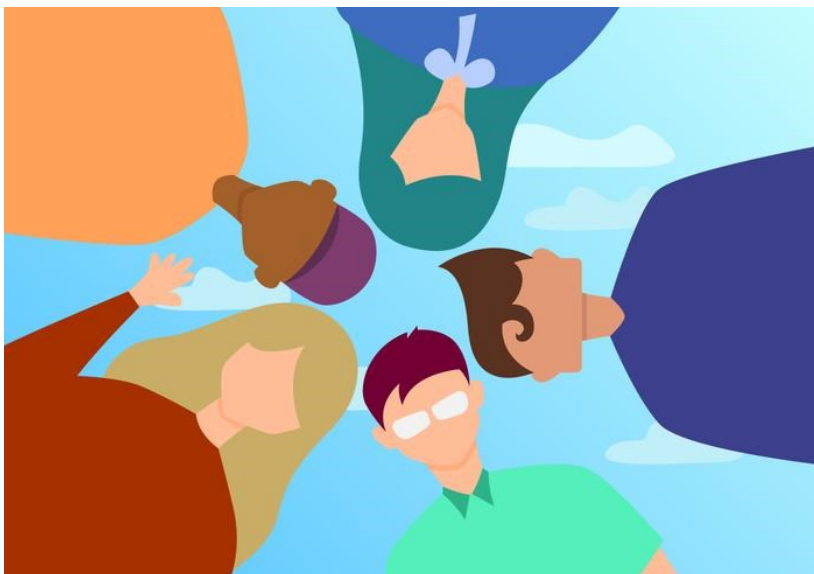
## Spotlight: Community Health Advocates/Promotoras

The Wellness Neighborhood offers the support of bilingual, bicultural Community Health Advocates/Promotoras to help our Latino patients receive culturally and language appropriate health services. Promotoras aid individuals with complex medical and psychosocial conditions navigate the healthcare system and improve access to community and wellness resources.

Promotoras are members of the local community and share many social, cultural, and economic characteristics with a target population. They act as a bridge between the diverse populations they serve and the health care system to reduce ethnic disparities and improve health equity. The close follow up that Promotoras provide to patients allows for updates to the provider between appointments and optimizes care.

TFHS Promotoras work closely with the Chronic Care Management and Care Coordination teams. They work under the supervision of our Registered Nurses and Social Workers to support some of our most vulnerable patients in accessing services, implementing their care plans, and serving as the patient's advocate at medical appointments, and other interactions with the health system. Promotoras help patients take an active role in their health care.

TFHS Promotoras work closely with Promotoras from the Family Resource Centers to offer Self-Management Programs to Spanish-speaking community members. Self-Management classes address chronic disease, diabetes, chronic pain as well as a new class for caregivers. Participants who complete a self-management series report greater confidence in managing their health conditions and this is reflected in improved outcomes. For example, **89% of the participants in the Diabetes Self-Management Program in FY2019 maintained a hemoglobin A1C level of < 7 or reduced their A1C level.**



**184 community members completed a self-management education series.**

Topic	English	Spanish
Caregivers	10	—
Chronic Disease	29	19
Chronic Pain	30	7
Diabetes	33	29
Leader Training	6	21

# Spotlight: Diabetes Prevention Program

Tahoe Forest Health System is in its third year of offering the CDC-recognized National Diabetes Prevention Program (also called Prevent T2). This is the first prevention program that is reimbursed by the Centers for Medicare and Medicaid (CMS). **The program has reached 23 local participants and achieved an 81% graduation rate** from this year-long program. The program is designed to instill lifelong behavior change and, to achieve this, requires a one year participant commitment. While retention is key to program and individual success, it also poses a significant barrier. This year we attained “Preliminary Status” based on demonstrated strong participation and high retention rates and we are now eligible to bill Medicare for our services.

## Program Background

- One in three American adults has prediabetes (higher-than-normal blood sugar levels)
- Without lifestyle changes, 15-30% of those with prediabetes will develop Type 2 Diabetes within 3 to 5 years.
- 90% of people with prediabetes are unaware that their blood sugar levels are high
- Participants who complete the Prevent T2 can cut their risk for developing Type 2 Diabetes by 58% (71% for participants over 60 years old).

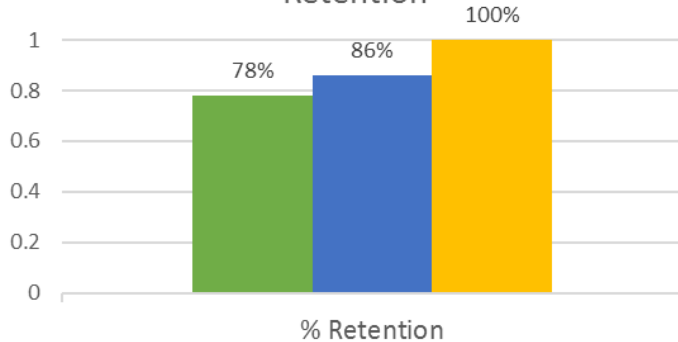
## Introducing PREVENT T2

A unique program for people who do not have diabetes but may be at risk.

Prevent T2 offers a proven approach to preventing or delaying the onset of type 2 diabetes through modest lifestyle changes made with the support of a coach and program peers.

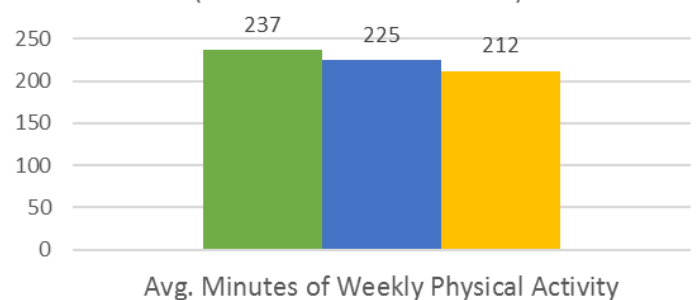


### Retention



- Cohort A (Apr 2017 - Mar 2018)
- Cohort B (Apr 2018 - Mar 2019)
- Cohort C (Apr 2019 - ends in Mar 2020)

### Prevent T2 Cohort Outcomes (\*Cohort C will end in 2020)



- Cohort A (Apr 2017 - Mar 2018)
- Cohort B (Apr 2018 - Mar 2019)
- Cohort C (Apr 2019 - ends in Mar 2020)

### Prevent T2 Goals:

- 1. At least 5% weight loss from starting weight**
- 2. Physical activity for at least 150 minutes per week for the duration of the program**

Moving forward we are planning to offer Prevent T2 in Spanish, add class times to increase accessibility to eligible participants, and a newly-formed Diabetes Task Force will be working to amplify awareness and outreach.

Chronic Disease:  
548 Community  
Members Reached  
68 Targeted Events



# Substance Misuse

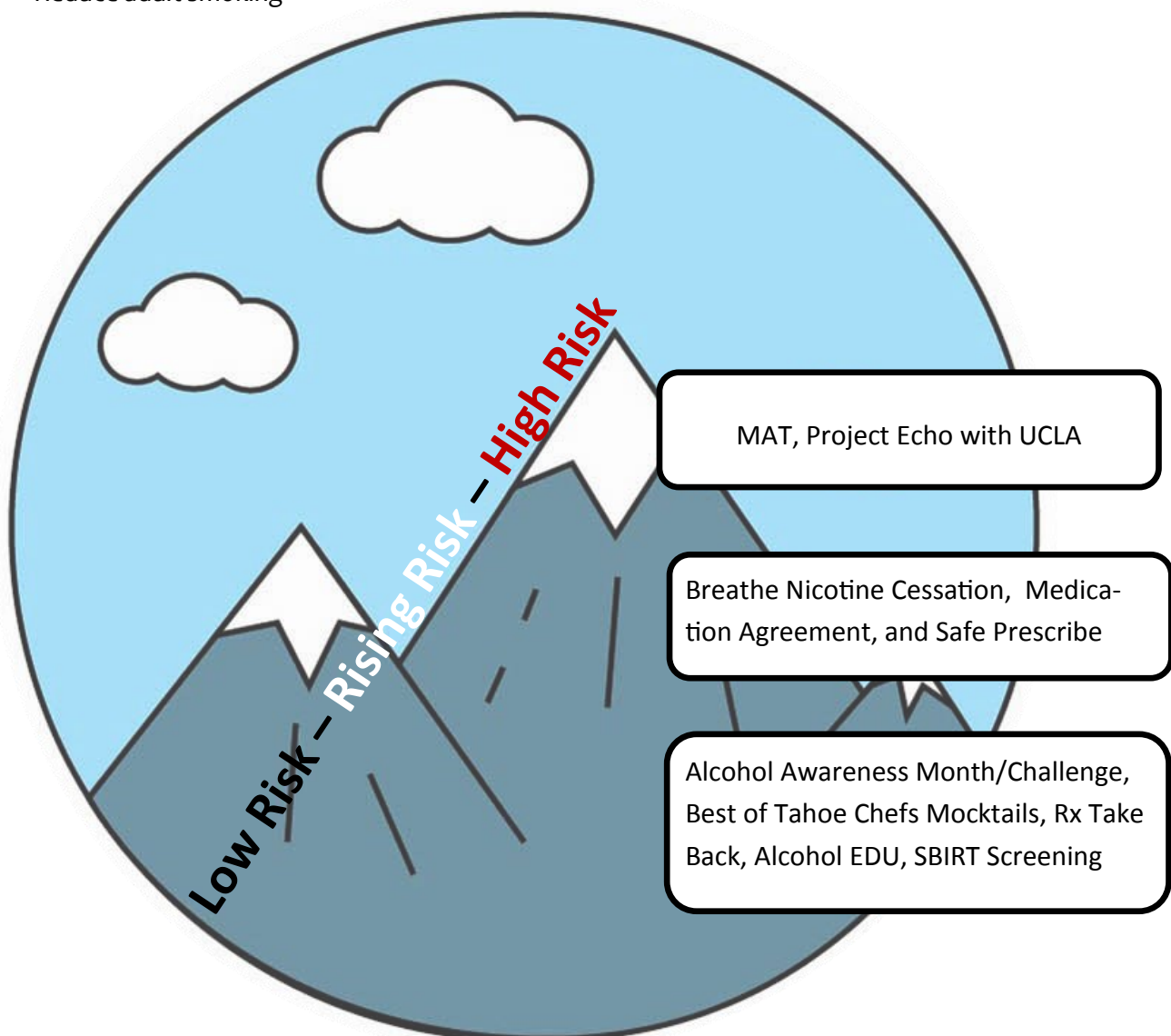
The definition of substance misuse has evolved in a short time. Policy changes have led to the legalization of marijuana, and the over use of legal prescription drugs has led to a national public health crisis. At the local level, the recreation and tourism nature of our community has resulted in a lenient interpretation of substance misuse, especially in terms of alcohol.

As a health care system, medical providers must navigate the complexity of alleviating pain and managing symptoms while being cognizant of the implications and risks of addiction. Ensuring responsible use of substances is multifaceted and complicated.

**Goal:** Cultivate an environment that protects community members from the harmful effects of substance use disorders.

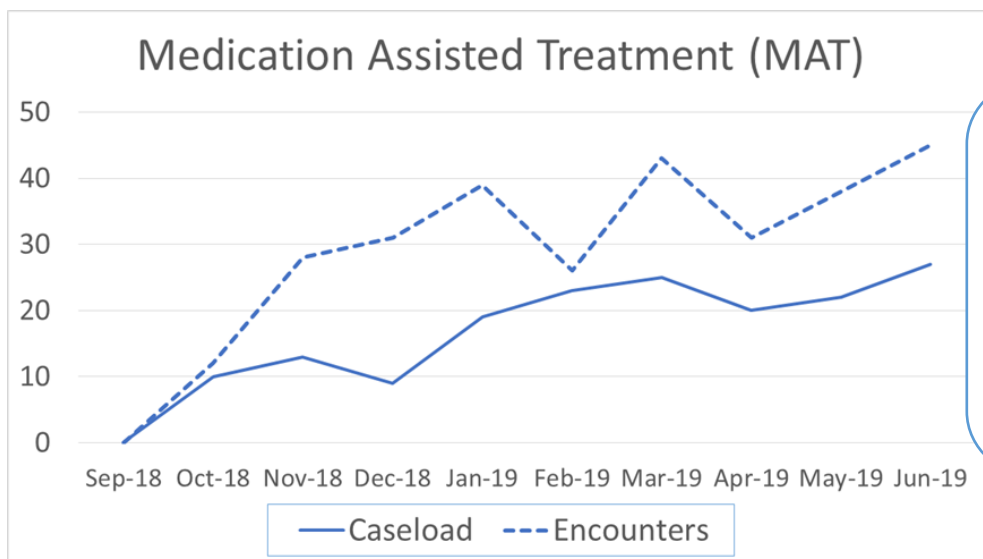
**Broad Objectives:**

- Reduce binge drinking in adults
- Reduce substance use disorders in adults
- Reduce youth substance use
- Reduce adult smoking



# Spotlight: Medication Assisted Treatment

Medication-Assisted Treatment (MAT) is one way to help those with opioid addiction regain control of their lives. MAT consists of three, equally-important components: Medication, Counseling, and Support from Family and Friends. The most common medications used in treatment of opioid addiction are Buprenorphine and Methadone. Buprenorphine (i.e. suboxone) is dispensed at treatment center or prescribed by certified medical providers, and became available at TFHD in September 2018 when TFHD launched their MAT program. MAT can help patients get through withdrawal and cope with cravings. Through counseling, people learn why the addiction occurred, the problems it caused, and what they need to change to overcome those problems. Counseling can provide encouragement and motivation to stick to treatment, teach coping skills and how to prevent relapse.



#### In their own words....

*"If it weren't for MAT, I would still be going to the street to avoid being dope sick."*

*"I owe my life to Tahoe Forest."*

Moving forward we are excited to add Medication Assisted Treatment for patients experiencing **Alcohol Use Disorder**. Additionally, there is consensus for all TFHD departments to move forward with striving to become a Designated Opioid Safe Hospital.

*"I have custody of my son again...my son is the most important thing to me—not drugs—I won't jeopardize [our relationship] again."*

*"I'm holding down a job, and I feel like a real person."*

## Rx Medication Take-back Day

*Keeping our kids and water drug free*

**FREE Drop-off Unneeded or Expired Medications**

**Saturday, April 27, 2019**

**Truckee: 9 am - 1 pm**  
Gateway Shopping Center

**Tahoe City: 9 am - 12 pm**  
"Old" Vacant Fire Station

- Free
- Anonymous
- Convenient

Contact: TT-FWDD at (530) 550-2309 or [www.ttfwdd.com](http://www.ttfwdd.com)



#### Substance Misuse:

**598 Community Members Reached**

**27 Targeted Events**

**Rx Take Back volume:  
564 lbs**

# Spotlight: Alcohol Awareness Campaign

January-June, 2019

Have you ever wondered about the role alcohol plays in our community? Is the alcohol culture in Tahoe-Truckee similar to the rest of the country or the state? Or, does our community have a drinking problem?

*"The alcohol awareness challenge was great! VERY HELPFUL – Exactly what I wanted. Loved the daily emails and checking off the steps on the challenge. Appreciate the opportunity!"*

According to the 2017 Community Health Needs Assessment, 28.3% of residents self-reported at least one binge drinking episode within the past 30 days. This is 42% higher than the binge drinking rate for the state of California (16.3%).



This year the Wellness Neighborhood implemented an Alcohol Awareness Campaign to begin a dialog about our collective drinking habits and the impact on health. January through March we contributed monthly articles shared in the Pace Setter, on social media, and archived on the TFHD website. Topics included decreasing alcohol consumption in the New Year, the role of alcohol in our community culture, and alcohol and stress reduction. We culminated this outreach with a challenge to decrease alcohol consumption during alcohol awareness month in April.

Key messaging for the social media campaign and employee challenge included information and resources on topics such as: how much is too much; deciding to make a change in behavior; tracking your intake; alcohol and your health; and an alcohol spending calculator. 7,000 people were reached via social media messaging and 57 people participated in the challenge.



## mocktail recipe Truckee Rickey

### INGREDIENTS:

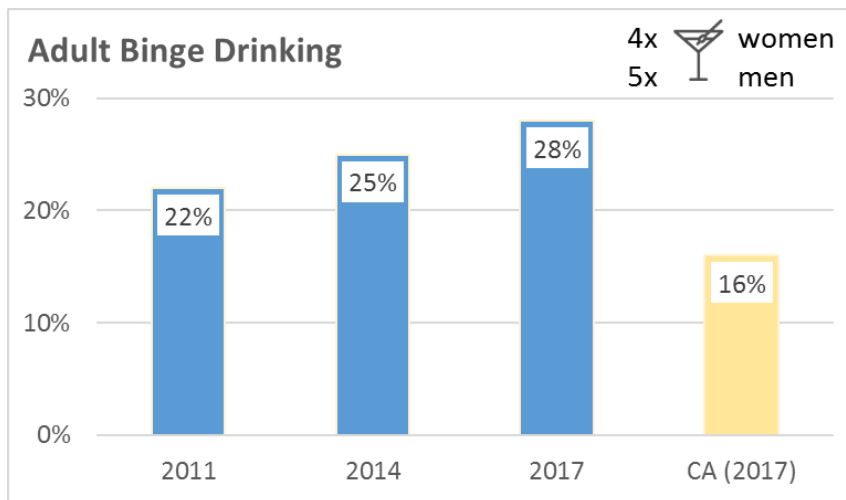
- 3/4 ounce fresh lime juice
- 1 ounce simple syrup
- 3 dashes Angostura bitters\*
- Club soda
- Lime for garnish

### DIRECTIONS:

Mix first three ingredients in a collins or iced tea glass, top with club soda, and garnish with lime.

We also hosted a spirit-free beverage tasting station at the Best of Tahoe Chefs fundraiser in June where we offered two alcohol-free cocktails.

Plans are underway to encourage alcohol-free options at local restaurants and expand outreach.



Source: Community Health Needs Assessment

Keeping the healthy, healthy!

# Prevention and Wellness

## Schools and Youth

Harvest of the Month

B-FIT

Athletic Trainer and Injury Prevention

Nutrition Education and Cooking Classes

Guest Speakers

Health Fairs

Wellness Policy/Committee

## Community Outreach

Events: Air Show, Block Party, Wellness Fairs, etc.)

Education: Articles, Multimedia Avenues,  
Community Challenges, Rethink Healthy Lectures,  
Cooking Classes, Stress Reduction, Affordable Labs  
and Health Screenings





## Regional Coalitions

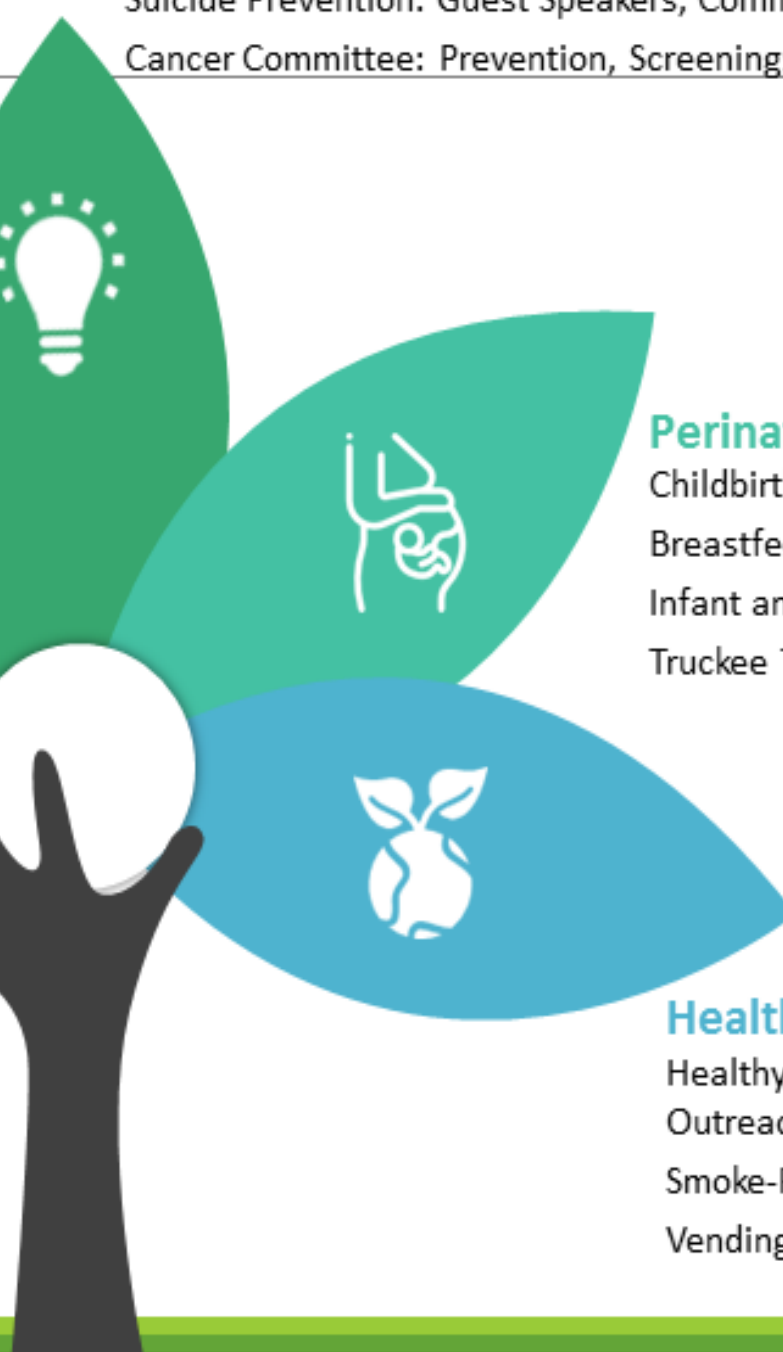
Immunization: HPV, School Immunizations, Flu

Dental: Screenings and Fluoride Varnish, Education

Youth Health Initiative: Wellness, Reproductive, Dental, Mental/Substance

Suicide Prevention: Guest Speakers, Community Education, 5150 Data Analysis

Cancer Committee: Prevention, Screenings, Community Outreach and Evaluation



## Perinatal and Families

Childbirth Education

Breastfeeding Support

Infant and Child CPR

Truckee Thursday Baby Station

## Health Supportive Environments

Healthy Hospital Initiative: Survey for Pine St Café, PR and Outreach for Pine St Changes

Smoke-Free Campus: Signage

Vending Machine Adherence to Million Hearts Guidelines

# Prevention & Wellness

Wellness is defined by the World Health Organization as “not merely the absence of disease or infirmity, but a state of complete physical, mental and social well-being”. Wellness is an active process of becoming aware of and making choices toward a healthy and fulfilling life. Our role in this intentional, yet individual, process is to make the healthy choice the easy choice.

**Goal:** Cultivate an environment that supports healthy behaviors and lifelong wellness.

## Broad Objectives

- Increase vegetable consumption
- Increase adult physical activity
- Increase immunization rates
- Increase health screenings

## Prevention Outreach Highlights



**3,245 students** reached each month with nutrition education and tasting of new fruits and vegetables



**2,050 students** reached each month with physical activity brain breaks and wellness themes



**Baby Station**  
9 Truckee Thursdays reaching 225 families



**Flu Clinic**  
100  
Immunizations



**186** expecting parents received child-birth education



**1, 156 bags** provided via employee produce program



**Truckee Air Show**  
96 gallons of water,  
425 water bottles



**48 Community Blood Pressure and Blood Glucose Screenings** reaching 683 community members

## Wellness Challenges

Facilitated six community/employee challenges in FY2019 helping **365** individuals develop healthy habits.



**Veggies**  
(Aug and Mar)  
84 people



**Project Zero**  
(Nov-Jan)  
Turkey/Scale  
78 people



**Walking**  
(Oct and May)  
146 people



**Alcohol**  
(April)  
57 people



**Senior Yoga**  
119 classes  
reaching **1,085** seniors

Prevention:  
**12,232 Community Members Reached**  
**1,968 Targeted Events**

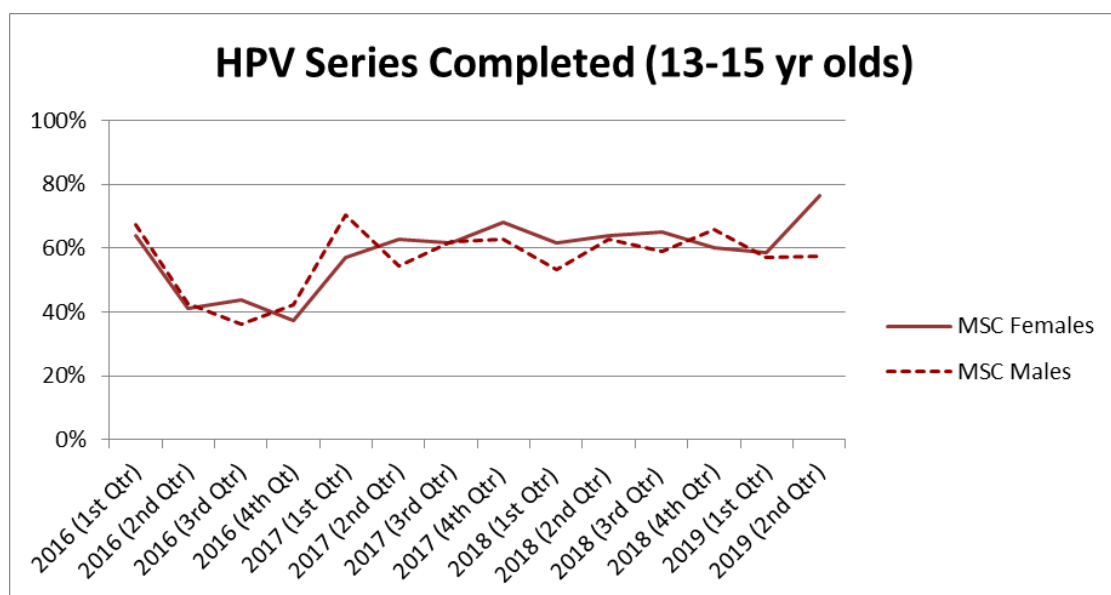
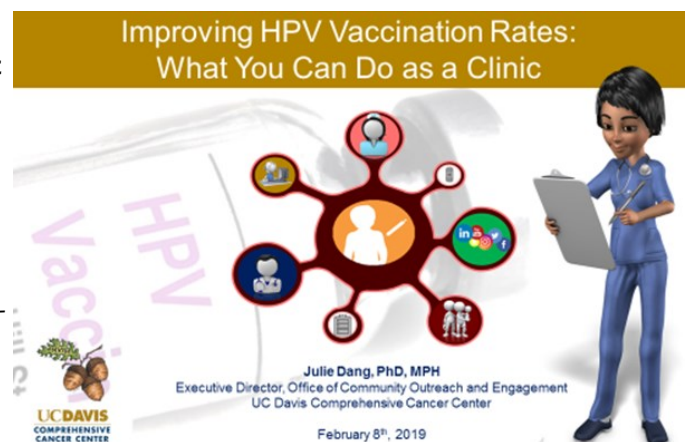
# Spotlight: HPV Vaccination

Starting in 2016, the Wellness Neighborhood began tracking HPV immunization rates of youth who had a well visit within TFHS. We adopted the Healthy People 2020 goal of 80% females and males, ages 13-15, being fully vaccinated.

Providers were educated with the evidence-based message that a strong recommendation from a child's medical provider is the most effective way to increase HPV vaccination rates. This has included developing and updating a bilingual HPV Vaccine brochure for providers to share with patients and parents, distributing HPV Roundtable/CDC resources tailored to support the health care professionals' role as a nurse, medical assistant, front office specialist, administrator, or provider in boosting vaccination rates during office visits, and ensuring clinics are up-to-date with current best practice information on recommended vaccine administration, in-person education, and electronic email messaging.

In February of 2019, the Wellness Neighborhood partnered with the UC Davis Comprehensive Cancer Center to provide targeted HPV education to all primary care providers who see youth. **All of these efforts combined have led to a steady increase in youth vaccinated against HPV. Females who had a well child visit are nearing the Healthy People 2020 Goal of 80%** as evidence by the graph below: HPV Series Completed (13-15 yr olds).

In addition to supporting goals of the Truckee North Tahoe Immunization Coalition, HPV vaccination also supports the Gene Upshaw Memorial Tahoe Forest Cancer Center in meeting accreditation through the Commission on Cancer for Standard 4.1: Cancer Prevention Programs.



# Spotlight: Dental Health

After identifying oral health as a key need for youth in our region, the Wellness Neighborhood convened key stakeholders to form the Truckee North Tahoe Dental Coalition in 2016. Our strategies have primarily focused on young children because tooth decay is the most common chronic disease of childhood and 40% of children have tooth decay by the time they reach kindergarten.

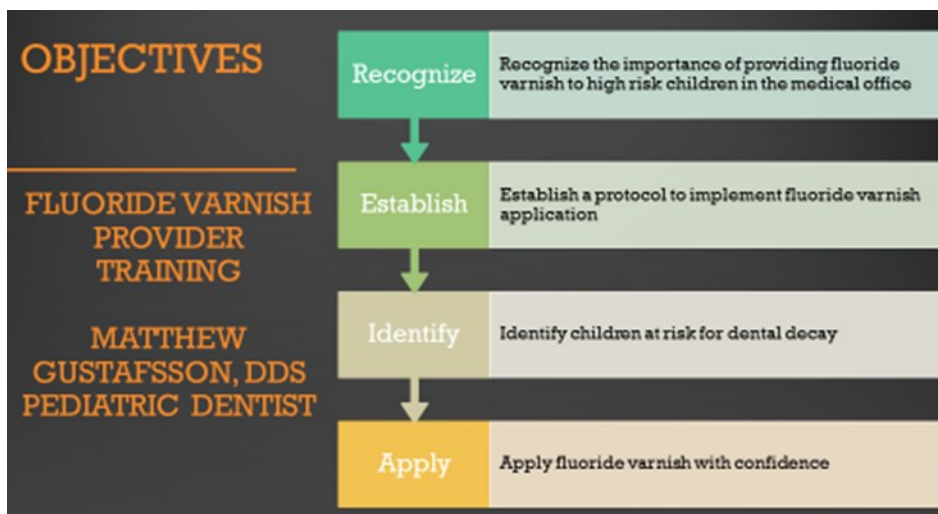


## Coalition strategies to improve youth dental health include:

1. Community outreach and education
2. Application of fluoride varnish during well-child checkups
3. School-based screenings and treatment

## Dental Coalition activities from spring of 2016 through June 2019 include:

- Coordination of **11** dental screenings at local schools, screening **1,254** children.
- Care coordination for youth identified to have dental needs = **39%** youth screened
- Distribution of **1,300** dental kits.
- Outreach and education to **850+** educators, medical providers, parents, and school-age children.
- Oral health information in TFH “New Mom” packets and My Chart follow up 0-9 months post-partum.
- Creation of bilingual fluoride varnish brochure to address parent concerns around safety.
- Process improvement to increase fluoride varnish applications during Well Child Visits: trainings by Pediatric Dentist targeting Medical Assistant Preceptors and Medical Staff.
- Collaboration with Placer County Oral Health Alliance and Nevada County Oral Health.
- Application and designation as a Dental Health Professional Shortage Area, Dental HPSA.



## TNT Dental Coalition members:

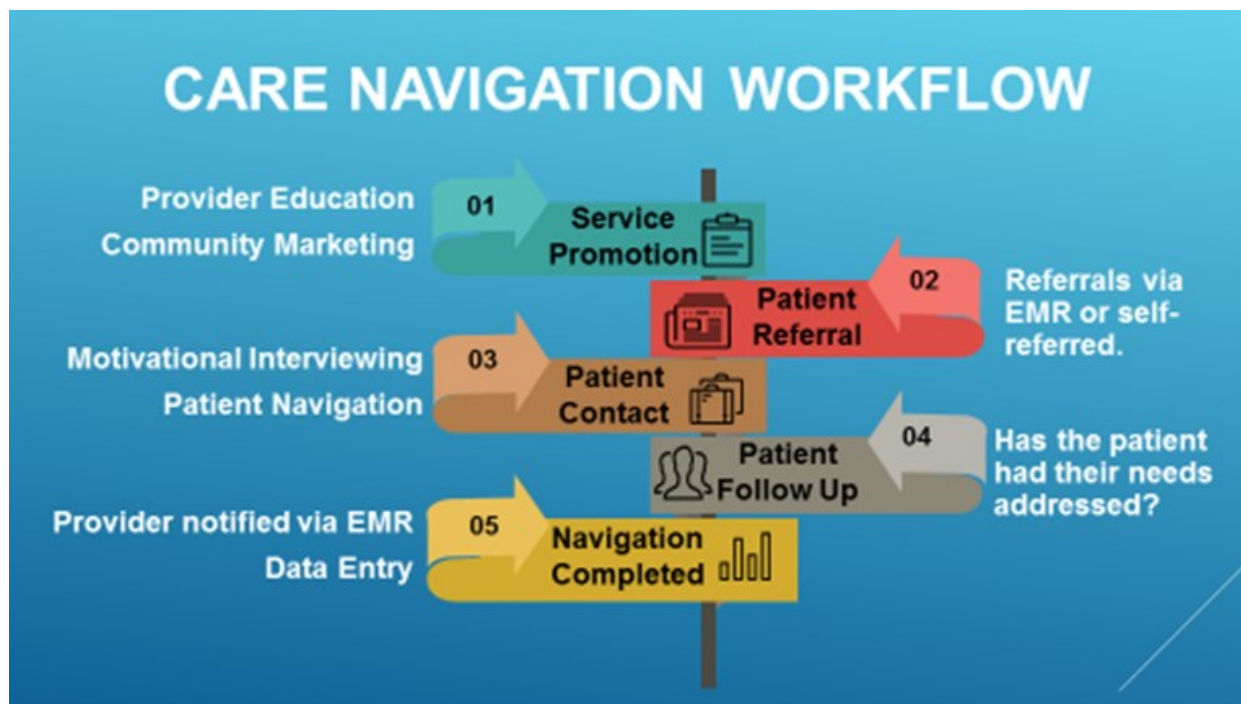
Tahoe Forest Health System Pediatrics, Perinatal Care Coordination and the Wellness Neighborhood; Placer County Public Health; Nevada County Public Health; Tahoe Truckee Unified School District; Truckee Pediatric Dentistry and Medi-Cal Dental Educators





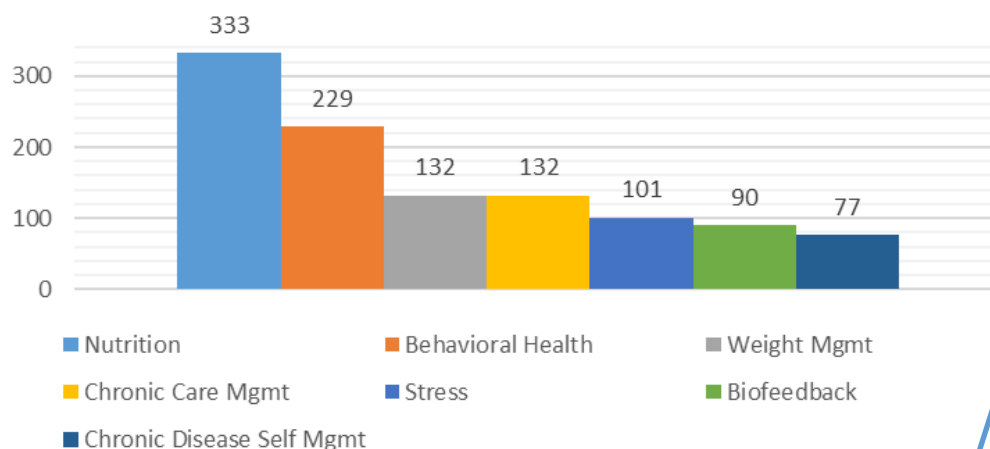
# Spotlight: Care Navigation and Referrals

The Customer Care Navigators at the Tahoe Forest Center for Health help patients connect with services to best meet their needs. The team works closely with community members, resource advocates and medical providers 7 days a week with the patient's wellness goals in mind.



During FY2019, the Navigators managed a total of 1,513 referrals. For the last six months, Navigation **averaged 157 referrals per month**. Referrals managed by Care Navigation continue to increase. Currently, the top service line referrals are for Nutrition and Behavioral Health.

## Care Navigation Top Referrals (1513 total referrals - FY19)



*"I am so grateful that Liz helped me find transportation to my doctors appointment. She made a big difference in my life yesterday. Her compassion, willingness to help and to listen isn't something I experience a lot and it helped me tremendously."*

# Mental/Behavioral Health

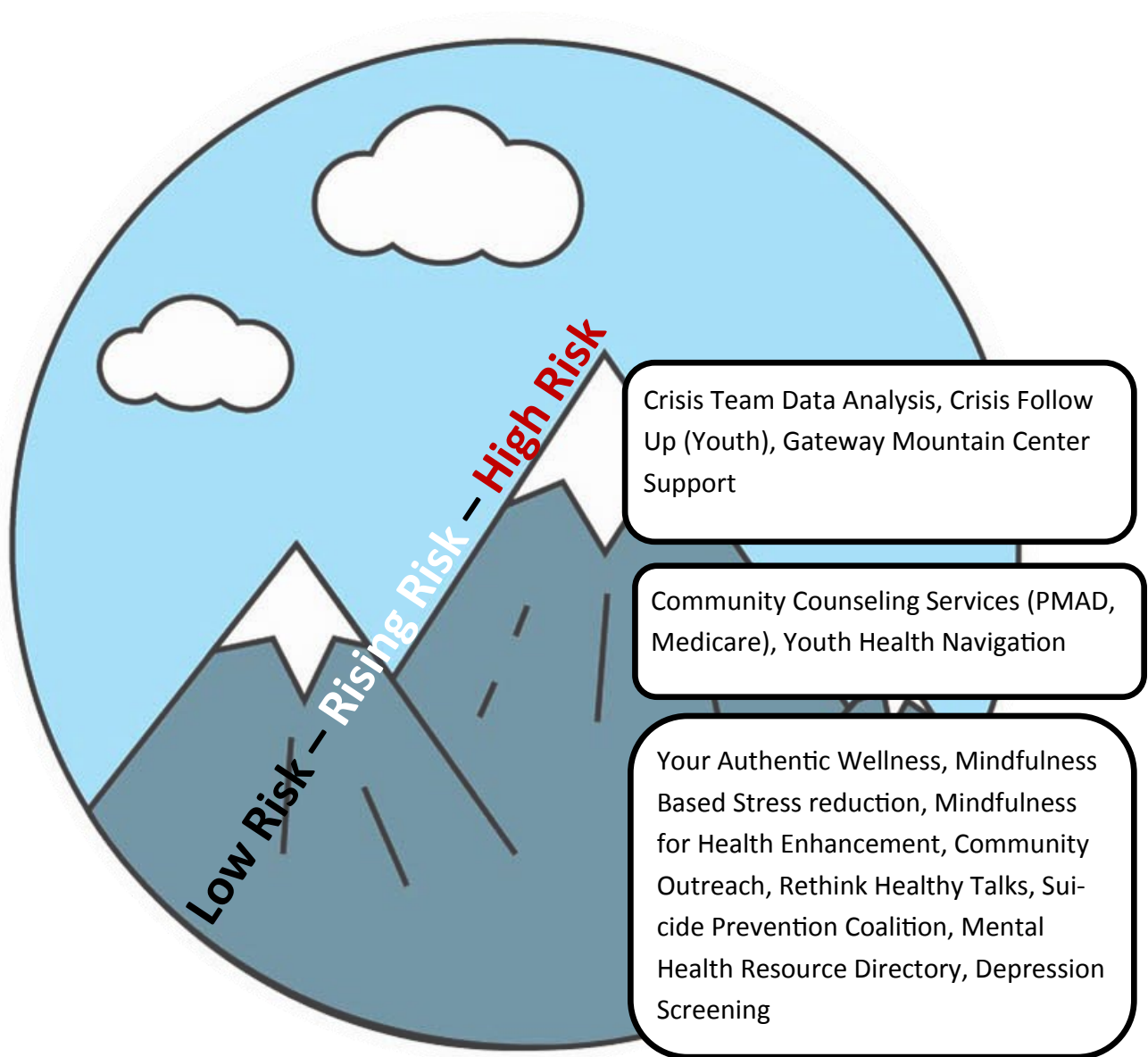
Mental and Behavioral Health has been a recurrent theme since the 2011 CHNA. As per our 2017 Community Health Improvement Plan (CHIP), we are supporting the expansion of existing mental health programs. This includes increasing access, promoting protective factors and integrating mental and behavioral health with physical health to provide comprehensive health care.

**Goal:** All community members are supported in experiencing mental wellness and resilience to challenges.

**Broad Objectives:**

Increase mental/behavioral health services

Suicide Prevention



# Spotlight: Your Authentic Wellness

The Your Authentic Wellness program\* aims to empower participants to improve their quality of life and take an active role in self-care and family wellbeing. This program is developed to meet a known need for adults in our community, identified via the Community Health Needs Assessment of 2017. The program consists of bi-monthly sessions for individuals who want to improve their mental and physical well-being. Each session consists of a presentation by an expert in the topic followed by discussion and practical skill building. The goal of each session is to provide participants with tools they can use in their daily life. Your Authentic Wellness has reached 104 participants over 9 sessions (average of 11 participants per session). Sessions continue to attract new and repeat clients.

## Your Authentic Wellness

Explore. Plan. Apply



Life feeling out of balance?  
Taking care of everyone but yourself?  
Ready for change, but don't know where to start?  
2019 is the year to explore the power of you!

**2nd and 4th Thursdays, every month  
5:15 pm - 6:30 pm**

**June 13: Science of Motivation & Habit Change**  
**June 27: Biofeedback & the Art of Breath Work**

**Tahoe Forest Center for Health**  
10710 Donner Pass Road, Truckee

Fee: No Cost

For more information, or to register, please call (530) 587-3769  
or email [wellness@tfhd.com](mailto:wellness@tfhd.com)




57% of Adults experienced depressive symptoms in past two weeks  
(2017 CHNA)

## Session Topics (February—June 2019)

Positive Health – Optimize your Wellbeing	February
A Mindful Approach to Sleep	March
Food and Mood	March
Self-care for Caregivers	April
Mindful Movement and Self Massage	April
Harnessing Strengths to Live your Best Life	May
Foods that Heal: What to Eat to Feel Better and Reduce Inflammation	May
The Science of Motivation and Habit Change	June
Biofeedback and the Art and Science of Breath	June

*“The Authentic Wellness talks have been a great addition to the other programs offered by the Center for Health. Topics like Positivity, Strengths Based Living, and Motivation, given by Liz Schenk, plus Food and Mood by Jill Whisler have all been informative and interesting for me personally. I hope the program continues with even more relevant, life enhancing subjects.”*

*\*Program is supported through a generous grant through Epic Promise from Vail resorts.*

# Evolution of TFHD Behavioral Health

## Fiscal Year Milestones

**2012-  
2016**

- ◆ Community Health Needs Assessments identified mental health as top priority
- ◆ Formation of Suicide Prevention Coalition
- ◆ Participation in County Crisis Team and monthly tracking of 5150 assessments

**2017**

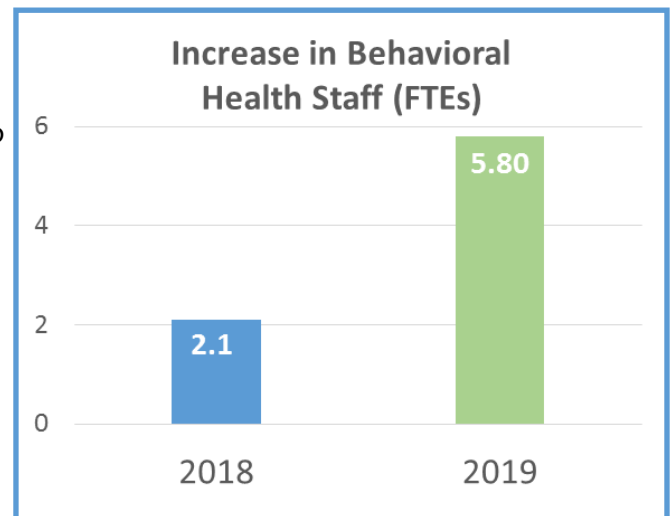
- ◆ Youth Health Navigator hired
- ◆ Launch of PRIME Chronic Pain
- ◆ PRIME Care Coordinator hired
- ◆ Outreach on multi-modal therapies and treatment options
- ◆ Infrastructure with EMR for PRIME metrics
- ◆ Increased collaboration between Wellness and Social Services

**2018**

- ◆ PHQ9 Depression Screenings implemented in Primary Care (PRIME)
- ◆ Perinatal Mood & Anxiety Disorder Counseling
- ◆ Senior Counseling
- ◆ Psychologist to support PRIME/MAT hired

**2019**

- ◆ Behavioral Health Care Coordinator hired
- ◆ Medication Assisted Treatment (MAT) funding via AEGIS Grant
- ◆ Psych Specialist hired
- ◆ Emergency Department (ED) Bridge



## The Future of Behavioral Health at TFHD

Wellness has responded to needs identified in the CHNA to expand behavioral health services. This includes researching best practices, developing staffing and workflows, and implementing program evaluation and process improvement.



# Community Collaborations:

The Wellness Neighborhood collaborates with local schools, county public health, and local non-profits to promote optimal youth health, suicide prevention, and mental health. Last year, we reached 1,000 community members with targeted suicide prevention outreach events in partnership with the Suicide Prevention Coalition and supported Gateway Mountain Center in providing on-on-one, therapeutic mentoring.

- ◆ In FY 2019, Gateway Mountain Center provided about \$73,000 of unfunded mental health therapeutic mentoring services to high risk youth and transitional age youth in the Truckee Tahoe Area. (775 hours of service). Tahoe Forest Health System, through a grant from the Wellness Neighborhood, supported over 68% of these costs. (532 hours of service)



**Helping Youth  
Learn, Heal & Thrive!**

- ◆ Knowing that approximately 70% of suicides are among working-age adults who spend a significant portion of their lives at the workplace, the Suicide Prevention Coalition chose to target Human Resource Directors in the Tahoe/Truckee region. This included developing a Suicide Prevention Guide to assist HR departments in supporting employees' mental health. We reached nine organizations and met with HR directors and staff. The workplace can foster protective factors against suicide, including a sense of satisfaction, belonging, purpose and community. For these reasons, the Coalition hopes to further engage employers in suicide prevention outreach.



- ◆ Youth Health Navigation is a service Wellness began offering in 2016. Referrals for Mental/Behavioral health made up 70% of the 193 referrals received in FY2019.

*"I cannot say thank you enough to [the Youth Health Navigator]. She has been the most amazing support. When she called me the first time and told me she would be contacting the doctors and helping me set up appointments [for my medically-complex son], I was floored. I believe every hospital could learn from you."*

Mental/Behavioral  
Health:

**1,345 Community  
Members Reached**

**49 Targeted Events**

# Thank You!

"During the [Alcohol Awareness] challenge, I lost weight, had more energy and switched to Non-Alcohol Beer. I go country line dancing 2 times a week and didn't sweat nearly as much. It was a great challenge and I will continue non-alcohol beverages." Thank You "

"Having volunteered for [Harvest of the Month] since kinder to 6th grade, I can see immense changes in the kids eating preferences and willingness to try new/ healthy foods. They grow to love being presented with even the strangest food choices like sunchokes and celeriac. I was asked if we could have kale smoothies this year!"

"I so appreciate participating in TFH Prevent Type 2 Diabetes year-long program! ... My A1c at the beginning of the program was nearing 5.8; but at the end of the program, I had lowered it to 5.5!!! Thank you!"

"[The Total Joint Class was] very informative & alleviates pre-op anxieties."

"I am so happy that I joined Prevent T2!! It has given me that extra incentive boost that I needed to improve my diet and return to exercising regularly. I've lost a few pounds and am feeling better in general since the changes I've made. I especially enjoy everyone sharing how they have been overcoming the obstacles that they encounter, because I have some of the same ones."

*"Glad I took [Mindfulness Based Stress Reduction] - had a lot of stressful situations come up during the 8 weeks."*

"I remembered what you said about pushing in [Prenatal] class and the visualization of it actually happening. So while I was in labor, it's all I thought about. Everyone at the hospital called it a miracle birthing experience. It was

One man who came with his wife for the [Heart Healthy Grocery Store] tour was VERY thankful to be in the grocery store for the education. He said it was much more effective than if he would have received the information in a nutrition counseling session.

"The kids retain so much over the course of the year (2nd grade) about why to eat our fruits and veggies and how much. They are becoming really regular healthy eaters with the long-term exposure to [the Harvest of the Month] program."

**"The produce is incredible!"**

"B-Fit was SO much fun to teach, definitely helps to get [elementary school students] up and moving during the day!"

## Wellness Team Members:

Maria Martin, MPH, RDN – Director, Community Health and Wellness Neighborhood

Chris Arth, MD—Wellness Neighborhood Medical Director, July 2019

Lizzy Henasey, MPH – Population Health Analyst

Gwen Van Natta – Wellness Program Coordinator

Reyna Sanchez Correa – Community Health Advocate, Master Trainer - Self-Management Program

Victoria Bocking – Community Health Advocate

Amelia Espinoza – Community Health Advocate (Perinatal)

Lisa Stekert, MSW, LCSW – Youth Health Navigator

Mary Hoffmann, RN, LCCE, ASPO – Prenatal Educator and Infant CPR Instructor

Sue Train, MPH, RN—Perinatal Care Coordinator, Lactation Consultant

Liz Schenk, NBC-HWC, MBA – Health Coach, Smoking Cessation, PRIME

Jackie Griffin, RN – Care Coordinator, Mindfulness Instructor, Master Trainer - Self-Management Program

Eileen Knudson, RN – Director, PRIME and Behavioral Health

Sunee Zrno, LMFT – PRIME Care Coordinator (Chronic Pain)

Lorna Fichter, RN – PRIME Care Coordinator (Million Hearts)

### Registered Dietitian Nutritionists:

Betsy Taylor, RDN

Jill Whisler, MS, RDN

Dana Dose, RDN, CDE, LD

Lisa Fligor, MS, RDN, LD

Wendy Buchanan, MS – Director, Wellness Programs, Center for Health

### Customer Care Navigators:

Brandy Willoughby

Gloria Acevedo-Klenk

Tori Echeverria

**Volunteers:** Matthew Gustafsson, DDS; Kristen Morgan, DDS; Mary Breckenridge, DA; Christina Cox, RDH; Jason Fligor, DDS and his team; Bryan Pierce, DDS; Marc Thomas, DDS; Amanda Haeder, RDH; Connie Gast, Joanne Sandry, Bobbie Gifford and Samara Kemp, Hector Toledano, Marie Clukey



**Partners:** Tahoe Truckee Unified School District, Community Collaborative of Tahoe Truckee, Placer County Public Health, Nevada County Public Health, Truckee Pediatric Dentistry, Medi-Cal Dental contractor Delta Dental, Gateway Mountain Center, Tahoe Safe Alliance, Family Resource Center of Truckee, North Tahoe Family Resource Center, Project Mana, Tahoe Truckee Suicide Prevention Coalition, Sierra Mental Wellness, Immunization Coalition, Truckee North Tahoe Dental Coalition, Sacramento District Dental Society, Truckee North Tahoe Youth Health Initiative, Nevada County Behavioral Health Department, Placer Oral Health Alliance, Nevada County Oral Health Steering Committee, Sierra College, Tahoe Truckee Future Without Drug Dependence, University of California- Davis



**wellnessneighborhood**

*A Service of Tahoe Forest Health System*

For More Information, please see our website at:

<https://www.tfhd.com/wellness-neighborhood>

Or contact us at: 530-550-6730