

# Canyon Ranch Institute Life Enhancement Program at Urban Health Plan

**Presenters:**

**Elvira Rella, MS**

**Mildred Casiano, MSW, LCSW-R, MPH**

**October 3<sup>rd</sup>, 2010**

# About Urban Health Plan

- **Founded in 1974 by Dr. Richard Izquierdo**
- **Federal Qualified Health Center (FQHC) designation in 1999**
- **Accredited by the Joint Commission**
- **4 Sites:**
  - **El Nuevo San Juan Health Center—1065 Southern Blvd, Bronx, NY**
  - **Bella Vista Health Center—890 Hunts Point Ave, Bronx, NY**
  - **Plaza del Castillo Health Center— 1515 Southern Blvd, Bronx, NY**
  - **Plaza del Sol Health Center—37-16 108th St, Corona, NY**
- **5 School-Based Sites; 2 Off-Sites; 2 Administrative Sites**
- **2009: 37,000 Users and 197,000 Encounters**
- **82% Hispanic; 15% African-American; 3% Other**
- **Largest employer in zip code 10459**
- **2009: Awarded the Nicholas E. Davies Community Health Award by the Health Information Management Systems Society (HIMSS)**
- **2009: NCQA Level 3 Patient Centered Medical Home Recognition**

# Team Members

**Paloma Hernandez**

**Dr. De Leon**

**Debbie Lester**

**Patricia Peralta**

**Raj Patel**

**Elvira Rella**

**Mildred Casiano**

**Dr. Arthur Berger**

**Minerva Santiago**

**Rita Soto**

**Luis Vasquez**

**Mariel Canjura**

**Cecibel Goller**

**Alison Connelly**

**Chief Executive Officer, Senior Leader**

**Chief Medical Officer, Senior Leader**

**Director of IACH, Master Mind**

**Assistant to Director of IACH, Team Leader**

**Physical Therapist, Facilitator**

**Nutritionist, Facilitator**

**Psychotherapist, Facilitator**

**Psychologist**

**Ordained Minister, Facilitator**

**Registered Nurse, Facilitator**

**Personal Trainer**

**Telephone Support, Facilitator**

**Telephone Support, Facilitator**

**Physician's Assistant, Clinical Expert (Ad Hoc)**

# What is Canyon Ranch?

- In 1979, the Canyon Ranch Health Resort opened in Tucson, Arizona. Canyon Ranch has become highly recognized for its expertise in health and wellness, and integration of medical and health professionals.
- In 1988, Canyon Ranch Life Enhancement Program that was first introduced at Canyon Ranch.
- In 2002, the Canyon Ranch Institute (CRI) was founded to bring its unique health and wellness philosophy to communities beyond Canyon Ranch.

# Arizona Meets the South Bronx



# Arizona Meets the South Bronx cont.

- Dr. Richard Carmona, the 17th Surgeon General of the U.S. and President of Canyon Ranch Institute
- Dr. Richard Izquierdo, Urban Health Plan (UHP) founder
- January 2007, Canyon Ranch Institute pledges 10 scholarships for UHP health professionals to attend Canyon Ranch Life Enhancement Program (CRI LEP)
- Senior Leaders formed a partnership and work closely with CRI to develop a CRI LEP at UHP
- The multi-disciplinary team provided feedback on how to translate CRI's best practices into a culturally competent program for the UHP South Bronx patient population



# Vision Statement

The Canyon Ranch Institute Life Enhancement Program at Urban Health Plan is committed to assuring that adult patients obtain optimal health and wellness. This will be accomplished through a culturally proficient, interdisciplinary, and proactive approach utilizing the care model and employing state of the art principles developed by Canyon Ranch Institute. Focusing on the 4 Dimensions: physical, mental, emotional and spiritual, our adult patients will improve their health and quality of life.

# Population of Focus

**Adult patients with a pre-chronic and/or chronic illness that are referred into the Life Enhancement Program (LEP) by their primary care provider and are willing to participate in the six-week program.**





# Selection Criteria

1. Patient has one or more of the following diagnosis:
  - i. Pre-Diabetes or Diabetes (exclusions per provider)
  - ii. Pre-Hypertension to Stage 1 Hypertension
  - iii. Persistent Asthma (exclude severe uncontrolled asthma)
  - iv. Moderate to severe hyperlipidemia, hypercholesterolemia
  - v. Depression (exclude severe depression)
  - vi. Overweight or Obesity (exclude morbid obesity)
2. Patient is able to perform and participate in exercise instruction and classes (i.e. stretching, sit-ups, and free weight exercises)
3. Patient is compliant with his/her appointments
4. Patient has demonstrated motivation and/or a readiness to change

# Referral/Recruitment Process

Referral (Incoming)

Patient [Redacted] Sel Info Hub

Insurance [Redacted] Sel POS 11

Referral From [Redacted] ...

Facility From Urban Health Plan Inc. ...

Auth Code [Redacted]

Start Date 09/13/2010

Referral Date 09/13/2010

Open Cases [Redacted] ... N

Appt Date 09/13/2010

Received Date 09/13/2010

Priority Routine

Referral To

Provider Perez-Diaz, Bolivar A ...

Specialty Internal Medicine

Facility To Urban Health Plan Inc. ...

Auth Type [Redacted] ...

End Date 09/13/2011

Assigned To [Redacted] ...

Unit Type V (VISIT)

Status  Open  Consult Pending  Addressed

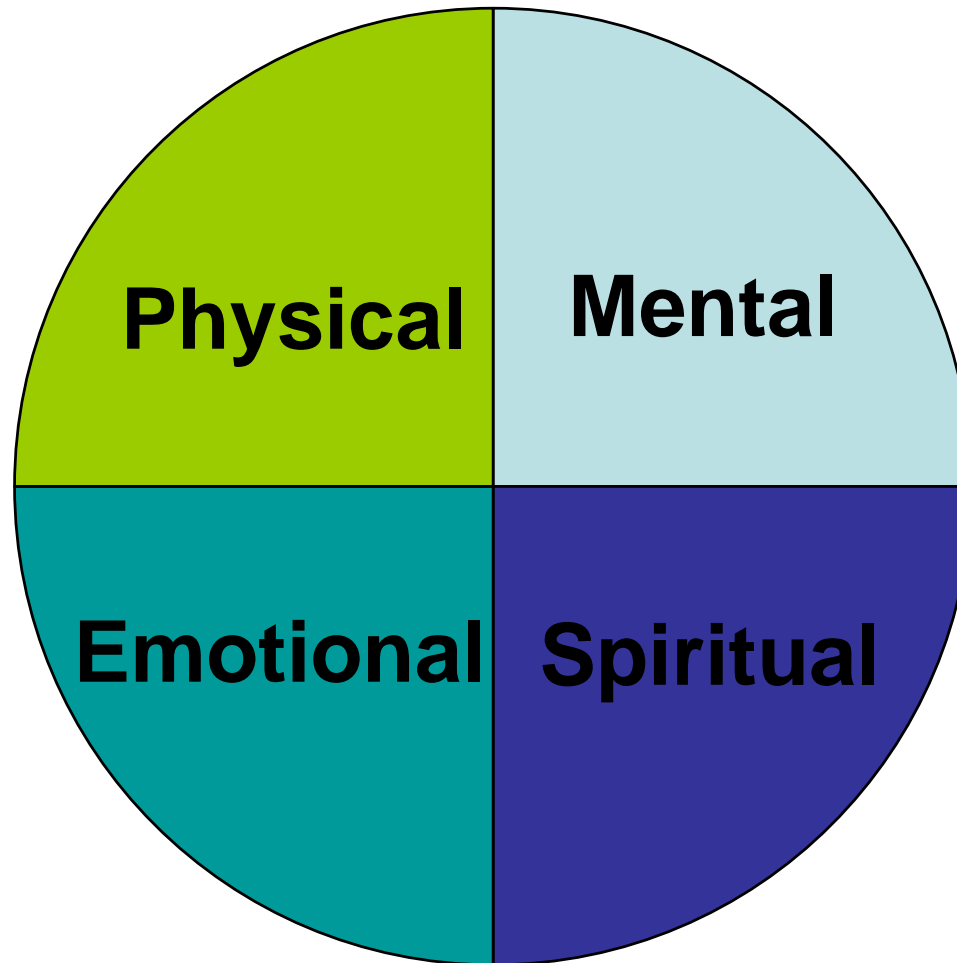
Diagnosis / Reason Visit Details Notes

Reason Add Browse Remove

Sl No	Description
1	Self Mgt Class: Life Enhancement Program

Providers refer patients to the program

# Integrative Medicine





# Integrative Medicine





# Program Design

The CRI LEP, offered twice a week for six weeks (each session is 3 hours), empowers participants to lower their risk for chronic disease, by increasing participant's health literacy and self-efficacy.

- Participants receive a CRI LEP Program Guide
- Facilitators also receive a program guide, as well as a Facilitator's Manual

# Curriculum Snapshot

## Physical Activity

- Fitness Equipment Orientation
- Guided Fitness Activities
- Exercise for Life
- Exercise for a Healthy Weight

## Social Support

- Starting Point

## Behavior Change

- The Journey Begins
- Roadmap for Change
- Yourself Behaving
- Successes and Challenges 1
- Successes and Challenges 2

## Integrative Health

- Integrative Medicine
- Living Younger Longer

## Nutrition

- Think Before You Eat
- Eat for a Healthy Weight
- Shopping Excursion

## Sense of Purpose

- What Matters Most
- Where's the Joy

## Stress Management

- Meditation for a Lifestyle
- Guided Stress Management Activities

# Behavior Change

During the session “Starting Point,” patients use magazine clips to express their goals and personal definition of optimal health



*“I feel great. I feel like we are in a family and I feel happy and so much better than I did before I started the program.” – Norma Cebollero, week 3*

# Behavior Change

- The Journey Begins
- Roadmap for Change
- Yourself Behaving
- Successes and Challenges 1
- Successes and Challenges 2



# Health & Wellness Room



# Physical Activity

Patients practice implementing cardiovascular, strength, flexibility and balance exercises into their daily lives



*"I have used the machine 5 times and it has helped me marvelously."*- Myrna Figueroa, week 3

# Nutrition

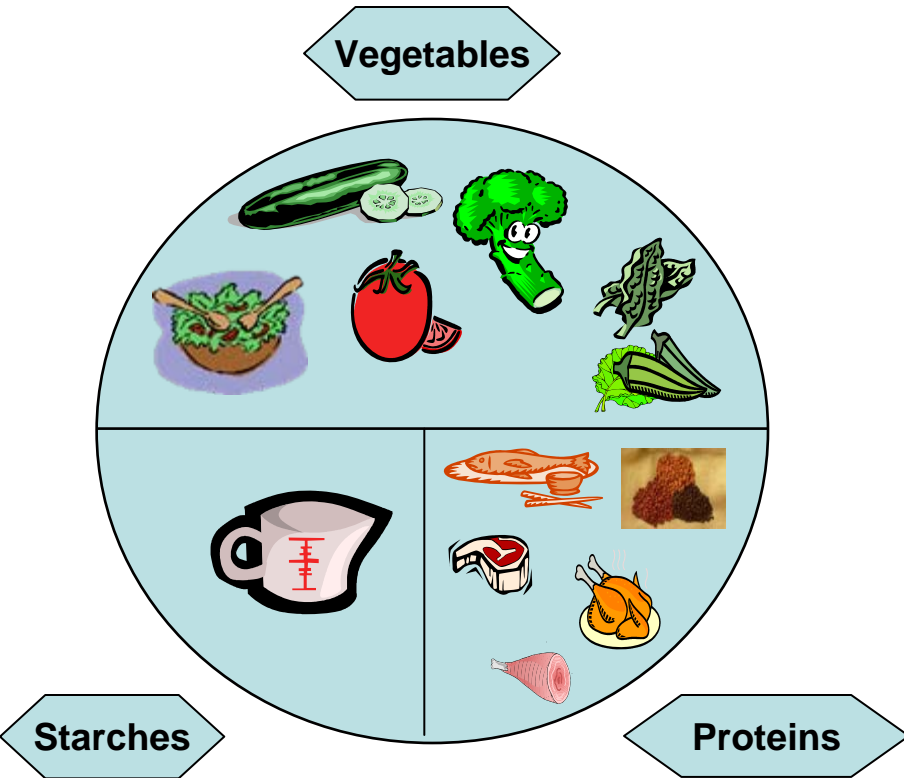


In a series of Nutrition Seminars, patients eagerly name components of a healthy diet, and learn about calorie consumption and other aspects of nutrition regarding a healthy weight.

*“I have a lot of energy and I sleep more. Everything I buy is vegetables and salads. I only buy what I need so that I don’t get the urge to eat all the time.”- Carmen Gonzalez, week 3*



# The Ideal Plate



# Farmer's Market



Patients are invited to participate in the Hunt's Point Farmer's Market, which includes a food demo. They receive Health Bucks to purchase fruits and vegetables.



# Shopping Excursion



Week Four, patients enjoy a healthy lunch after their “Shopping Excursion” at Fine Fare. This entails a guided tour with UHP nutritionists who make shopping fun with food label education and budgeting tips. We purchase for patients a healthy item of their choice!

# Sense of Purpose

Patients share laughs during the activity, “Where’s the Joy?” at the New York Botanical Gardens.



*“I feel happy!”*- Myrna Figueroa, week 5

# Spiritual Walk (New York Botanical Gardens)

***“I was very calm. It’s like the trees have some effect on me...it was very tranquil.” - Rafael Fernandez, week 5***



***“When we went to the area with all the trees the air was very pure. I don’t know, I felt like I was in the fields or a ranch.” - Maria Cruz, week 5***



# Stress Management



**Team members facilitate daily relaxation sessions consisting of breathing exercises, guided Imagery, silent meditation, and body wisdom.**

# After the Six-Week Program



Graduation Day!

# Follow-up Support

1. Monthly reunions
  - i. Educational Presentations
  - ii. Activities based on the core concepts of the program
    - i. Trips to the farmer's market
2. Telephone-support
3. Newsletter
  - i. Updates on community events, healthy recipes, patient accomplishments and goals



# Data Collection Process

Patients are assessed by a medical doctor, physical therapist, nutritionist, and behavioral health specialist:

- Pre-program
- Post-program,
- 3-Months from program end-date
- 12-Months from program end-date

Data is collected at each of these assessment periods

# Tools used for Data Collection

1. Knowledge Attitudes Behavior Questionnaire
2. Patient Health Questionnaire (PHQ-9)
3. Lab Values/Serum analysis
  1. Lipid screening: Cholesterol, HDL, LDL, and Triglycerides
  2. C-reactive protein/ultra
  3. Fasting blood sugar
  4. Hemoglobin A1C
4. Vitals: Pulse, blood pressure, weight, BMI
5. Physical Assessment
6. Clinician EMR Notes/ Facilitator Evaluations/ Self-report
7. Use of Health & Wellness room
8. Attendance at reunions

# Nutrition Evaluation

HPI - 09/13/2010 09:00 AM, FOL)\*

Pt. Info Encounter Physical Hub

**Nutrition follow-up/Behavior Change**  Show popup for c/o Order Categories

Adult Intake Behavior Change

c/o	denic	Symptom	Duration	Notes
		Was there a self management goal established?		
		Was there a change in behavior?		
		If yes, behavior change is:		

Notes  Header  Footer Browse...

Vitals New

Preventive Medicine ( - 09/13/2010 09:00 AM, FOL)

Pt. Info Encounter Physical Hub

**Preventive Notes**

Free-form Structured

Options \*Education provided\* Clear TimeStamp Spell check

Self management goal

Yes

No

Goal:

Confidence Level 0-10

Other Education Provided:

adequate fluid intake

sugary drinks

meal plan

breakfast-lunch-dinner

healthy snacks

fast food facts

food portions

ideal plate

junk food

sugar

starches

Self management goal: Yes, Goal: \_\_\_\_, Confidence Level 0-10

Custom OK Cancel



# Behavioral Health Evaluation

Questions used to assess program participants:

1. Identify 3 areas of your life you would like to improve.
2. In the past, have you had difficulties in achieving some of your goals?
3. What were some of the barriers that stopped you from achieving your goals?
4. Do you have periods of low energy, mood swings, increased irritability?
5. Do you have difficulty concentrating and with your memory?
6. Do you have periods when you feel overwhelmed or anxious?
7. How often do you focus on your disappointments?
8. On a scale of 1 to 10, (1=very low, 10=high) please rate your self-esteem level.
9. On a scale of 1 to 10, (1=very low, 10=high) please rate how you like your body.
10. How true is the following statement: "people around me give me emotional support."



# Physical Therapy Evaluation

## Fitness Assessment Summary

- Resting Heart Rate
- Resting Blood Pressure

## Balance

- Muscular Endurance (bench press)
- Reach/flexibility (sit and reach test)

## Cardiovascular fitness

- Heart Rate (at different speeds and inclines)

## Body Composition

- Waist Circumference (inches)



# Order set

Rx

Order

Browse

<input checked="" type="checkbox"/>		Name	Strength	Take	Freq	Duration	Refills	Route	Formula	Dispense	Date	Status
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Labs

Order

Browse

Diagnostic Imaging

Order

Browse

<input checked="" type="checkbox"/>		Description	Date	Status	<input checked="" type="checkbox"/>		Description	Date	Status
<input checked="" type="checkbox"/>		C-REACTIVE PROTEIN/ULTRA	-	Other Actions					
<input checked="" type="checkbox"/>		Glucose	03/05/2010	Other Actions					
<input checked="" type="checkbox"/>		HGB A1c	08/31/2010	Other Actions					
<input checked="" type="checkbox"/>		LIPID SCREEN	03/05/2010	Other Actions					

Procedures

Order

Browse

<input checked="" type="checkbox"/>		Description	Date	Status
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Immunizations

Order

Smart Forms

<input checked="" type="checkbox"/>		Name	Dose	Date	Status			Name
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Appointments

Order

Referrals

Order

- Outgoing Referral for: Nutritionist
- Outgoing Referral for: Physical Therapy
- Outgoing Referral for: Behavioral Health



# Actual Recruitment

**Originally the plan was to recruit patients with peri-chronic illness or mild chronic illness and exclude patients with more serious chronic illness, however, patients with more severe chronic illness expressed greater interest in attending the program.**

# Cohort A: Demographics and DX

- **Hispanic and Spanish Speaking**
- **Age Range 42-77 (average age 61 years old)**
- **Average of Six Co-morbidities per Patient:**
- **Most Common Chronic Illnesses are:**
  - **Obesity**
  - **Diabetes**
  - **Hypertension**
  - **Arthritis**
  - **Depression**
  - **Hypercholesterolemia**
  - **Asthma**

# 81% of Patients Had Excellent\* Attendance \*(10 out of 12 classes attended)

## Results For Those Patients: (Post 1 Year)

- 3% weight loss and 3% decrease in BMI with an average sustained weight loss of 4.6 lbs
- 2% decrease in systolic BP and 7% decrease in diastolic BP
- 100% of patients with Clinically Significant Depression showed a 50% reduction in PHQ-9

# 19% of Patients Had Good\* Attendance \*( $<10$ out of 12 classes attended)

## Results For Those Patients: (Post 1 Year)

- 0% decrease in weight or BMI
- 14% decrease systolic BP and 8% decrease in diastolic BP
- 100% of patients with Clinically Significant Depression showed a 50% reduction in PHQ-9



# Results Summary

- **The patients in the program have multiple chronic illnesses and very low health literacy levels**
- **Most patients had never exercised before the program began**
- **Due to the small number of patients with clinical data one year post-program (N=16), we cannot make definitive conclusions, however, trends suggest that the program is effective, with noted improvement in major depression**

# Results Summary Continued

- One year post-program evaluation will be conducted for the other three cohorts (N=40) and for future cohorts



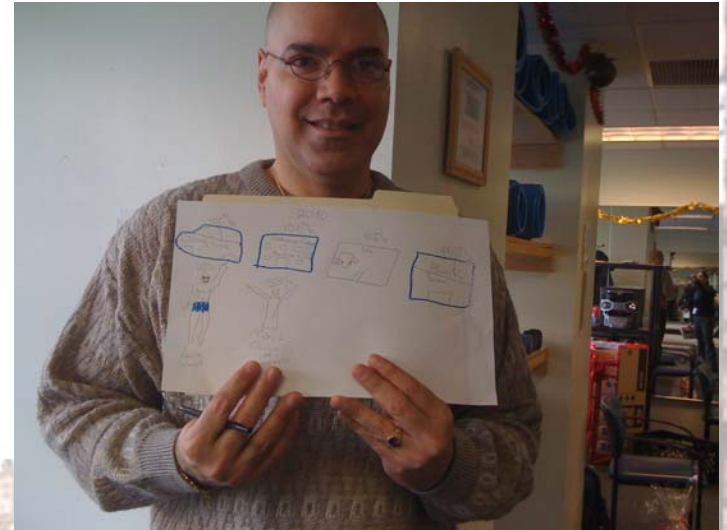
# Self-reported Behavior Changes

- I have learned not to allow little things that have no necessity to bother me. I can solve problems better and sleep in peace. This make me feel full of life and new.
- All the negative things that bothered me I have left behind. Since I joined the program, I am happier -I have learned the importance of small steps in trying to make changes in my life.
- Since the program I've been eating better, sleeping better and I've learned to control my stress. I don't worry like I used to.
- I've learned what to eat and how to control my diabetes. Also, since the program they have taken away some of my pills.
- Before the program I couldn't even take the stairs and now I can walk up and down the stairs with ease. Exercise has also really helped with my arthritis.
- I have been able to maintain a healthy weight, the pain in my knees has gotten better.
- I learned to eat healthy, my cholesterol went from high to low, I lost 36 pounds and now I feel much better.
- I now exercise, they lowered my anxiety pills, and I'm eating healthier.



# Success Stories

■ 48 year old male with a 3 yr hx of diabetes, BMI: 33.6 and taking 3 oral meds to control his diabetes. Patient started to exercise 5 times per week and follow the healthy plate method. One year post-program, patient has lost 31 lbs (BMI 29.2) and is taking only 1 oral medication for his diabetes.



■ 69 year old female with a hx of diabetes, on insulin and taking 2 oral meds, entered the program. At one year post-program, she is no longer on insulin and takes 1 oral medication for her diabetes. She exercises up to 4 days a week in the Wellness Center and reports feeling happy and full of energy. She lost 10lbs in the past year.



# Community Resources

- Canyon Ranch Institute
- Canyon Ranch Center for Health Promotion and Prevention at University of Arizona
- River Produce Group
- Project HOPE
- Fine Fare Supermarkets
- Local Merchants
- Farmers market
- New York Botanical Gardens

# Contact Information

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