

18 - Health Education and Wellness

18.1 Southern Nevada Health Education Program Offerings

Health Education and Wellness (HEW) provides programs that empower patients with the support, information and tools to prevent illness, manage existing health concerns, and overcome obstacles that allow them to live healthier lives.

Wellness Programs:

- Diabetes – 2-part class
- Exercise
- Healthy Nutrition / Weight Management for children, ages 1-17 (*Consultation*)
- Lactation (*Consultation*)
- Medical Nutrition (*Consultation*)
- Tobacco Cessation Program (TCP), includes vaping
- Weight Management - Adult
- Weight Management Support Group - Adult

The Health Education and Wellness Department is comprised of a dedicated team of Certified Health Education Specialists (CHES), Registered Dietitians (RD), Certified Diabetes Educators (CDE), Licensed Alcohol and Drug Counselors (LADC), Certified Lactation Counselors (CLC), and a Specialist in Gerontological Nutrition (CSG), Exercise Physiology, and Health Promotion.

Telephonic and telemedicine consultations are available for select topics.

One-on-one nutrition consultations are available as noted. Consultations are recommended for patients who are at high risk or may be having special health issues. Consultations may require a physician referral and/or chart notes.

There are three ways to refer patients to Health Education and Wellness:

- 1.) Call 702-877-5356
- 2.) Fax to 702-838-1404
- 3.) Visit www.healthplanofnevada.com and sign in to the online provider center.

Some wellness classes are available at select Southwest Medical Associates clinics. For information about class offerings in your clinic location, please contact HEW at the numbers listed above.

Wellness Programs Overview:

Diabetes –Self-Management Education

Diabetes 2 –part program (2 – 2-hour sessions)

This 2-part program helps patients learn how to self-manage their diabetes and keep symptoms at bay.

This program includes:

- Understanding the different types of diabetes, including signs and symptoms
- Complications of diabetes

- Taking medications
- Healthy eating for diabetes control
- Staying active

Exercise

HEW offers an exercise program for adults looking to incorporate physical activity safely and effectively into their daily lives. All fitness levels are encouraged to attend.

This program includes:

- Relationship between exercise and nutrition
- Thirty to forty-five minute workout
- How to engage and strengthen core muscles properly
- How to improve flexibility, mobility and balance
- How to fuel the body to ensure fat loss and muscle gain simultaneously
- How to exercise safely and effectively without relying on specialized equipment

Healthy Nutrition / Weight Management for Children – Consultations

Steps to Good Nutrition – Ages 1 to 6

A registered dietitian can help parents with a step- by-step approach to good nutrition, food choices, portion sizes, healthy activity levels and behavior modification for their child.

Building Blocks to Good Health - Ages 7 to 11

A registered dietitian can help families identify obstacles, find solutions, set goals, and make food and activity choices that support the entire family and reduce risks for future complications.

Healthy Nutrition - Ages 12 to 17

A registered dietitian can help teenagers make the necessary adjustments in their diet and lifestyle to support their health and wellness. *Parent participation is required.*

Lactation

Breastfeeding Solutions

Certified Lactation Counselors (CLC) can provide patients with breastfeeding information through a one-on-one consultation.

Lactation counselors can assist with the following:

- Positioning and latching-on
- Techniques to relieve soreness/pain
- Milk production
- Reducing fullness discomfort
- Safe handling of expressed milk
- Guidelines for storing and transporting milk
- Returning to work/school

Medical Nutrition - Consultations

Registered dietitians are available to help patients with medical nutrition topics, such as cancer nutrition, adult malnutrition, renal support, food allergies, gout, tube feeding and other gastrointestinal conditions.

Tobacco Cessation Program (TCP)

This program provides guidance and support for patients who want to quit smoking or vaping and maintain a tobacco-free lifestyle.

Program Overview:

- One-hour program orientation
- One-on-one assessment and treatment plan developed for each patient
- Education, support, and possible medication therapy
- 3-month treatment program for medication includes Chantix, Zyban and Nicotine Replacement Therapies (NRT) of the patch, gum and lozenge.
- Zyban and Chantix prescriptions are authorized only for participants in conjunction with the patient's provider.
- Participants are encouraged to attend at least 10 of 12 educational sessions, but they may attend as many sessions as needed.
- Dedicated TCP scheduling phone line: 1-866-707-6056

Weight Management - Adult

Lean on Me is a weight management program focused on making lifestyle changes that result in losing weight and keeping it off.

Topics discussed in this 2-part class include:

- Nutrition
- Physical activity
- Stress reduction
- Goal setting and action planning
- Developing a wellness attitude

18.2 Northern Nevada Health Education Program Offerings

Health Education and Wellness (HEW) provides programs that empower patients with the support, information and tools to prevent illness, manage existing health concerns, and overcome obstacles that allow them to live healthier lives.

Wellness Programs – Northern Nevada:

- Diabetes
- Grocery Shopping Tours
- Healthy Nutrition / Weight Management for children, ages 1-17
(*Consultation*)
- Lactation
- Tobacco Cessation Program (TCP) includes vaping
- Weight Management - Adult

The Northern Nevada HEW office has a full-time, bilingual health educator and Certified Lactation Counselor (CLC) (*English/Spanish*).

Telephonic and telemedicine consultations are available for select topics

Wellness programs and one-on-one consultations are available at:
9850 Double R Blvd, 2nd floor Reno, Nevada 89521

Consultations are recommended for patients who are at high risk or may be having special health issues. Consultations may require a physician referral or clinical notes.

To refer patients to Health Education and Wellness:

- 1.) Call: (775) 412-9190
- 2.) Fax: Right fax: (702) 838-1404, HEW office right fax: (775) 877-5356
- 3.) Visit www.healthplanofnevada.com and sign into the online provider center

Wellness Programs – Overview, Northern Nevada

Diabetes – Diabetes Self-Management Education

Diabetes 2 –part program (2 – 2-hour sessions)

This 2-part program helps patients learn how to self-manage their diabetes and keep symptoms at bay.

This program includes:

- Understanding the different types of diabetes, including signs and symptoms
- Complications of diabetes
- Taking medications
- Healthy eating for diabetes control
- Staying active

Grocery Shopping Tour

This program helps patients make simple changes in food choices at the grocery store that can make a big impact on their overall health.

This program includes:

- The basics in meal planning and nutrition
- How to read a food label
- How to shop from a budget
- Selecting healthy foods for the entire family
- Navigating the grocery store and planning meals

Healthy Nutrition / Weight Management for Children - Consultations

Steps to Good Nutrition – Ages 1 to 6

A health educator can help parents with a step- by-step approach to good nutrition, food choices, portion sizes, healthy activity levels and behavior modification for their child.

Building Blocks to Good Health - Ages 7 to 11

A health educator can help families identify obstacles, find solutions, set goals, and make food and activity choices that support the entire family and reduce risks for future complications.

Healthy Nutrition - Ages 12 to 17

A health educator can help teenagers make the necessary adjustments in their diet and lifestyle to support their health and wellness. *Parent participation is required.*

Lactation

Breastfeeding Solutions and Support Group

A Certified Lactation Counselor (CLC) helps patients with breastfeeding information through a support group or one-on-one consultation.

Lactation Support includes help with:

- Positioning and latching-on
- Techniques to relieve soreness/pain
- Milk production
- Reducing fullness discomfort
- Safe handling of expressed milk
- Guidelines for storing and transporting milk
- Returning to work/school

Tobacco Cessation Program (TCP)

This program provides guidance and support for patients who want to quit smoking or vaping and maintain a tobacco-free lifestyle.

Program Overview:

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- Zyban and Chantix prescriptions are authorized only for participants in conjunction with the patient's provider.
- Participants are encouraged to attend at least 10 of 12 educational sessions, but they may attend as many sessions as needed.
- TCP scheduling phone line: 775-393-3107

Weight Management - Adult

Lean on Me is a weight management program focused on making lifestyle changes that result in losing weight and keeping it off.

Topics discussed in this 2-part class include:

- Nutrition
- Physical activity
- Stress reduction
- Goal setting and action planning
- Developing a wellness attitude

Weight Management Support Group - Adult

Weight Matters provides patients with nutrition and fitness support in a positive learning environment. Patients learn how to take charge of their health and make behavior modifications that support a lifetime of wellness. The program is currently 26 weeks.

18.3 Provider Communication

To assist patients in accomplishing behavior change a provider referral system is available through the Automated Referral System (ARS) in Touchworks. This referral system involves patients' participation in health education programs that tie directly to their physician's referral. Providers are sent information on their patients' progress through chart noting that includes: patient participation, concerns, and whether or not the patient completed the program.

18.4 Online Learning

HEW offers free online education located at www.healthplanofnevada.com. Members simply scroll down and select the “Health Education” tile and then “Online Education”. Each module includes health information, interactive tools and/or videos for further learning.

The *Online Education* modules include the following topics:

- Diabetes
- Heart Health
- Back and Office Ergonomics
- Stress Management
- Getting Through the Holidays
- Pregnancy
- Preventive Healthcare
- Tobacco Cessation
- Sleep
- Weight Management
- And more!

There is also a personal Health Risk Assessment (HRA) available online. The HEW HRA is available to Medicaid members. Commercial members are directed to complete the Rally HRA. The HRA can be the first step on the road to better health. It is designed to help identify and prioritize health and wellness goals. After completing the HRA, a profile will be generated automatically for the member to print. The profile provides the following information:

- Personal health risk factors
- Health and screening recommendations
- Programs and services that meet the member’s needs