Workforce Needs of a Transformed Health Care System

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An Engaged Pipeline

- Health Academies
- Medical Schools
- Residency Programs
  - Local roots
  - Mission fit
  - Social justice
  - Continuity experience

Riverside University HEALTH SYSTEM
Health Coach Program

- College and post-bac volunteers
- Trained in chronic disease and motivational interviewing
- Support patients with self-management goals
- Offload provider versus novel function
Whole Person Health Score

- Quantifies health holistically
- 28-question assessment
- Actionable 6-letter score empowers patients
- Encourages holistic and strategic care

**Whole Person Health Score Summary**

Assessment Last Completed: 10/7/2019 2:37 PM

<table>
<thead>
<tr>
<th>C</th>
<th>R</th>
<th>A</th>
<th>O</th>
<th>M</th>
<th>P</th>
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<tbody>
<tr>
<td>Physical Health</td>
<td>Emotional Health</td>
<td>Resource Utilization</td>
<td>Socioeconomics</td>
<td>Ownership</td>
<td>Nutrition and Lifestyle</td>
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| A-F | Good. Little opportunity for improvement (no referral needed). |
| G-O | Fair. This is an area of health that is likely impacting your overall well-being. Consider seeking additional support or help (referral needed). |
| P-Z | Needs Improvement. This is an area of health that is already impacting your overall well-being and needs immediate or continued attention (referral needed). |

**Follow-up / Referral Recommendations:**
- Emotional Health: Clinical Therapist or Psychologist
- Socioeconomics: Social Work or Social Services
- Ownership: Health Coach or Dietitian
- Nutrition and Lifestyle: Dietitian or Substance Abuse Counselor

- Depression → -7 to -20 yrs
- Education → -7 to +9 yrs
- Poor Finances → -8 yrs
- Occupation → -3 to +4 yrs
- Homelessness → -12 to -25 yrs
- Religion → +4 to +14 yrs
- Social Support → +2 to +30 yrs
- Self-monitoring of health → +12 yrs
Behavioral Health Integration

- Unmet need
- Impact on staff satisfaction
- Co-location ≠ integration
- Continued BH shortage
- Tiering: the good and the bad