

Live Whole Health. VA  U.S. Department of Veterans Affairs

Taking Charge of My Life and Health Facilitator Training

(Location)
(Dates)

Module 1 – Introduction to Taking Charge of My Life and Health (TCMLH)

Live Whole Health. VA  U.S. Department of Veterans Affairs

What are TCMLH groups designed to do?

- Explore my Mission, Aspiration and/or Purpose
- Reflect on, “What do I really want my health for?”
- Assess my own health
- Choose an area of focus that is important to me
- Set my own goals and action plans
- Gain support from the group to accomplish my goal
- Develop a Personalized Health Plan

Live Whole Health. VA  U.S. Department of Veterans Affairs

What Taking Charge of My Life and Health Groups are Not!

- Not a therapy group
- No diagnostics nor labeling
- Not focused on deficits
- Not a mentoring group
- Not confrontation nor intervention group

Live Whole Health. VA  U.S. Department of Veterans Affairs

What does the group provide?

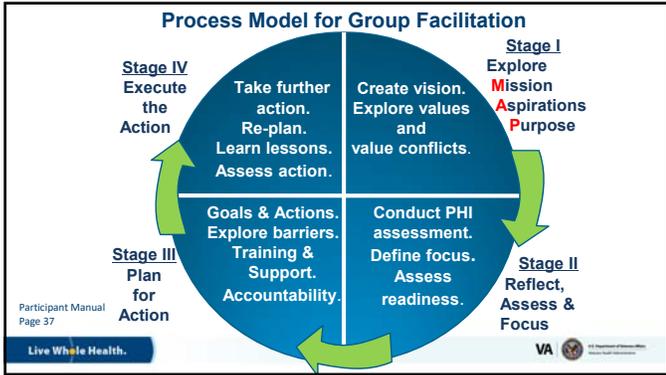
- Provides support for participants
- Allows one to hear ‘out-loud’ what they’ve been thinking
- Learn from one another as peers
- Be accountable to one another
- Create a sense of community

Live Whole Health. VA  U.S. Department of Veterans Affairs

Circle of Health and Well-being

Participant Manual
Page 1

Live Whole Health. VA  U.S. Department of Veterans Affairs



What Is the TCMLH Facilitation?

17th Century Nun’s Prayer

Keep me from the fatal habit of thinking I must say something on every occasion.
 Release me from craving to straighten out everybody's affairs.
 Make me thoughtful but not moody; helpful but not bossy.
 With my vast store of wisdom, it seems a pity not to use it all, but I want a few friends at the end.
 Keep my mind free from recitals of endless details; give me wings to get to the point.
 Give me the ability to see good things in unexpected places, and talents in unexpected people. And, give me, the grace to tell them so.

Live Whole Health. VA U.S. Department of Veterans Affairs

The Pathway to Whole Health

[The Pathway to Whole Health video](#)

Live Whole Health. VA U.S. Department of Veterans Affairs

Module 2 – Introductions and Group Guidelines

Live Whole Health. VA U.S. Department of Veterans Affairs

Introductions

Please share: **Your name, where you work and your role.**
 Answer **one** of the following:

- What is one thing you want the group to know about you?
- What is something you do that reflects an important value of yours?
- What is one thing fun about you, or one thing you do for fun?

Live Whole Health. VA U.S. Department of Veterans Affairs

Group Guidelines

- Be Timely
- Turn off cell phone ringers/set to vibrate
- Be Present: Avoid Multitasking
- Observe yourself and self-manage: Avoid verbal and non-verbal behaviors that detract from other’s learning

Live Whole Health. VA U.S. Department of Veterans Affairs

Group Guidelines

- Participate in all small group and practice activities
- Support each other in the training experience
- Practice Confidentiality
 - Practice Respect – Please don't share other's personal stories
 - Please refrain from taking pictures/video of others
 - Limits of Confidentiality for Facilitator
- Avoid giving advice
- "Try on" the principles, process, and skills of Whole Health Group Facilitation

Live Whole Health.  13

Group Guidelines

- You choose how you want to be in this training. Some possibilities are:
 - Be relaxed
 - Be curious
 - Be willing to experiment
 - Be willing to have fun
 - Be willing to make some mistakes
- Other Group Guidelines/Practices?

Live Whole Health.  14

Module 3 – Introduction to Patient Centered Care, OPCC&CT and Whole Health

Live Whole Health.  15

[Dr. Tracy Gaudet: Redesigning Health Care to Promote One's Whole Health video](#)

Live Whole Health.  16

Department of Veterans Affairs FY 2018-2024 Strategic Plan

VA will significantly improve Veteran health outcomes by shifting from a system primarily focused on disease management to one that is based on partnering with Veterans throughout their lives and focused on their Whole Health.

VA will provide **personalized, proactive, patient driven health care** to **empower, equip, and encourage Veterans** to take charge of their health, well-being, and to adopt healthy living practices that deter or defer preventable health conditions.

Live Whole Health.  17

Personalized, Proactive, Patient-driven Health Care

Personalized - Considering the unique interests, desires and health care needs of each individual Veteran.

Proactive - Assisting the Veteran in not waiting for health problems to happen, but taking the initiative to live in a manner that minimizes health problems from occurring.

Patient-driven - Providing care based on what really matters to the Veteran and including the Veterans in their own health care decisions.

Live Whole Health.  18

VHA Modernization plan

- Engaging Veterans in Lifelong Health, Well-being and Resilience
 - Using peers to engage and empower Veterans
 - Supporting self-care through well-being programs
 - Whole Health for employees

Whole Health Defined

Whole Health
 is an approach to health care that
empowers AND equips
 people to take charge of their health
 and well-being,
 and live their life to the fullest.

The Whole Health System



The Future: The Whole Health System

- **The Pathway (Empower)**
Partners with the person and their family, exploring their mission/purpose/aspirations and begins their overarching personal health plan.
- **Wellbeing Programs (Equip)**
Skill building and support, complementary and integrative health (CIH) programs and service, health coaching, personal health planning.
 - Proactive, integrative health approaches such as stress reduction, yoga, tai chi, mindfulness, nutrition, acupuncture.
 - Not diagnosis or disease based.
- **WH Clinical Care (Treat)**
VA or community, or both
 - PACT, specialty clinics, etc.
 - Includes: healing environments, healing relationship, complementary and integrative health approaches, personal health planning.

Introduction to Whole Health

- A 2-hour Introduction to Whole Health group-based, peer led, experiential session offered by facilities twice a month to expose participants to the fundamentals of Whole Health and empower them to engage in self-exploration
- Recommended for recently separated Service members and also Veterans already in your system, as well as by employees.
- From this Introduction to Whole Health, Veterans can choose to participate in the full TCMLH peer-led Whole Health group program.
- Facilitator training available in TMS: Course #35647

Online Whole Health Resources

Public websites:

Whole Health Online Library: <https://wholehealth.wisc.edu/>

Whole Health for Internet: <https://www.va.gov/WHOLEHEALTH/>

VA-only websites:

Whole Health for Intranet: <http://vaww.va.gov/patientcenteredcare>

Whole Health Education Sharepoint:
<https://dvagov.sharepoint.com/sites/VHAOPCC/Education/SitePages/Home.aspx>

Whole Health Print Products Catalogue:
https://vaww.va.gov/PATIENTCENTEREDCARE/Available_Print_Products.asp

Whole Health Communication Resources:
https://vaww.va.gov/PATIENTCENTEREDCARE/Communication_Resources.asp



Local Resources

Live Whole Health. VA 

'Plug and Play' Videos

'Plug and Play' videos can provide a deeper dive into these areas:

- Whole Health Introduction
- Mindful Awareness
- Signs of Suffering
- Each self-care component of health (8 videos)

• The link is: <https://www.va.gov/WHOLEHEALTH/veteran-resources/Peer-Facilitator-Materials.asp>

Live Whole Health. VA 

OPCC&CT Contacts

The National Office of Patient Centered Care & Cultural Transformation can help you on your Whole Health Journey. Please contact the Regional Lead for your VISN.

VISN 1, 2, 3, 4, 10, 11 Donna Faraone, Lead: Donna.Faraone@va.gov

VISN 5, 6, 7, 8, 9 Christian DiMercurio, Lead: Carlo.DiMercurio@va.gov

VISN 12, 15, 16, 17, 23 Anika Doucette, Lead Anika.Doucette@va.gov

VISNs 18, 19, 20, 21, 22 Kathy Hedrick, Lead: Kathy.Hedrick@va.gov

Live Whole Health. VA 

**Module 4 – Skill Building:
Introduction to Mindful Awareness**

Live Whole Health. VA 

What does being present mean to you?

Live Whole Health. VA 

Mindful Awareness

“Paying attention on purpose in the present moment, and non-judgmentally.”

Jon Kabat-Zinn PhD

Live Whole Health. VA 

“The intention to pay attention, in the present moment, with a friendly and open orientation.”

Jeff Brantley M.D.

Live Whole Health. VA U.S. Department of Veterans Affairs

31

Mindful Awareness

Mind Full, or Mindful?



Photo credit: ForbesOste via Foter.com

Live Whole Health. VA U.S. Department of Veterans Affairs

32

We all have it . . .
the natural capacity to
pay attention with curiosity
and openness.

Live Whole Health. VA U.S. Department of Veterans Affairs

33

We also have the capacity
for *mindlessness*,
in-attention, or going on
auto-pilot.

Live Whole Health. VA U.S. Department of Veterans Affairs

34



“Mr. Duffy lived a short
distance from his body.”

James Joyce

Live Whole Health. VA U.S. Department of Veterans Affairs

35

Mental Benefits of Mindful Awareness

- Decreased anxiety, worry, anger, depression
- Less emotional distress and rumination
- Increased concentration, emotional intelligence, creativity and problem solving

Live Whole Health. VA U.S. Department of Veterans Affairs

36

Physical Benefits of Mindful Awareness

- Decrease in stress hormones
- Decrease in heart rate, blood pressure, and hypertension
- Decrease in inflammatory molecules
- Decrease in chronic pain
- Increase in immune function

Live Whole Health. 37 VA U.S. Department of Veterans Affairs

Behavioral Benefits of Mindful Awareness

- Increase in non-reactivity
- Smoking cessation
- Decrease in binge eating
- Decrease in sleep disturbance
- Reduction in alcohol use and illicit substance use

Live Whole Health. 38 VA U.S. Department of Veterans Affairs

What Mindful Awareness is NOT

- Meditation
- Having a clear mind
- Relaxation

Live Whole Health. 39 VA U.S. Department of Veterans Affairs

9 Attitudes of Mindful Awareness

Live Whole Health. 40 VA U.S. Department of Veterans Affairs

Practice of Mindful Awareness

- Find a comfortable position
- Allow your eyes to close if you like
- Remember the 7 attitudes
- Let go of busy-ness or life concerns
- Pay attention to your breath
- When attention wanders to thought, sensation, emotion, etc. - simply notice
- Gently return focus to your breath
- Practice as long as you wish

Live Whole Health. 41 VA U.S. Department of Veterans Affairs



“Life moves pretty fast. If you don't stop and look around once in a while, you could miss it.”

Ferris Bueller

Live Whole Health. VA U.S. Department of Veterans Affairs

Module 5 – PHI Introduction and Mission/Aspiration/Purpose Stage I

Live Whole Health. VA U.S. Department of Veterans Affairs

Process Model for Group Facilitation

Stage I
Explore
Mission
Aspirations
Purpose

Create vision.
Explore values
and
value conflicts.

Live Whole Health. VA U.S. Department of Veterans Affairs

Dream Rangers

[Dream Rangers video](#)

Live Whole Health. VA U.S. Department of Veterans Affairs

Stage I - Instructions for MAP Activity

You can either:

- Turn to the Personal Health Inventory (PHI) in the Participant Workbook on [page 2](#). Complete the page.
- Turn to the first page of the PHI handout. Complete the page.

You will have up to 10 minutes to reflect and finish.

Live Whole Health. VA U.S. Department of Veterans Affairs

Module 6 - Values and Value Conflicts Stage I

Live Whole Health. VA U.S. Department of Veterans Affairs

Stage I - Two Kinds of Values

Ideal Values: What is important to us in the ideal or long term
Examples: "God, Honor, Country", Health, Family, Commitment

Operational Values – What is important to us in the moment
Examples: Pleasurable experiences, food, drink, comfort

Many times, these are in conflict. . .



Live Whole Health. VA  U.S. Department of Veterans Affairs

Stage I - Experiences of Value Conflicts - Personal

- How many of you value your health?
- How many of you have done a behavior that is inconsistent with your value of health in the last 24 hours?
- What values were in conflict? (either ideal or operational)

Live Whole Health. VA  U.S. Department of Veterans Affairs

Stage I - Value Conflicts for Veteran's We Serve

Choose a Veteran behavior that you have a hard time understanding:
 Examples:

- Don't take their meds
- Refuse to stop drinking/smoking
- Not interested in losing weight
- Others?

What might be going on for them in terms of value conflicts?

Live Whole Health. VA  U.S. Department of Veterans Affairs

Strategies for Dealing with Conflicting Values

- Choose one value over the other
- Compromise between/among the values
- Live with the values conflict
- Live with values conflict in a stressful way
- Live with the values conflict by simply observing
- Wait to make a future decision

Live Whole Health. VA  U.S. Department of Veterans Affairs

Even a Cowboy Don't Always Know




Live Whole Health. VA  U.S. Department of Veterans Affairs

Activity: Values-Conflict Worksheet

- Before the next activity, take a few moments to reflect on and complete the questions on the Values-Conflict worksheet.
- Turn to **page 13-14** of the **Participant Manual** and write your responses.
- Please describe a situation you are willing to share in the small group.

Live Whole Health. VA  U.S. Department of Veterans Affairs

Instructions for Small Group

1. Each *speaker* shares either a recent difficult decision they have had to make or are currently in the process of making. (for 2 minutes)
2. Each *listener* reflects a value (or values) they hear that underlies the decision.
3. Rotate the speaker until everyone has had a chance to speak.

Live Whole Health. VA U.S. Department of Veterans Affairs

Demo #1 MAP

- Mission / Vision
- Values / Value Conflicts
- Watch for:
 - How MAP, vision, values are elicited
 - Listening
 - Bottom-lining
 - Reflections
 - Inquiry
- Volunteers?



Live Whole Health. VA U.S. Department of Veterans Affairs

Module 7 – Skill Building: Listening

Live Whole Health. VA U.S. Department of Veterans Affairs

Listening

“Most people do not listen with the intent to understand; they listen with the intent to reply.”

Stephen Covey PhD

Live Whole Health. VA U.S. Department of Veterans Affairs

Listening

- When are times when you don’t listen well?
- What gets in your way of listening well?

Live Whole Health. VA U.S. Department of Veterans Affairs

Two Types of Listening

- Primarily Self-focused
- Primarily Other-focused

Live Whole Health. VA U.S. Department of Veterans Affairs

Self-Focused Listening

- Multi-task, distracted
- Formulating responses
- Filter through past experiences, history, assumptions
- Personal stories, agenda, advice

Live Whole Health. VA U.S. Department of Veterans Affairs

Other-Focused Listening

- Beginner’s Mind, Not-knowing
- Attention to body language, facial expression, tone of voice
- Attuned to energy and emotions behind the words
- Allow for silence, space, pause

Live Whole Health. VA U.S. Department of Veterans Affairs

The Pause

“The PAUSE:
that impressive silence, that eloquent silence...
which often achieves a desired effect where no
combination of words... could accomplish it.”

Mark Twain

Live Whole Health. VA U.S. Department of Veterans Affairs

Holding Space Video

<https://www.youtube.com/watch?v=wEfri4tggtU>

Live Whole Health. VA U.S. Department of Veterans Affairs

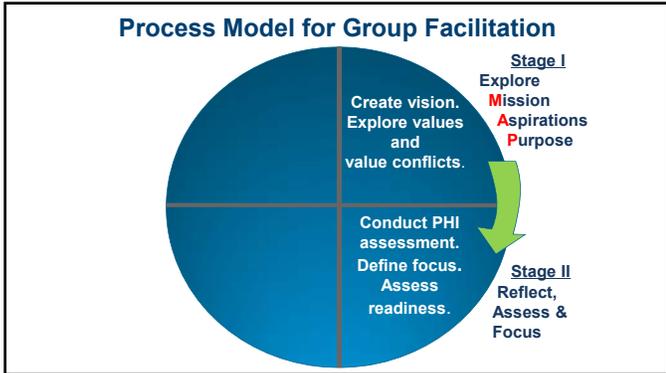
Questions for Small Group Listening Activity

1. What were some dreams/aspirations you had when you were younger?
2. Are you in any way currently living out those dreams/aspirations? If so, How?
3. What are some aspirations/dreams you have for yourself in the future?
4. What do your dreams/aspirations tell you about what is important to you now (values)?

Live Whole Health. VA U.S. Department of Veterans Affairs

Module 8 – Personal Health Inventory Stage II

Live Whole Health. VA U.S. Department of Veterans Affairs



Stage II – Complete PHI Assessment

- Complete Part 2 of PHI on pages 3-6 in the Participant Manual
- Demo # 2
 - How are areas explored?
 - Is the focus defined?
 - Volunteers?

Live Whole Health. VA U.S. Department of Veterans Affairs

Module 9 – Manual Review and Preparation for Group Practice

Live Whole Health. VA U.S. Department of Veterans Affairs

TCMLH – Facilitator Guide and Participant Workbook

Live Whole Health. VA U.S. Department of Veterans Affairs

Facilitator Guide - Introduction

ABOUT THIS FACILITATOR GUIDE

INTRODUCTION

This facilitator guide is intended to assist you in leading a successful experience for the Participant. It is intended to allow Participants to think about what their most want for their lives and health. Topics have been selected to build a positive regard for their present life.

The guide provides a variety of group activities that allow the Participant to reflect on their own lives. During these activities, other members will provide the experience and activities of the group.

GROUP DYNAMICS

When your group opens, you will notice there are three columns. The columns are: Mission, Vision, and Purpose. Participants are expected to be present in any activity, group members for the group are listed on the page of the book of the book.

The right hand column, Member Names, contains the participant's name and contact information. This information is used to help you identify the member before the group begins or to help you identify the member after the group begins.

OPTIONAL COUSE FOR FACILITATORS

This section provides optional activities to help you prepare for the group. It is a simple format for gathering the member's information. This format allows participants to prepare to reflect on their experience for the group.

Live Whole Health. VA U.S. Department of Veterans Affairs

Facilitator Guide – Color coding

Color coding is used to help you identify the member before the group begins or to help you identify the member after the group begins.

Color coding is used to help you identify the member before the group begins or to help you identify the member after the group begins.

Color coding is used to help you identify the member before the group begins or to help you identify the member after the group begins.

Live Whole Health. VA U.S. Department of Veterans Affairs

