Improving Quality of Life for Employees and Patients by Creating an Optimal Healing Environment

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The Environment of Health Care

- PPACA
- ACOs
- Patient-centered care
- Medical Home
- EMR/EHR/Digital medicine
- Bundled payments
- HCAHPS
- Wellness Visits
What Is Healing, Exactly?

*Healing is the process of recovery, repair and return to wholeness – salutogenesis.*

- Retain health (prevention)
- Recovery, repair from injury and illness
- Return to wholeness and wellness in mind, body, spirit, community and environment with disease.

*Healing may or may not result in cure.*
"I think you should be more explicit here in step two."
The Science and Practice of Healing

How can we integrate and apply evidence-based healing behaviors and practices into medicine and health care?

We’ve been building the science of healing...
A system and place comprised of people, behaviors, treatments and their psychological and physical parameters.

Its purpose is to provide conditions that stimulate and support the inherent healing capacities of the participants, their relationships and their surroundings.
# Optimal Healing Environments

**Making Healing as Important as Cure**

## Table

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<th>Behavioral</th>
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<td>Developing Healing Intention</td>
<td>Cultivating Healing Relationships</td>
<td>Practicing Healthy Lifestyles</td>
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<td>Experiencing Personal Wholeness</td>
<td>Creating Healing Organizations</td>
<td>Applying Collaborative Medicine</td>
<td>Fostering Ecological Sustainability</td>
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### Enhance Awareness
- Expectation
- Hope
- Understanding
- Belief

### Enhance Integration
- Mind
- Body
- Spirit
- Energy

### Enhance Caring
- Communication
- Compassion
- Social Support
- Empathy

### Enhance Culture
- Leadership
- Mission
- Teamwork
- Technology

### Enhance Health Habits
- Diet
- Exercise
- Relaxation
- Addiction Management

### Enhance Medical Care
- Integrative
- Person Centered
- Family Centered
- Culturally Sensitive

### Enhance Sensory Input
- Color and Light
- Art and Architecture
- Aroma and Air
- Music and Sound

### Enhance Natural Process
- Eco-Friendly
- Green
- Energy Efficient
- Nature

## Inner Environments to Outer Environments

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External Environment

**EXTERNAL**

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<thead>
<tr>
<th>BUILDING</th>
<th>FOSTERING</th>
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<tr>
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<td>SPACES</td>
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  - Eco-Friendly
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## Behavioral Environment

### Behavioral

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<th>APPLYING COLLABORATIVE MEDICINE</th>
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**Images:**
- A person receiving a massage.
- Two people running on a beach.
Interpersonal Environment
Internal Environment

**INTERNAL**

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Summary: Impact of OHE

• Healing-oriented surroundings and systems work together creating an Optimal Healing Environment.

• There are many areas within a health care setting where attention to self-care, communication, integrative practices and design can impact patient, family, community outcomes and staff performance.

• An opportunity exists when designing the physical environment or changing to person-centered care, the medical home or other models to incorporate the current research and practice on those that produce healing.
Is There a ‘Business Case’ for OHE? What is the Cost-Value Analysis?

• We must start **measuring what we value in healing** – choosing the right ‘indicators of success’ is key

• Samueli Institute and partners seek to correlate relevant patient and provider services to outcomes:
  - **Services related to delivery** (feasibility, training, space, technology, culture, resources and readiness) with
  - **Health services outcomes** that are of importance and being collected in health care systems (quality, safety, satisfaction, pain and costs)
A Whole Systems Approach to Health and Function

Total Force Fitness

Military Medicine

Military and VHA

Optimal Healing Environments

Health Care

National Policy
Total Force Fitness
Bottom Line Benefits of OHE

- OHE is a tool for building employer partnerships that protect and build volumes.
- OHE supports providers in managing financial risk and improving quality (outcomes).
- OHE empowers Chronic Disease Management and Medical Homes.
- OHE paves the way for a new care system based on the “Triple Aim” principles.
- OHE creates readiness for Accountable Care Organizations.
- OHE is a cost effective human resource strategy.
- OHE has potential to buffer the shortage of primary care physicians.
Bottom Line Benefits of OHE…cont’d

- OHE has increasing appeal to medical students.
- OHE creates value.
- OHE creates market differentiation for prime movers.
- OHE increases patient satisfaction.
- OHE helps providers go beyond the walls of current quality improvement efforts.
- OHE supports more compassionate, cost effective End of Life Care.
- OHE addresses the increased dilemma and burden of family caregiving.
Creating an Optimal Healing Environment

• **Take Measure** –
  • Assess your current culture

• **Take Charge** –
  • Learn and understand healing concepts
  • Identify opportunities

• **Take Action** –
  • Implement healing initiatives
  • Lead by example – self care is at the core of healing
I think I've discovered something.

When you wake up at night, and your head hurts and your stomach feels funny...
The first thing you do is put on your bathrobe.

Then you drink a glass of water and take some pills, and you sit by yourself in the dark for awhile until you’re ready to go back to bed.
BUT IT'S NOT THE PILLS THAT MADE YOU FEEL BETTER..

IT'S THE BATHROBE!