

WELLNESS CONVERSATION PROVIDER TIPS

THINGS TO CONSIDER

Through our engagement with patients and caregivers we have learned that the optimal way to connect patients with wellness services is to engage in a conversation that provides personalization, shared decision-making and support.

A Wellness Conversation includes 4 main components

- Finding an opening (starting the conversation)
- Assessing current state
- Setting and prioritizing wellness goals
- Developing a personalized wellness journey and plan

INTRODUCING WELLNESS

Starting a conversation about a referral to the Wellness Center belongs to YOU, the referring provider.

Finding an opening for this conversation, which patients and families may not have prior experience with in a medical setting, may feel different or awkward, for both the patient and the provider.

Here are some ways to get started

- First, establish trust and rapport
- Begin with a high level check-in. This may happen at the end of an encounter after the pt has already raised issues
 - How are you doing? How has the summer been? How's home/school/family? How are you doing with disease X? Do you any challenges or concerns for the future?
- Building off what was shared, transition to the concept of wellness
 - In addition to addressing your medical issues, we want to think with you about your whole life
 - You mentioned trouble sleeping/fatigue/challenges with keeping up with other kids/thinking about how you can use diet to improve your health/questions about switching to adult providers, etc..... in addition to treating your underlying medical condition we want to think about helping you with these other aspects of your life
 - Have you heard the term wellness? What does it mean to you? People have different definitions of wellness. But it refers to how you are doing as a whole person. I am interested in helping you with your wellness, in addition to helping you with your disease X.
 - What do you think?
- Introduce the new Center
 - There is a new Center here at UCSF which is focused on helping young people living with chronic medical conditions get support for overall wellness. They focus on your whole life/whole being, and not your medical condition.
 - *"You will be seeing an NP and SW for a 75-minute initial visit. They will ask questions about various aspects of your life - we call these Wellness Domains. These domains all work together to provide a person with an overall sense of*

Wellbeing. Sometimes these domains need extra support. The Wellness team will talk about the domains with you to see if there are any areas that need bolstering and together you will come up with a plan to develop these domains so that they are as thriving as you want them to be in your life."

- *"The wellness center helps you design a customized wellness plan to bring more joy into your life. They have a fitness program, an integrative nutrition program, and they offer fun activities like writing workshops and cooking classes. They help you reduce loneliness and stress in your life. In the future, they'll have more group activities and support groups where you can connect with other kids".*
- Would you be interested in learning more about this program, and maybe meeting with them? It's totally your choice.
- If you are interested, this is how it works...I place a referral...someone calls you to schedule....you can meet by zoom or in person...and then they will send you more information to read about their program
 - *"They will send you a Welcome packet through MyChart or email. I think the visits work better if you can fill it out before meeting them, but if not, the forms can be filled out at the visit."*
- You can also learn more about the center on their website.
<https://youthwellness.ucsf.edu> I will put their information in your AVS.
 - *"The website has pictures of their beautiful new space. Once it opens, there will be lots of opportunities for community building, classes, support groups and more. Check it out!"*

RESOURCES

See Wellbox Toolkit for Providers under provider tab on Wellness Center website.

<https://youthwellness.ucsf.edu/wellbox-toolkit-providers>