



DPS Behavior Change Suite™

eModules Overview

April 2007



Introduction

The proprietary, patent-pending, *DPS Behavior Change Suite* is a comprehensive, web-based software package that allows organizations to deploy their own integrated behavior change interventions that support individuals seeking to adopt and sustain healthy behaviors. The design and construction of the *Suite* derive from a deep understanding of the elements of successful clinical coaching approaches. A multi-disciplinary team of clinicians, technologists and coaches working directly with intervention providers have built the *Suite*. Over several years of development, the *Suite* has been expertly designed and extensively tested through multiple versions and deployments.

The *Suite* enhances interventions' effectiveness while improving scalability and lowering delivery costs by automating educational and behavioral aspects of the intervention, facilitating effective patient - coach communications and helping coaches and patients accomplish complex tasks more efficiently.

The *Suite* enables organizations with established, successful, face-to-face and telephonic behavior change interventions, to increase the efficiency and effectiveness of staff and patient activities and interactions. The *Suite* allows an organization to increase "contact" with the user while automating parts of its chosen behavior change approach, and link existing staff-supported activities to the patient's Internet-based experiences. Fundamentally, the *Suite* allows an organization to create deeper relationships with patients while simultaneously optimizing staff time.

The *Suite* can be customized to any specific behavior change intervention, addressing a myriad of different behaviors with fidelity to any of the leading behavior change theories (e.g., health belief, patient empowerment, social cognitive theory, transtheoretical model, motivational interviewing, reasoned action and planned behavior) or an organization's own proprietary approach.



The *Suite* supports the activities of four distinct types of participants in a behavior change intervention. The *Suite's* modules offer tools specifically designed for the critical roles these participants play in dynamic, successful behavior change interventions.

Patient:

At the center of any behavior change intervention is the individual who is working to change his or her behavior. The organization may call this individual a member, client or patient; this individual is the primary recipient of the intervention.

Coach:

This role enables the organization's staff to support the patient in his or her behavior change process. Depending on the organization, this person may be a nurse, physician, dietitian, counselor, trainer, etc. The interactions may be in person, via the phone and/or via the Internet. Whatever the job title, this individual is functioning as a support coach.

Quality:

This role is often shared by a variety of individuals in an organization. Individuals may work in quality assurance, administration, education, customer service, etc. and are involved with improving the quality and effectiveness of the Behavior Change intervention.

Support:

This role is a specific person or persons chosen by the patient to provide support while working on changing his or her behavior. These individual's exact roles can be modified to fit the intervention and/or the expectations of the patient.

Behavior Change Suite eModules

The Suite's 12 eModules, used as a complete set or in combination, provide the functionality required by successful behavior change interventions. These eModules rest on the *DPS Behavior Change Engine*™. The *Engine* is the core of the Suite and enables its flexibility by logically separating functions into components or services. The *Engine* powers the range of patient and coach workflows inherent in any behavior change intervention. It allows for personalization of each user's experience based on user characteristics and performance. It provides HIPAA security and outcomes management integrated with an organization's existing systems.

DPS Behavior Change Suite™



Patient eModules

eLearning (Patient)

This eModule presents media-rich content about the targeted patient behavior(s) and supports a variety of formats including audio, video, written educational materials, interactive workbooks, and links to other educational resources. The content can be personalized based on specific patient characteristics and personal performance. Depending on the educational approach and scope, the eLearning module can be used in a variety of ways. It can increase the patient's knowledge of the targeted behavior(s) and how to adopt and sustain it, enhance the patient's understanding of their personal circumstances and potential health risk, and promote a better understanding of the specific health benefits related to changing the targeted behavior(s).

Health Risk Appraisal

Effective behavior change interventions modify their approach based on characteristics of the patient. The Health Risk Appraisal eModule integrates data, from any risk appraisal method, allowing for personalization of the patient's experience based on the information from the appraisal. This also facilitates patient stratification based on risk and circumstances allowing for risk specific interventions.

Behavioral Management

This eModule enables the patient to easily plan, monitor, track and review the targeted behavior(s) (such as eating better, being more active, taking medicine as directed.). The Behavioral Management eModule incorporates personalized feedback based on the user's distinctive characteristics and specific performance. These results can be integrated into an Electronic Medical Record or other patient record and can receive information from biometric monitoring devices such as accelerometers and glucose sensors. This unique approach allows for individualized plans of action and feedback that enhance the patient's, the coach's and the support partner's ability to recognize behavioral patterns. This leads to a better understanding of the targeted behavior (in the context of other behaviors) and of the patient's health status.



Patient eModules (continued)

Overcoming Obstacles

Those who choose to change behavior are often faced with obstacles they must overcome. This eModule allows patients to self-discover methods that will guide them through overcoming these personal barriers and support them in adopting and sustaining new healthier behaviors. Critical to the success of each individual, the Overcoming Obstacles module can be customized to the specific intervention. For example, an intervention may provide questions with thought provoking suggestions that guide patients to a better understanding of their personal circumstances. Likewise, an intervention may incorporate targeted videos to demonstrate a person's thoughts about overcoming a specific obstacle.

Community

The Community eModule enhances feelings of connection for the patients through online tools that promote peer-to-peer networking activities. This eModule helps patients obtain critical one-on-one feedback and social support required for behavior change to occur. It facilitates links to support partners that have committed to help the patient reach their goals. Community tools available include online chat, secure email messaging, and community forums.



Coach eModules

Dashboard

The Dashboard eModule helps support more effective coaching by quickly providing visibility of key patient information. The Dashboard can combine behavior results with other relevant data through integrating with the provider's Electronic Medical Record. It allows the coach to gain a deeper understanding of the patient's knowledge, attitudes, characteristics, program utilization, and performance and helps the coach to effectively support a patient.

This eModule presents an easy-to-access view of patient specific data generated as part of the intervention. It displays critical patient information, such as: results of the health risk appraisal; data on specific performance and program utilization; and results from quizzes and note book entries.

Communication

This eModule facilitates the flow of timely information between the patient and the coach in either synchronous or asynchronous manner. Many interventions rely on direct communication between a coach and a patient to reinforce the behavior change process. This eModule offers a variety of methods such as secure email messaging, targeted online and email messages, automated communications, and provider hosted chat, to facilitate more efficient and effective communications.

Coaching Support

This eModule provides tools that help a human coach better organize the coaching process and make coach/patient interactions more productive and beneficial. This module supports defined workflows, coaching scripts, and timely report generation. With Coaching Support, the coach can work more efficiently to adjust patient goals, provide appropriate feedback, schedule appointments, and coordinate coaching activities. It also helps the coach most effectively use the Behavior Change *Suite* and its numerous functions.



Quality eModules

Outcomes Reporting

This eModule provides important periodic and real-time outcome data by patient, by selected sample of users (e.g. all > 60 year olds), and by provider. It can integrate these outcomes with other measures collected by the coaches (e.g. disease outcomes measures) to present a more complete picture of the actual impact of a successful behavior change intervention. The Outcomes Reporting eModule can help create Quality Improvement (QI) related data, develop cost/benefit analysis, and generate data that can be used by individual providers or entities such as clinics for pay-for-performance approaches

Process Management

The Process Management eModule powers the Behavior Change *Suite's* quality improvement efforts by tracking the patient and coach experiences, and by generating process outcomes data at the individual and group level. With this essential data, individuals responsible for QI can:

- provide the information needed to better understand the processes used;
- improve tracking of coaches' patient-related activities
- assess individual coach or facility performance with their specific tasks;
- identify QI approaches that successfully increase the efficiency and effectiveness of provider-patient interactions.

Support eModules

Engagement

The Engagement eModule offers the support partner a valuable role in effectively interacting and supporting the patient on his or her behavior change journey. Partners can receive periodic updates about a patient's progress based on patient performance and application usage. The eModule enables automated emails to partners that enlist them to offer appropriate support. Using this eModule an intervention can help patients effectively engage friends, family members and co-workers in their behavior change process.

eLearning (Supporter)

This eModule provides instruction to the patient's support partner that prepares them to assist each patient in reaching his or her behavior change goals. Supporter eLearning does so by allowing an intervention to explain fully the partner's role; increase the partner's understanding of the patient's concerns, and enhance the partner's capacity to provide support to the patient.



Summary

The DPS Behavior Change *Suite* is designed to support the unique processes of behavior change interventions and offers the most comprehensive, integrated set of tools available to support organizations' comprehensive health and wellness interventions. Organizations can use all 12 eModules, or can chose to use some of the eModules, to create unique and cost- effective behavior change approaches. The power of the Internet and the DPS Behavior Change *Suite*, coupled with effective interactions between coaches and patients, can improve the lives of individuals struggling with lifestyle related diseases by making healthy choices easy choices.

For more information contact

Neal Kaufman, M.D., M.P.H.
Chief Executive Officer
DPS
1511 Pontius Ave., Suite 101
Los Angeles, CA 90025
nkaufman@DPSHealth.com
www.DPSHealth.com
310.444.0636

DPS is a technology company located in Los Angeles California that develops Internet-based coaching technologies. We partner with organizations to deploy customized technology solutions that power the organization's interventions to help patients adopt and sustain healthy behaviors.

