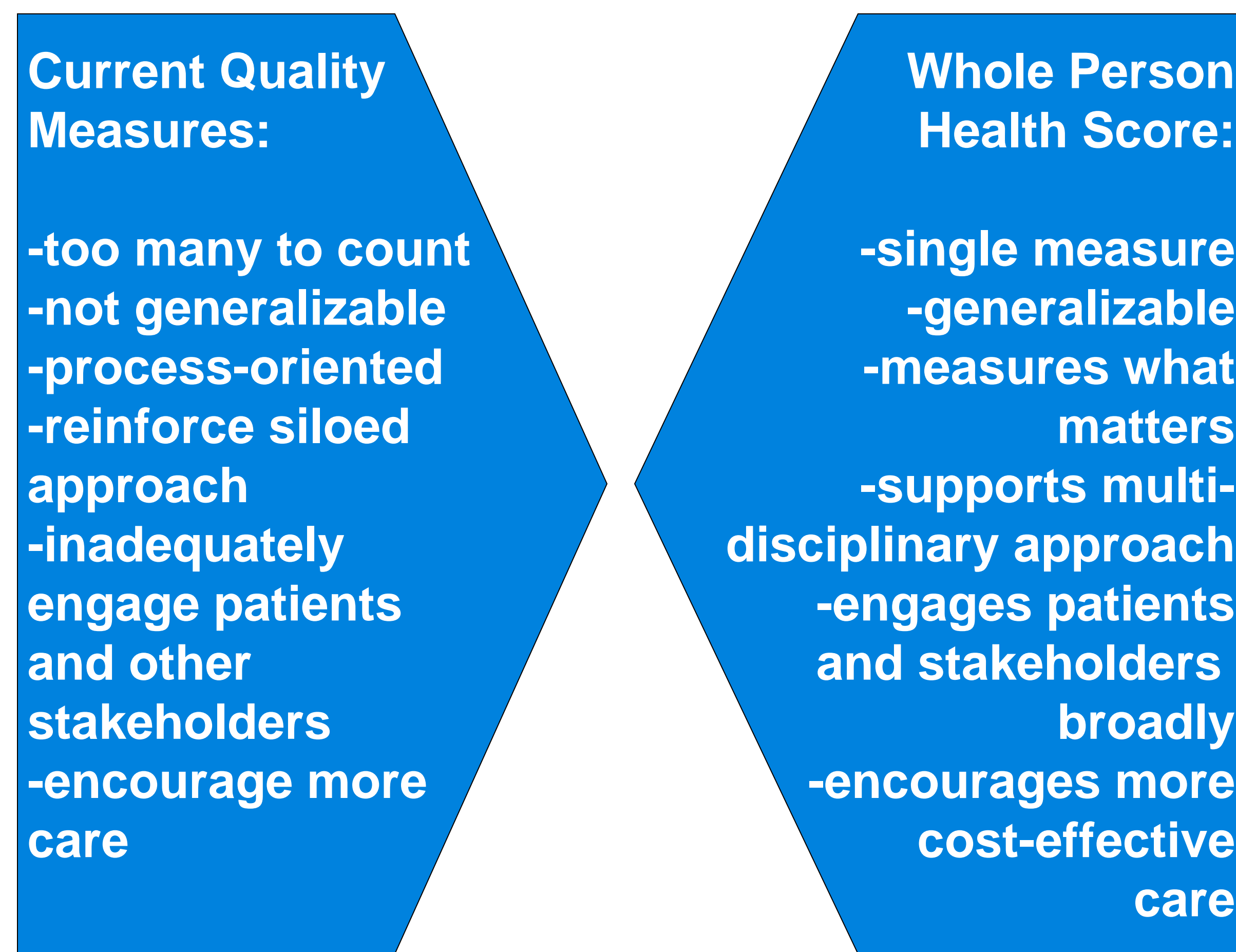# California Health Improvement Project (CHIP)
Developing a Whole Person Health Score

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Problem Statement and Underlying Causes

One of the primary challenges in health care is how to measure and value health in a simple, meaningful, and holistic way. Current measures of health tend to be biomedical-centric and fail to capture non-medical dimensions of health in an easily interpretable and actionable manner. As a result, stakeholder efforts aimed at improving whole-person care are largely unaligned and cross-disciplinary transformational efforts to improve health are often limited and unsustainable.

Current Quality Measures:

-too many to count
-not generalizable
-process-oriented
-reinforce siloed approach
-inadequately engage patients and other stakeholders
-encourage more care

Whole Person Health Score:

-single measure
-generalizable
-measures what matters
-supports multi-disciplinary approach
-engages patients and stakeholders broadly
-encourages more cost-effective care

Project Description

Develop a "Whole Person Health Score" that captures the many dimensions of health (e.g., physical health, emotional health, resource utilization, socioeconomics, ownership, nutrition / lifestyle) for an individual or population at any moment in time in a simple, meaningful, and holistic way.

Goal and Objectives

Goal: To improve whole person care for individuals and populations by creating a universal "whole person health score" that aligns all stakeholders in a common vision and goal.

Output-Oriented Objective: Create a "Whole Person Health Score" calculator that will be ready for beta-testing by June 2016.
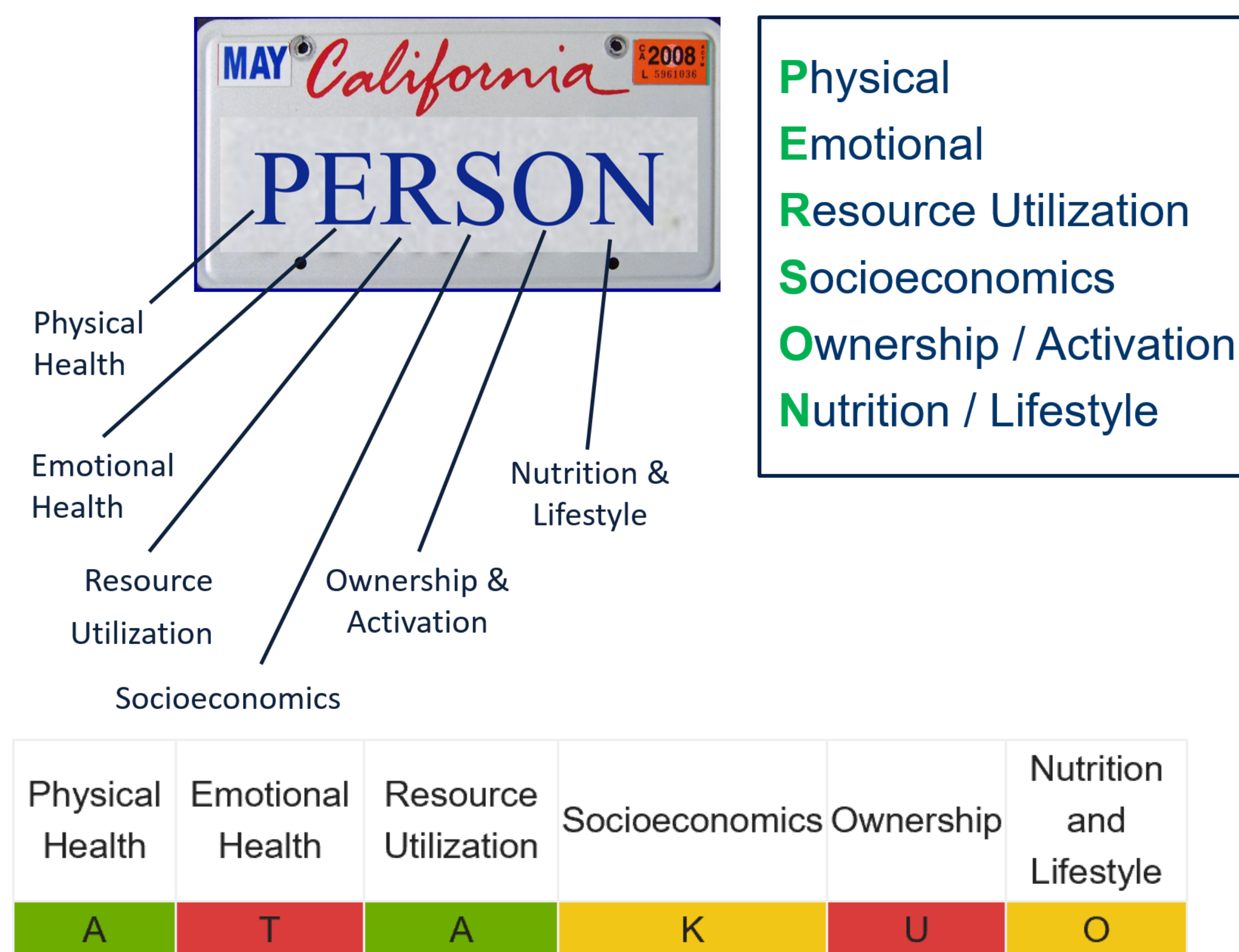
Outcome-Oriented Objective: Pilot "Whole Person Health Score" calculator with 100 patients at Riverside University Health System by August 2016.

Long-Term Outcome-Oriented Objective: Complete research study to validate "Whole Person Health Score" by December 2017.

Outputs & Outcomes

Outputs Achieved

Whole Person Health Score Calculator

Physical Health
Emotional Health
Resource Utilization
Socioeconomics
Ownership & Activation
Nutrition & Lifestyle

Physical
Emotional
Resource Utilization
Socioeconomics
Ownership / Activation
Nutrition / Lifestyle

Physical Health	Emotional Health	Resource Utilization	Socioeconomics	Ownership	Nutrition and Lifestyle
A	T	A	K	U	O

A-E: *Excellent* Little opportunity for improvement

F-J: *Good* Some opportunities for improvement.

K-O: *Fair* This is an area of health that is likely impacting your overall well-being. Consider seeking additional support or help.

P-Z: *Needs Improvement* This is an area of health that is already impacting your overall well-being and needs immediate or continued attention.

Outcomes Achieved

Whole Person Health Score calculator piloted with over 100 Riverside University Health System patients by August 2016.

Lessons Learned

Involve supporters and critics alike early on in the process

May need to give up some autonomy in order to gain buy-in

Embrace criticism

When all else fails, reach out to your colleagues and remember your purpose

About My Organization

Riverside University Health System serves as a critical part of the health care safety net in the Inland Empire Region in Southern California. Riverside University Health System (RUHS) includes the Medical Center, Care Clinics, Behavioral Health, and Public Health. The RUHS Care Clinics provide over 250,000 clinic visits a year and serve a patient population that is over 80% Medi-Cal and uninsured.

Riverside University HEALTH SYSTEM

Contact Me

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