



## Policy and Procedure Template

Health education services are an integral component of the provision of care/services and as a contracted FDR with SCAN managing the care of our members, we require that there be processes in place outlining how our members are provided health education either through the medical group, facility contracts or using SCAN health education resources. These requirements are outlined in the [SCAN Provider Operations Manual](#). In addition, SCAN has provided Health Education guidance and resources on our [Provider Website](#) to support our provider partners. In an effort to assist you in meeting this requirement, we have included the following Policy/Procedure template.

<b>Policy Title:</b> Health Education Program	<b>Policy Number:</b>
	<b>Approval Date:</b>
	<b>Date First Issued:</b>
<b>Impacted Department/Unit:</b>	
•	•
<b>Title of Primary Owner:</b>	
<b>Title of Secondary Owner:</b>	
•	•

### Purpose of Policy

To outline the processes by which **[Medical Group]** ensures the provision of evidenced based and current health education to patients.

### Scope of Policy

This policy applies to the **[Medical Group]** Health Education Program.

### Policy Statement

**[Medical Group]** will maintain processes that ensure the provision of appropriate, evidenced based and current health education to patients in support of achieving behavioral change. The Health Education Program **[Select the appropriate method(s): may be provided directly by the group, through established contracts (facilities, wellness centers, etc.), community resources, and/or other referral processes as well as collaboration with the Health Plan]**. Written materials provided are culturally and linguistically appropriate based on patient needs. Patients are advised of the availability and how to access Health Education through [Select the appropriate method(s): written communication, provider website, etc.]

## Procedure

1. Health education is available through **[Select and/or add those that apply: established contracts, referrals, in through the Health Plan]**
2. Health education may be provided in the following modalities based on the patient identified need:
  - a. Individual classes
  - b. Group classes, workshops or support groups
  - c. Peer education programs
  - d. Chronic disease management programs
  - e. Educational materials
3. Educational materials are provided in a culturally and linguistically appropriate manner based on patient needs ensuring the following:
  - a. Translated in Health Plan threshold language
    - i. **[SCAN threshold language – English and Spanish – include how these are translated – may reference other established processes]**
  - b. Access to interpreters, including American Sign Language, and TTY/TDD
    - i. **[Include how patients have access to these – may reference other established processes]**
  - c. Meet required reading level (8<sup>th</sup> grade)
    - i. **[Include how readability review is done - may reference other established processes]**
  - d. Printed materials are provided as appropriate
4. Health education topics include, but are not limited to [NOTE: The listed topics are *minimal requirements*]:
  - a. Risk reduction and healthy lifestyles education classes concerning:
    - i. Tobacco use and cessation
    - ii. Alcohol abuse or drug use
    - iii. Fall or injury prevention
    - iv. Nutrition, weight control, or physical activity
5. **[If Medical Group develops educational materials, include the following]** Upon receipt of an identified need, the **[insert responsible job title and/or committee and/or other]**:
  - a. **[Describe the process for development of educational material including clinical review and approval processes including including readability process for grade level determination]**
6. **[IF Medical Group has a Health Education Referral system, include the following]** Upon receipt of a referral for health education, **[insert responsible job, department]** will:
  - a. **[Define the steps included]**
7. Annual Health Education Program staff training is conducted not less than annually to include:
  - a. Availability of health education programs, services, materials and resources
  - b. Processes for accessing patient health education materials

**Monitoring and Oversight**

The Health Education Program is maintained by **[Insert title and/or Committee or other]** and is reviewed on an annual basis for effectiveness. **[include where health education is reported and or evaluated for effectiveness – could include disease management evaluations, or other means as appropriate – inclusion of patient, staff, care team and community input]**

<b>Revision History</b>					
<b>Revision Number</b>	<b>Reason</b>	<b>Reviewed &amp; Approved by Primary owner</b>	<b>Reviewed &amp; Approved by Secondary Owner(s)</b>	<b>Approved by CMO or Compliance Officer</b>	<b>Effective Date of Revisio</b>
New	First issued				