

## Supplementary

### Assignment

First year fellows should interview key stakeholders to map the process that leads to engagement in the Whole Health program ([Whole Health Basics - Whole Health \(va.gov\)](https://www.va.gov/wholehealth/)) for Veterans within a primary care clinic.

Questions to consider during your interviews:

1. What is the process that leads to Veterans using a Whole Health program?
  1. What decision support tools or aids are used at your facility for identifying pathways for Whole Health?
  2. What data informs the decision on which pathway to use?
2. How are providers educated about the Whole Health Program? Is the education/information about the program different for Primary Care vs. Specialty Care?
3. What clinical services are associated with Whole Health at your facility? Is your facility a Whole Health lead site?
4. How do the different professions and/or individual roles contribute to patient engagement in Whole Health?
5. Does the Whole Health coordinator engage with other professions, services, teams?
6. Does Whole Health engage with non-VA entities?
7. What is the process for engaging with Whole Health virtually? How does it differ from in-person (e.g., availability of appointments, warm handoffs, etc.)?
8. How would you use data to improve this process at your facility (e.g., health factors)?
9. How does your facility measure utilization of Whole Health? Examples include Percent of Veterans enrolled in Whole Health generally, number of Veterans in specific services? What metrics must be reported for evaluating a site's success of Whole Health?

Fellows should work with Senior and Faculty Scholars along with returning fellows at their site to identify clinicians and leaders to be interviewed and to set up interviews. Interviews can be set up in person, Skype, Zoom, or over the phone as necessitated by local COVID-response policies. We recommend that returning fellows are included in the actual interviews, if possible. While key stakeholders may vary by site, some suggestions include:

- Primary care staff (e.g., physicians, nurses, primary care mental health, etc)
- Whole Health Coordinator or designated Whole Health staff
- Mental health (e.g., psychologists, psychiatrists, psychiatric nurse practitioners)
- Specialty mental health providers
- Social Work
- Physical Therapy/Occupational Therapy
- Pharmacists
- Complementary Medicine Providers
- Others (3-4 individuals) based on information gathered and guidance from your faculty

Fellows should work together at each site to create a process map of the steps involved when engaging Veterans with the Whole Health program. Fellows should collaborate on a poster to report on findings (i.e., one poster per site). Each poster should give a brief description of the local site context, display the process map, identify barriers and facilitators for the utilization of Whole Health, discuss the findings and provide recommendations for potential improvement.

All fellows will present an electronic poster of their findings during a moderated session at Summer Institute.