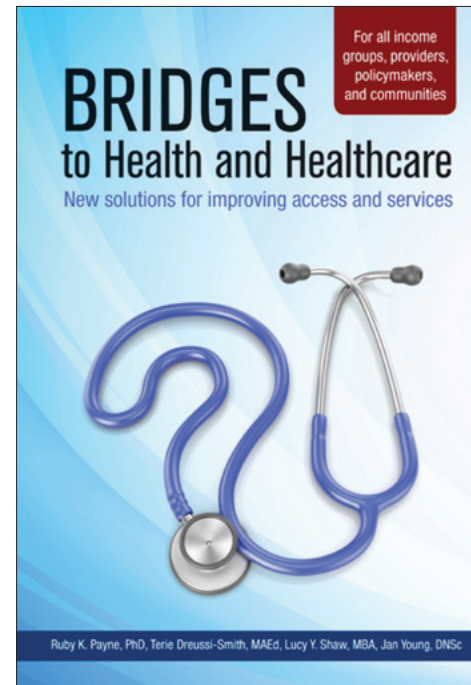


aha! Process: Bridges to Improved Health and Healthcare for All



Bridges to Health and Healthcare training and development tools help reduce healthcare costs and improve patient outcomes. By addressing the relationship between poverty and health, we have developed proven solutions that can help communities and providers:

- Address issues of poverty more skillfully and improve quality of services
- Unify community stakeholders to innovate new practices for a healthier community
- Reduce the use of emergency room doctors as primary care physicians
- Reduce unnecessary readmissions
- Better communicate complex medical information for improved compliance
- Provide long-term healthcare support for people transitioning from poverty



aha! Process is focused on reducing healthcare costs and improving patient outcomes. *Bridges to Health and Healthcare* explores how poverty impacts health at the individual, organizational and institutional levels. Key constructs include:

- Recognizing the obstacles to health faced by many in poverty
- Identifying critical resource gaps that need to be addressed in order for individuals to improve health outcomes
- Aligning all sectors of the community to coordinate their efforts to improve healthcare access and outcomes

Customizing Your Program

Bridges to Health and Healthcare is focused on how environments impact personal health behaviors and outcomes. Bridges leverages best practices and principles for community poverty reduction and health initiatives designed to reduce health and patient care disparities. Bridges is the only family of training solutions to apply the lens of economic class to improving patient outcomes.

To improve healthcare effectiveness, providers must examine the relationship between poverty and health. Bridges solutions enable healthcare professionals in hospitals, clinics, physician offices, and public health organizations to better understand the obstacles many people face, develop strategies to remove those obstacles, and help build the resources patients need to lead healthier lives.

Bridges to Health and Healthcare constructs can be delivered via:

- Hosting a workshop (virtual and/or in person)
- Ordering the book
- Trainer certification for your organization
- Offering Getting Ahead in a Just-Gettin'-By World
- Strategic consulting with an aha! Process consultant



Research and Results

Community	Results achieved
Ellis Medicine Schenectady, NY	Communitywide effort employed Bridges constructs to build a multiagency health coalition to increase access to healthcare services. Seven participating agencies trained staff to understand barriers patients face in maintaining their health and adopt strategies for change. Steady improvement in health outcomes resulted.
Kent State University, Salem, OH	Trained nursing staff on Bridges and Getting Ahead constructs to increase retention and productivity. 91% of participants said they gained practical ideas for increasing resources. 92% said information on hidden rules would help them solve problems on the job.
Fletcher Allen Health Care (now known as The University of Vermont Medical Center, Burlington, VT	Environmental services unit (200 employees): Had 40% turnover rate, with 50% of that in the first 90 days. After applying Bridges concepts, they experienced a 50% improvement in turnover rate and 50% decline in unscheduled absences.



To learn how aha! Process can help you reduce healthcare costs and improve outcomes, call (800) 424-9484 or visit ahaprocess.com