



# Flourish Q and A

## Q. What is Flourish?

A. Flourish is an online support tool designed specifically with you in mind for health and wellness education.

## Q. How is Flourish different from other online tools?

A. Flourish combines the benefits of online wellness tools with the more personalized attributes of one-on-one coaching to help individuals become more active and successful managers of their health and wellness. The topics are tailored to the participant's level of readiness, as revealed by the Patient Activation Measure (PAM). Flourish supports individuals where they are and moves away from a "one size fits all" approach. The pace and focus are not predetermined; individuals move forward at their own speed.

## Q. What is a PAM measurement?

A. The PAM measurement consists of a 10—13 question survey that asks people about their knowledge, skills and confidence for engaging in a wide range of health behaviors that will determine your level of readiness on your 'Journey to Wellness'. Once a PAM score is developed; level-appropriate topics are provided to help get you started on your journey at your own speed. This "tailoring" can increase the positive impact of coaching and education programs.

## Q. How does the program work?

A. Once you are enrolled in the system; you will receive a welcome e-mail from Flourish Admin explaining how to access the online support tool.

## Q. What kind of resources are available?

A. The topics available support wellness and also focus on hypertension (high blood pressure), diabetes, and high cholesterol. You will receive an e-mail announcement when new topics are available for applicable conditions/interests. Learning opportunities are broad and selected by you.

## Q. Will my employer know whether I am participating or not?

A. No. Flourish resides on dedicated, secure servers meeting HIPAA and privacy rules. Everything you share online and with a health coach by phone or e-mail is totally confidential. Your employer will receive a group aggregate report; but no individual information.

## Q. How often can I log-on?

A. As often as you like.



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**Q. Is this service available for family members?**

**A. Not at this time.**

**Q. Why should I participate in Flourish?**

**A. Flourish is intended to be an extra support for you on your journey to wellness and help identify areas to focus on to improve your overall health.**

**Q. Can I meet with a coach in person?**

**A. No, only online or via the phone.**

**Q. How do I connect with a "live" health and wellness coach?**

**A. Flourish has a "journaling" section where you can write notes and set goals after each lesson. The coach will then be able to read your notes/goals and respond.**

**Q. Will I be working with the same live coach should I choose that option?**

**A. Yes; and it is an actual health coach—not a "virtual" coach.**

**Q. How do I begin the process?**

**A. First your group/employer must contact us for eligibility requirements. Once the eligibility is established, you will receive an e-mail that will introduce you to Flourish and instruct you how to get started.**

**For questions about Flourish, please contact us at:**

**OEA Choice Trust**

**Portland metro: (503) 620-3822**

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*Flourish is brought to you through a partnership between OEA Choice Trust and ODS.*

