

A broader view of health

People are more than their illness or disease. Yet that is usually what we focus on. All the focus is on symptoms and health problems and how to solve them. Positive Health takes a different perspective. The focus is not on the disease, but on the people themselves, their resilience and what makes their lives meaningful.

The way people think about health and illness has changed significantly in recent years. For a long time, health was mainly defined as the absence of disease (the old WHO definition). Positive Health, however, takes a broader view.

It is not about health as a static fact or a goal to be achieved, but rather about people's resilience to adapt to whatever life throws at them. People's ability to cope with life's physical, emotional and social challenges. And to take control whenever possible.

This way of looking at health fits nicely with the concept of Healthy Ageing. The more dynamic approach of Positive Health does more justice to people and what they find important.

The literature now also refers to a "broad health approach" or a "broad health concept. This is the umbrella term under which all kinds of health concepts now fall, including Positive Health.

Why is positive health important?

By looking at health more broadly, we focus on what a person can do, how they feel and what they need to achieve their goals. This gives people control over their own lives.

The concept of "positive health" fits seamlessly with current developments in care and support, with increasing emphasis on citizens' own strengths and self-reliance.

Health, rather than illness, is increasingly central to various care agreements and policies.

A method

Positive health is not about a positive view of health. It is about a broader perspective. Positive health as a broader perspective on health, is developed in the Netherlands and based on research by Machteld Huber (former family physician and researcher) and her team.

This broad interpretation of health is elaborated in six dimensions: 1. bodily functions, 2. mental well-being, 3. meaning, 4. quality of life, 5. participation and 6. daily functioning. These six dimensions emerged from research on what people themselves understand health to be. They appear to value not only physical health, but also, for example, meaning, participation and quality of life.



MODULE 1: POSITIVE HEALTH

Spider Web

These six dimensions and associated aspects are represented in the Positive Health model, also called the spider web. The spider web can be completed individually, or together with a healthcare professional or other companion.

People can map their own health in this way. Based on the answers, their personal overview of health is displayed in the spider web. Then we see on which of the six dimensions improvement is possible and what the person himself wants to work on. During this process of dialogue (when the results are discussed together) there is already a better sense of consensus and ownership.

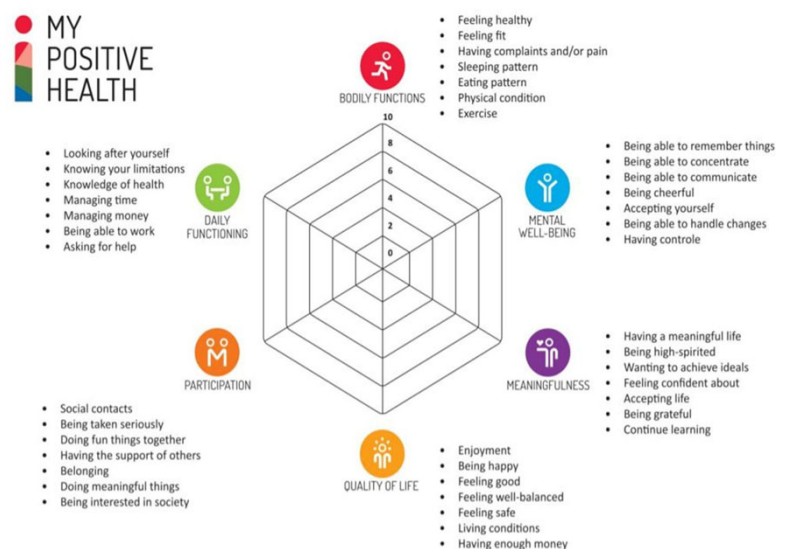
It is good to mention that the spider web of Positive Health is not a measurement tool or research method. It is a communication model and can be a unique and simple tool to get people thinking for themselves about their own health. To talk about who they are in a "different conversation. What is important to them and what steps toward change are they willing and able to take.

How it works

The Institute for Positive Health (IPH) website has a detailed description of the so-called spider web. There explains how it works and how to map your own positive health. The model can be downloaded but also completed online.

Different versions

There are different versions of the spider web: for children, adults and people who have difficulty reading and writing.



Everyone - everywhere - should have the opportunity to live a long and healthy life.

Growing up healthy and growing older healthy and vital is what Healthy Ageing is all about. Of course it is about a healthy lifestyle in old age, but Healthy Ageing can be drawn more broadly.

It is a lifelong process that is about all ages. If you start a healthy lifestyle at a young age, you are more likely to stay healthy and vital as you age.

Lifestyle, eating well, social interactions and environmental factors all affect the development of health. Healthy Ageing is about optimizing opportunities for physical, social and mental health. So that everyone, from young to old, can actively participate in society with control over their own lives and a good quality of life.

The World Health Organization (WHO) defines health as physical, mental and social well-being. This definition is widely accepted. According to this explanation, a large proportion of the elderly are unhealthy because they are often dealing with one or more chronic conditions. Yet many elderly people say they do feel healthy. As if decline “just comes with the territory” and accepting it is only logical. In recent years, however, there has been an increasing focus on addressing and preventing symptoms in the elderly. More and more people are aware of the future and want to age healthily.

Some of the benefits of staying active and healthy as you age include increased well-being and participation, faster recovery after illness, reduced risk of chronic diseases and prevention of falls.

Healthy Ageing in the elderly often equates to growing older healthily by making conscious choices. The goal is to increase opportunities for health so that older people can (continue to) participate actively while maintaining their own control.

This is not just about preventing and delaying illness and death. It is also primarily about preventing and reducing limitations in functioning and promoting self-reliance, participation in society, access to quality (health) care and a high quality of life.



Recent research in the Southern Denmark region showed that 11% of respondents in the most densely populated urban areas do not have sufficient digital skills to actively use digital health applications. This was found to be the case for 28% of respondents in the sparsely populated, most rural areas. (Region of Southern Denmark: Digital Health Competencies in Southern Denmark, 2023). This is just one example but the reality in many countries. The risk of digital exclusion is higher in rural areas, anywhere.

RESEARCH FOUND THE FOLLOWING REASONS FOR THIS

- **Lack of motivation:** Key factors for digitally vulnerable people not being motivated to use digital technology:
 - 1.) Lack of security. Digital technology does not feel safe.
 - 2.) Digital insecurity. This usually manifests itself in the form of anxiety, nervousness and general discomfort.

- **Lack of skills:** It is not enough to provide digitally vulnerable people with technology and access. It is also important to them the right skills. This goes beyond technical knowledge, but includes practical skills and a feel for technology.

- **Lack of Experience:** An important insight is that practicing the use of digital technology provides more skills, knowledge and intuition. These are then to some extent transferable to other technologies. This means that when a digitally vulnerable person starts using a particular app, it can help them use other applications as well.

Active listening requires listening intently to someone and observing what verbal and nonverbal cues the person is giving off. It means listening with a genuine desire to understand the other person's perspectives and feelings. Without judging, letting the person respond and reflect on what is being said, and saving the information for later use.

Verbal active listening skills

1. Ask open-ended questions: These questions usually begin with "What is the meaning of...?", "What is ...?", "Why ...?".

Example: What do you think about the active listening game carried out?"; What activities would you like to do with the rural e-health volunteers in the training?

2. Ask specific probing questions: Ask direct questions that guide the rural e-health volunteers to provide more details about what they shared.

Example: Tell me more about your contact with vulnerable rural people. What was the most difficult situation you encountered?

3. Paraphrase: Summarize the main points of the message the volunteer was sharing to show that you understood what he/she said and to give him/her an opportunity to clarify or expand on the information he/she was giving you.

Example: So what you are saying is...

4. Short positive verbal affirmations (Positive Reinforcement): These statements will help the volunteer feel more comfortable and help you continue the conversation without interrupting the flow.

Example: "I understand", "I agree", "Very good"

5. Empathy and compassion: Show the volunteer that you are able to understand their emotions and share them with them by showing compassion.

Example: I am very sorry for the sadness you are feeling about the way Pedro treated you when you were teaching him how to access the national health system platform.

6. Share similar experiences: Sharing comparable situations will show the volunteer that you understand the situation he/she is sharing, which can help to build a more positive and trusting relationship between you.

Non-verbal active listening skills

7. Eye contact: Look directly and naturally at the speaker and avoid getting distracted by looking around or at someone else. You can combine eye contact with small smiles and other nonverbal messages to the speaker. If the speaker is shy, consider how much eye contact is appropriate during the conversation.

8. Smile: Small smiles show that you are paying attention, listening carefully, understanding what is being said and can show that you are happy with what the volunteer is saying or that you agree with him/her.

9. Nods: Nodding slightly shows that you understand what the volunteer is saying, but does not necessarily communicate that you agree with the volunteer.

10. Posture: Some signs of active listening include a slight tilt of the head or supporting the head on one hand or leaning slightly forward or to the side while sitting.

11. Distractions: Answering your cell phone, looking at your watch, playing with your hair, sighing loudly, doodling or tapping a pen are all signs of distraction that can make the volunteer feel inattentive and uncomfortable with what you are sharing.

12. Acting as a mirror: Automatic facial expressions that reflect what the volunteer is expressing, such as concern, sadness, happiness, among others, can be a sign of attentive listening and help to show sympathy and empathy in more emotional situations.

13. Voice: The tone, volume and intonation of the voice convey emotions and attitudes.

14. Nonverbal cues: look at the volunteer's body language and pay attention to the gaps in speaking.



Communication style = the set of expressive qualities that characterize the person sending a message. Can minimize conflicts and improve cooperation. There are four different styles:

- **Passive communication style:** People who, when communicating, have difficulty expressing their needs and fighting for what they believe in.
- **Aggressive communication style:** People who express their opinions directly, confidently, without embarrassment, and with self-assurance. They dominate the conversation in a defiant tone, interrupt the speaker, and express their own opinions without concern for others' feelings.
- **Manipulative passive-aggressive communication style:** People who find indirect ways to express their dissatisfaction. They are indifferent to those with whom they disagree and friendly to others. They comment on a conflict with someone else but avoid solving the problem themselves.
- **Assertive communication style:** People who solve their problems objectively. They express their point of view while respecting the opinions of others. They refuse to do anything they disagree with.



3. Calm persistence can be powerful. Repeat the point in a non-confrontational way.

2. Be clear. Say "no" when you are not happy to do something rather than being

4. Use "I" statements. Rather than appearing aggressive, say "I feel", "I think", etc.

1. Be direct without being rude. Say what you mean as clearly as possible.

Verbal assertive communication skills

5. Be grateful, appreciative, and apologize when appropriate. Being assertive does not mean you are always right.



Assertive Communication Skills



Nonverbal assertive communication skills

5. Hand gestures should be chosen, controlled, and reinforce the point you are making

1. Stand straight and hold your head high

2. Sit in such a way that you direct your attention to the speaker and make your movements minimal and purposeful

3. Establish your personal space

4. Walk with purpose, showing you know where you are going and how to get there



Communication skills

- ◆ Clear and concise verbal communication.
- ◆ Active listening.
- Verbal and nonverbal communication skills.
- Ability to adapt to different communication styles.

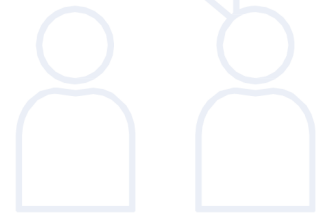
"Know what you want to say, keep your language simple, and stick to the key points. Give the speaker your full attention, repeat what you hear in your own words, and ask for clarification. Pay attention to tone and volume, use appropriate body language, and observe reactions. Adapt your style to your audience and be flexible."



Empathy and compassion

- Show genuine interest and understanding.
- Build trust through empathetic communication.
- Support the emotional needs of volunteers.

"Show genuine interest by listening attentively and asking questions. Build trust by acknowledging and respecting emotions. Provide support by checking in regularly and creating a safe, supportive environment."



Cultural competence

- ◆ Respect for cultural backgrounds.
- ◆ Adaptability to cultural norms.

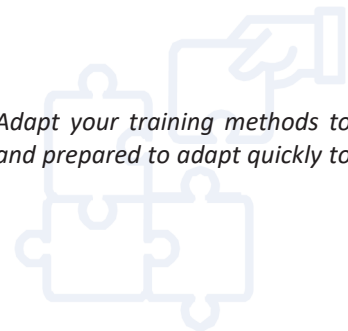
"Show respect for cultural backgrounds by showing interest in different perspectives and traditions. Adapt by being open to differences and be willing to adjust your behavior and communication style where necessary."



Patience and adaptability

- ◆ Remain patient with different learning speeds.
- ◆ Adapt training methods to individual needs.
- Deal with unexpected challenges flexibly.

"Remain patient with different learning speeds and give people time to learn. Adapt your training methods to individual needs, using a variety of learning materials and approaches. Be flexible and prepared to adapt quickly to unexpected challenges."



Problem-solving skills

- ◆ Quickly identify and address problems.
- ◆ Encourage creative solutions.

"Identify and address problems quickly by staying alert and taking immediate action. Encourage creative solutions by creating an open environment where ideas are welcome. Encourage creativity by creating an open environment where ideas are welcome."





EFFICIENT EHEALTH COACHES: KEY SKILLS



Communication skills

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- Active listening
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- Ability to adapt to different communication styles.

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“Identify and address problems quickly by staying alert and taking immediate action. Encourage creative solutions by creating an open environment where ideas are welcome. Encourage creativity by creating an open environment where ideas are welcome. Facilitate joint problem-solving sessions to promote collaboration and leverage diverse perspectives for effective solutions.”



Leadership and motivation

- Inspire and motivate volunteers.
- Provide clear guidance and support.
- Recognize and reward volunteers for their efforts.

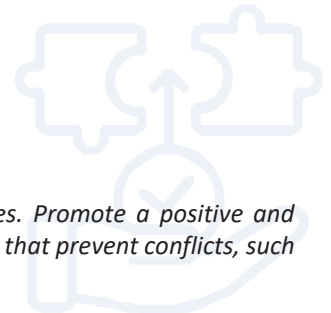
“Inspire and motivate volunteers by demonstrating a positive and enthusiastic attitude. Provide clear guidance and support by giving clear instructions and assistance when needed. Recognize and reward volunteers' efforts regularly to show appreciation for their work and keep motivation high.”



Conflict resolution

- ◆ Effectively mediate disagreements.
- Promote a positive and cooperative environment.
- Implement strategies that prevent conflicts.

“Mediate effectively in disagreements by remaining neutral and listening to all parties. Promote a positive and cooperative environment by encouraging respect and cooperation. Implement strategies that prevent conflicts, such as clear communication and setting expectations.”



Team building skills

- ◆ Create a sense of community among volunteers.
- Encourage teamwork and cooperation.
- Organize team-building activities.

“Create a sense of community among volunteers by organizing (informal) meetings and social events. Encourage teamwork and cooperation by clearly defining roles and responsibilities and setting team goals. Undertake various team-building activities to strengthen bonds and improve cooperation.”



ROLE OF THE EHEALTH VOLUNTEER TOWARDS THE RESIDENT

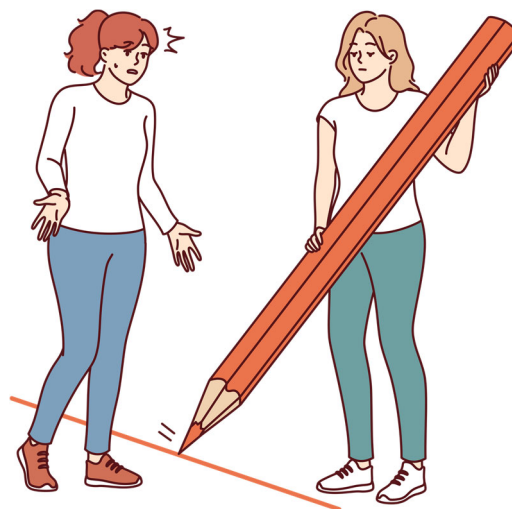
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- **Clarity**
Be clear about your tasks and responsibilities. Think about specific activities that are expected, but also general ones.
 - **Boundaries**
Communicate clearly what the boundaries are that the organization or volunteer program sets. Both organizational and personal.
 - **Time commitment**
Be clear about the expected time commitment. How much time do you have available for this? This will help you to combine it with your other daily obligations.
 - **Approach**
It is important to find a balance between being professional and compassionate. Offer support and empathy without becoming emotionally involved.
 - **Communication**
Effective communication is key to building/maintaining a healthy relationship with the other person. Think about active listening, expressing yourself clearly, and understanding the other person.
 - **Respect**
Showing respect for people is very important. Recognize their dignity, autonomy, and personal needs.



BORDERS – PERSONAL AND OTHER PEOPLE'S

- **Self-reflection and self-awareness**
Take the time to think about the things you can and want to do. Be honest about your strengths and weaknesses. Know your own personal boundaries.
- **Communication**
Communicate calmly, directly, and specifically about boundaries and needs. Use clear and respectful language.
- **Be consistent**
Say no if something doesn't feel right or if you don't have time for it.
- **Don't forget yourself**
Thinking about yourself is not selfish, but a necessary part of sustaining volunteer work. If you are healthy and well-rested, you can help others better.

Make time for activities you enjoy => a healthy lifestyle, and a pleasant social circle.



HOW TO DEAL WITH FAMILY AND FRIENDS?

-  **Family dynamics**
Take some time to understand the family dynamics and the roles of the various members within the family.
-  **Empathy**
Show empathy and acknowledge the concerns and emotions of family/friends.
-  **Clear communication**
Be clear about your role as a volunteer to those involved -> manage expectations and prevent misunderstandings.
-  **Remain professional**
Be polite and respectful and avoid sharing personal opinions. Do not get involved in family disputes.
-  **Priority**
Your focus should always be on the needs and well-being of the person you are helping. This takes precedence over the ideas of family and friends.
-  **Autonomy**
Where possible, involve the person you are helping in discussions and decisions about their own care.
-  **Confidentiality**
Respect the privacy of the people and their families. Do not share personal information with others without permission.
-  **Conflicts**
If conflicts arise, they must be addressed respectfully and resolved. Prioritize well-being and a peaceful environment.
-  **Seeking advice**
When in doubt, always seek advice from supervisors or colleagues

 **Online fraud: why is it so common?**

We are doing more and more things online. Shopping, filing tax returns, etc. We no longer sell our second-hand items at a flea market but online via Marktplaats or Vinted. It makes many things easier. But this also means that we are not surprised when we receive a message from a bank or the tax authorities via email, text message, WhatsApp, or other social media.

Criminals take advantage of this and create messages that appear to be from the bank or someone we know. These messages are often well written and convincing. Scammers use devious tricks that can make fraud happen to anyone.

 **Safe banking**

Dutch banks invest millions of euros every year in the security of their systems. Many security experts are intensively involved in the security of internet and mobile banking. They are constantly working to increase security. Banks do a lot, but unfortunately they cannot solve fraud on their own.

 **What can you do yourself to bank safely?**

It's scary when your bank calls you because your money is at risk. They offer to help you quickly transfer your money to a secure account. All you have to do is install something and they will take over your computer remotely. Sometimes they even come to your door to pick up your debit card. For security reasons? No, to commit fraud!

THERE ARE A NUMBER OF WAYS TO PROTECT YOURSELF:

- ◆ Hang up immediately in the above situation.
- ◆ Never give out confidential information over the phone.
- ◆ Keep your security codes, PIN codes, and passwords secret.
- ◆ Never install software that takes control of your computer.
- ◆ Never give your debit card to anyone.
- ◆ Check your bank account statements regularly.
- ◆ Do not click on links in emails, text messages, or WhatsApp messages.
- ◆ Report incidents to the bank immediately.



A bank will never ask for PIN codes, account numbers, or other personal information. Not by phone, email, WhatsApp, or social media.

Your bank will never ask you for this!

We now buy many things online in web shops. Clothing, groceries, household items, etc. Most web shops have their affairs in order. Unfortunately, there are also fraudulent web shops. These are fake web shops that have no intention of actually delivering the products. But how can you check whether you are dealing with a genuine web shop or a fake one?

**HOW CAN YOU SPOT A FAKE ONLINE STORE?**

ALWAYS CHECK IF THE ONLINE STORE IS LEGIT.



- ◆ Check out comparison sites and reviews. What do other people say about the seller?
- ◆ Make sure to check out well-known review sites like Google and Trustpilot. It's harder for scammers to post fake reviews on these sites.
- ◆ Always check the price of the item on other sites. Is the price too good to be true? Then it often is.
- ◆ Check whether the company is registered with the Chamber of Commerce and whether the Chamber of Commerce number is listed on the site.
- ◆ Check whether the webshop is known to the police (each country as its own website). This will help you avoid sellers who have been reported to the police by others. Still be careful if no reports have been made.
- ◆ Is there a quality mark on the site? Go to the site of the relevant quality mark and check whether the webshop is really affiliated with it.

**Are there contact details?**

- ◆ Always check the contact options. Do they respond to chats that are initiated? Is there a phone number available and does it work? What do reviewers say about the seller?

**Can you pay securely?**

- ◆ iDeal, credit card, and PayPal are secure payment methods.

- **Keep your devices up to date:** Your smart devices, such as your phone and computer, work best when you update them regularly. Updates provide new features and better security. Turn on automatic updates so you are always protected against hackers.
- **Choose strong passwords:** Use strong passwords that are not easy to guess. It is best to use a different password for each account. Do you find that difficult? A password manager can help you. It remembers everything for you, so you only have to remember one master password.
- **Install a virus scanner:** A virus scanner checks your devices for viruses and other malicious software. There are free and paid virus scanners. Choose one that has good reviews and install it on your computer, tablet, and smartphone.
- **Use two-step verification:** A relatively recent way to add extra security to your account is through two-step verification. In addition to your password, you also use a code that is sent to an app on your phone. This is already regularly used for business accounts in particular. It makes it much more difficult for others to access your account.
- **Back up your files:** Make sure you always have a copy of your important files. Store them in a safe place, such as an external hard drive or in the cloud. That way, you won't lose anything if something goes wrong.
- **Be alert online:** Don't just click on links or attachments in emails or messages. Always check that it's safe before you open anything. This will help you avoid becoming a victim of scammers or viruses.

FOLLOW THESE TIPS TO STAY SAFE ONLINE!

