

PROPS 2.0

Provider FAQ (Frequently Asked Questions)

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The PROPS 2.0 Program

What is PROPS 2.0?

PROPS 2.0 (Partnerships for Reducing Overweight and Obesity with Patient-Centered Strategies 2.0) is a 12-month program that pairs an online program or app called RestoreHealth with live, one-on-one coaching. The purpose of this program is to help patients learn healthy habits, lose weight, and improve their health. Patients can access the program from a computer, tablet, or smartphone — any device where they can access the Internet. Eligible patients who decide to enroll in the program will register for RestoreHealth and will be enrolled for 12 months. There are no in-person visits.

What happens after a patient enrolls in PROPS 2.0?

After a patient enrolls in PROPS 2.0, they will receive a link to register for the RestoreHealth online program or app. Once they register for RestoreHealth, they will be able to:

- View brief lessons that focus on nutrition, exercise, sleep, and stress
- Track their weight, activity, and sleep to measure progress
- Get regular, personalized feedback and support from a RestoreHealth coach, usually via text messaging (although patients who do not like texting can arrange phone calls with their coach instead)

Who are the RestoreHealth coaches, and what do they do?

The RestoreHealth coaches have certifications in Health & Wellness Coaching through the National Board for Health and Wellness Coaches (NBHWC) approved programs. To support this certification, RestoreHealth has an internal training and certification program, Restore Coach Institute, that has been approved by the NBHWC. Through Restore Coach Institute, coaches receive continuing education on topics that are relevant to their work.

Coaches have diverse backgrounds, with experience as personal trainers, nurses, yoga instructors, or dietitians. While they are not providing these services directly to patients, they do use their background and expertise to create new and helpful content. In addition, coaches provide live, individualized coaching – usually through text messaging – to help patients focus on improvements in nutrition, exercise, sleep, and stress.

Is there a cost to patients who enroll in PROPS 2.0?

There are currently no costs to patients for enrolling in PROPS 2.0, although we are exploring ways to bill the program in the future. Optional additional resources (such as through the Center for Weight Management and Wellness) may be offered to patients, which would be billed through their insurance. Patients' insurance will be checked before anything is billed.



Does PROPS 2.0 provide anti-obesity medications to patients who enroll in the program?

The program does not provide medications to patients. However, some patients may be offered additional resources for weight management, such as through the Center for Weight Management and Wellness.

Do patients who enroll in PROPS 2.0 need to follow a specific diet plan?

No, RestoreHealth encourages a balanced diet by classifying foods into green, yellow, and red categories. The coaches help patients make healthier food choices and give them feedback, but it is not a specific diet plan.

What languages is the program available in?

The program is currently available in English and Spanish.

How you are you measuring the success of the program?

The primary measure of effectiveness is weight loss, based on change in the patient's weight from the start of the program to when they complete the program at 12 months. Secondary outcomes include changes in cardiometabolic measures and changes in patient-reported outcomes, such as diet, physical activity, and health-related quality of life. We are also measuring the overall reach of the program, such as the number and percentage of eligible patients who enroll in the program and register for RestoreHealth.

What happens to patients at the end of their 12 months in the program?

Upon conclusion of the program, we will send patients information about other weight management resources. A note will also be entered in their chart in Epic, to let providers know that they have completed the program.

Eligibility Criteria

Who is eligible for PROPS 2.0?

Patients are eligible for the program if they are age ≥ 20 years, have BMI ≥ 30 kg/m² or have BMI 25 to 29.9 kg/m² plus at least one indicator of increased cardiovascular risk (e.g., high blood pressure, hyperlipidemia, type 2 diabetes) or another obesity-related condition, have seen a healthcare provider at Brigham and Women's Hospital (BWH) within the past two years, and have a primary care provider (does not need to be at BWH). In addition, patients must speak either English or Spanish and have Internet access via a computer, smartphone, or other mobile device, as well as a valid email address (required to register for RestoreHealth).

Who is not eligible for PROPS 2.0?

Patients who are currently pregnant are not eligible for PROPS 2.0. In addition, patients with type 1 diabetes or taking insulin, patients with active cancer (other than non-melanoma skin cancer), patients with a serious medical condition for which weight loss is not recommended, and patients who have had weight loss surgery in the past 12 months are not eligible.



Can patients with cancer that is in remission enroll in the program?

Cancer that is in remission or is stable and has not been treated with chemotherapy, immunotherapy, or medication in the last two years is not considered to be active; therefore, these patients are eligible for the program. In addition, patients with ductal carcinoma in situ (DCIS) who are not undergoing any treatment are eligible.

Do patients need to live in Massachusetts?

Eligible patients can live in any state if they have primary care provider (PCP) and have seen a BWH provider in the past two years.

Can Mass General Brigham (MGB) employees enroll in the program?

MGB employees can enroll in the program if they meet all of the eligibility criteria.

Can Mass General patients enroll in the program?

If a Mass General patient has seen a BWH provider in the last two years, has a primary care provider, and meets the other eligibility criteria, they may enroll in the program.

Can patients on anti-obesity medications (AOMs) enroll in the program?

Yes, patients on AOMs can enroll in the program, although medications are not provided as part of the program.

Can patients enroll in the program if they also see a provider in the Center for Weight Management and Wellness (CWMW)?

Yes, a patient can enroll in the program if they also see a CWMW provider. They can also enroll if they are seeing a dietitian or are participating in another weight management program, as long as they have not had weight loss surgery in the past 12 months.

Are patients screened for eating disorders?

There are no current exclusions for eating disorders. However, we do track patients' weight during the program and have a protocol in place for patients who may be losing weight too quickly.

I see many older patients who may be eligible for PROPS 2.0, but they may not be comfortable with online- and app-based programs. Can those patients enroll in the program?

The RestoreHealth program is entirely online. Patients are required to have a valid email address and regular Internet access (at least once per week) using a smartphone, personal computer, or tablet. RestoreHealth has experience walking patients through the steps needed to use the program.



What resources are available to patients who are not eligible for PROPS 2.0?

If a patient finds they are not eligible while taking the enrollment survey, they will receive a link with information about other weight management resources, such as the BWH Center for Weight Management and Wellness, the BWH Nutrition and Wellness Service, the Mass General Hospital Weight Center, and Weight Watchers.

Referral and Enrollment Process

How do I refer patients to PROPS 2.0?

To refer a patient, you can find the internal referral in Epic, called BWH Online Weight Program + Coach, using any of these search terms:

- PROPS
- Overweight
- Online
- Online weight
- BWH online weight program + coach
- Online weight program
- Online weight program + coach

Patients can also enroll even if they are not referred by a provider. They can go to the PROPS 2.0 website (<https://props2.massgeneralbrigham.org>) and click "Enroll Now!" to complete the enrollment survey.

How long does it take for you to contact patients after I refer them in Epic?

We aim to contact patients within two weeks after receiving the referral in Epic, although it may be longer in some cases. Our team will send a welcome message to the patient to let them know they have been referred, confirm their eligibility, and help them enroll (if they are eligible and interested). If the patient has a Patient Gateway account, this message will be sent via Patient Gateway. If they do not, a message will be sent via email, and the patient will need to give consent to use that email address in the future.

After a patient enrolls in PROPS 2.0, how long does it take for them to start the program?

Once a patient enrolls in the program and registers with RestoreHealth, a RestoreHealth Welcome Specialist will reach out to them within a few days to match them to a coach.

How will I know if my patient enrolls in the program?

When a patient enrolls in the program, a note will be entered in their chart in Epic. For patients who have been referred by their provider, a message also will be sent to the referring provider to let them know.

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