

**MY HEALTH,**



**MY LIFE!**

HEALTH COACHING & CHRONIC DISEASE  
SELF MANAGEMENT



# Overcoming two problems



- **Problem 1:** How does the organisation ensure that the costs (time and money) of training over 20 staff as health coaches benefit the organisation, its staff and its clientele?
- **Problem 2:** How can the organisation run a sustainable CDSM program that meets the needs of its clientele?

# Difficulties implementing new learning



- Difficulties embedding health coaching
  - When under pressure we revert to our more embedded practices
  - New learning is soon forgotten if not used
  - Having opportunities to use new skills
  - Developing confidence to use new skills in discipline specific roles
  - Challenging client perceptions of the role of health professionals

# Difficulties with some CDSM programs?



- Prior experience with CDSM programs
  - Workforce issues
  - Stand alone program
  - Costs
  - Prescriptive nature
  - Target population
  - Client needs

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## Overcoming the two problems



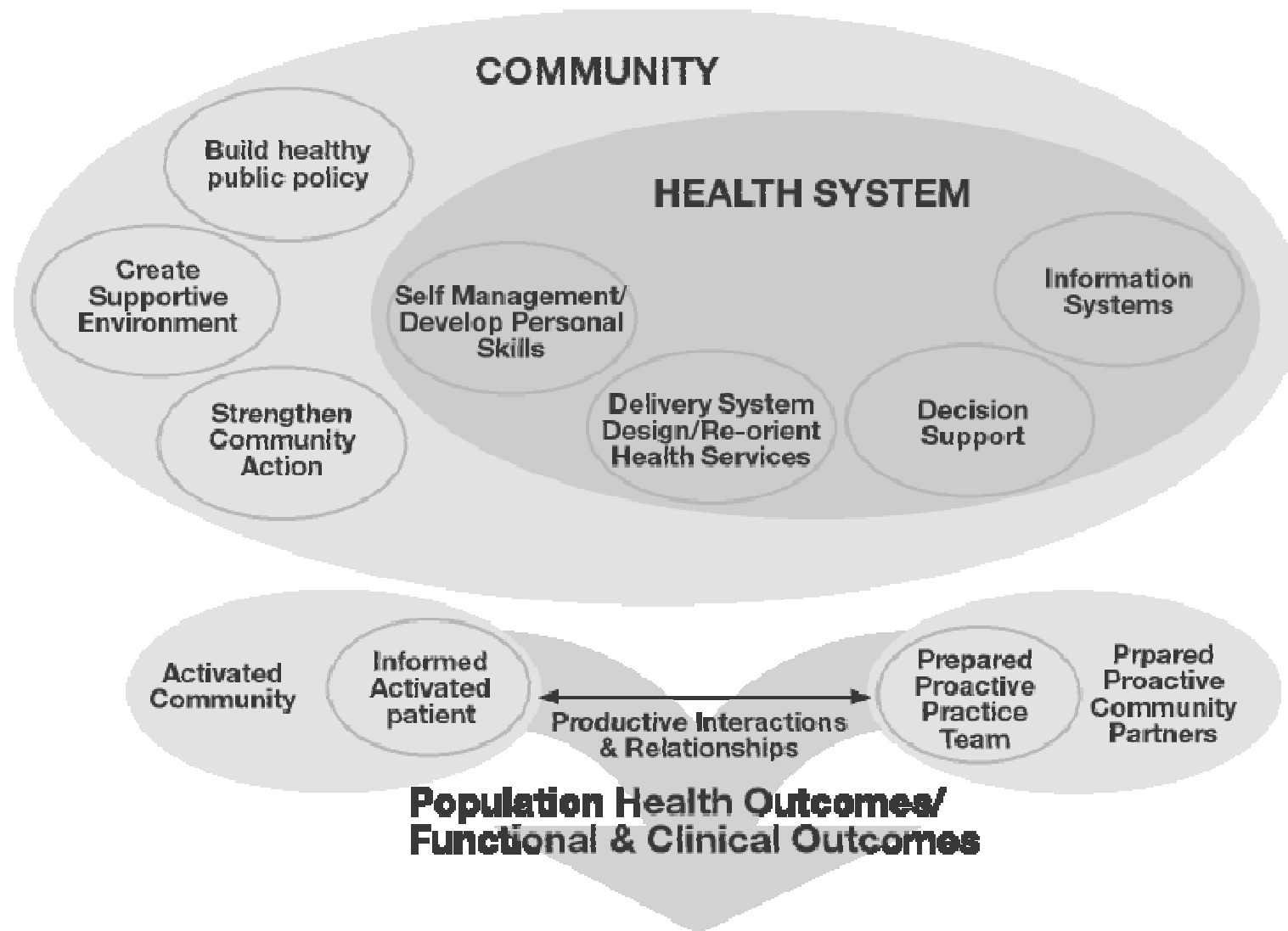
- 4 group sessions focussing on:
  - Goals of treatment
  - A healthy life
  - Making changes
  - Symptom management
  - Communicating with health professionals
  - Dealing with emotions

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## Overcoming the two problems



- 1 individual face to face health coaching session
- Follow-up telephone health coaching over a six month period



Created by: Victoria Barr, Sylvia Robleson, Brenda Marin-Link, Lisa Underhill, Anita Dotts & Darlene Ravenadaie (2002)  
 Adapted from Glasgow, R., Orleans, C., Wagner, E., Curry, S., Solberg, L. (2001). Does the Chronic Care Model also serve as a template for improving prevention? *The Milbank Quarterly*, 79(4), and World Health Organization, Health and Welfare Canada and Canadian Public Health Association. (1986). Ottawa Charter of Health Promotion.

# Community



- Participants are encouraged to identify and access community based services and support groups
- Health coaches encourage and support participants in implementing their new strategies and health behaviours in their home and community setting



# Health Systems



- Many clinicians are involved in the program as health coaches ⇒
  - Understand the programs intention and philosophy
  - Clear understanding of the clients who would benefit from the program
  - Referral pathways are embedded in the health service
  - Re-orientates the health service towards a chronic disease self management approach

# Self management support



- The program strongly focuses on self management
- Teaches participants strategies to manage their health condition
- Health coaches actively support participants throughout their behaviour change, gradually withdrawing support as the participants increase skills and confidence

# Delivery System design



- Participants can enroll at any stage in their care coordination journey
- The program is complimentary to other support and education services

# Decision Support



- All health coaches have undertaken an accredited two day health coaching training course – upskilling
- Involvement in the program helps staff to implement their new learning
- Builds staff knowledge of the referral pathway into the program

# Population health & clinical outcomes

## Informed Activated Client

- ❑ Dealing with medical and health management
- ❑ Managing emotions
- ❑ Having a daily management plan
- ❑ Setting goals
- ❑ Problem solving
- ❑ Taking responsibility

## Prepared Proactive Practice Team

- ❑ Provision of education
- ❑ Increasing clients' skills and confidence in managing their health
- ❑ Regular assessment of progress and problems
- ❑ Setting goals
- ❑ Problem solving support