

Partners in Care:

Redesigning health coaching to deliver person-centred care and support self-management

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What is Health Coaching?

- A person-centred approach to goal-setting, active learning and self-management that guides, empowers and helps the individual connect to their own motivation to change their behaviour (SESLHD 2018)
- Health coaching is a process that changes the way health professionals communicate with patients and clients
- Health coaching places the patient/client at the centre of their care and encourages collaboration and communication



Health Coaching Reviews

- Education has significant, but not sufficient, role in self-management; need behaviour-change focused coaching (Lindner et al. 2003)
- Coaching improves self-efficacy and self-empowerment (Ammentorp et al. 2013)
- Positive effects on patients' physiological, behavioural and psychological conditions and on their social life (Kivela et al 2014)
- Better weight management, increased physical activity, and improved physical and mental health status (Kivela et al 2014)



Health Coaching Reviews

- 75% of RCTs & 92% other studies found positive impact on motivation to change health behaviours and self-confidence to do so (NHS 2014)
- 59% of RCTS & 89% other studies found positive effect on behaviours (alcohol intake, tobacco use, fruits & vegetables, exercising)
(NHS 2014)



What do consumers say?

"I don't think I would still be working if I didn't come here"

"I needed this 48 years ago"

100% of patients report needing more support post diagnosis

100% of patients say follow up of health coaching goals and plans is very important, however only 52% of providers follow-up

"I think it would be good to involve my family and carer in coaching sessions"



What do care providers say?

- 79% value the effect of health coaching
- 93% support the use of health coaching
- 93% see the purpose and benefits of health coaching
- 85% believe health coaching is a part of their role

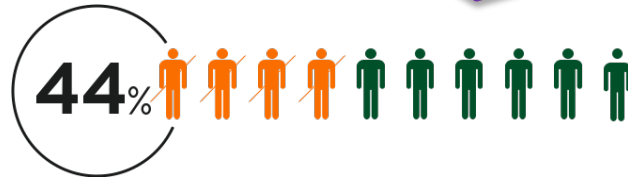


Health Coaching in SESLHD

21% of SESLHD's population has multiple morbidities



44% of the 750 clinicians trained have been unable to implement and provide health coaching on a regular basis



To spread health coaching techniques and broaden the provision of health coaching as aligned to SESLHD's Integrated Care Strategy and current research



Care Provider Issues

Insufficient
training on
health
coaching



Minimal
support and
resources
available

Varied knowledge
and
understanding

Solutions

Develop and
spread definition

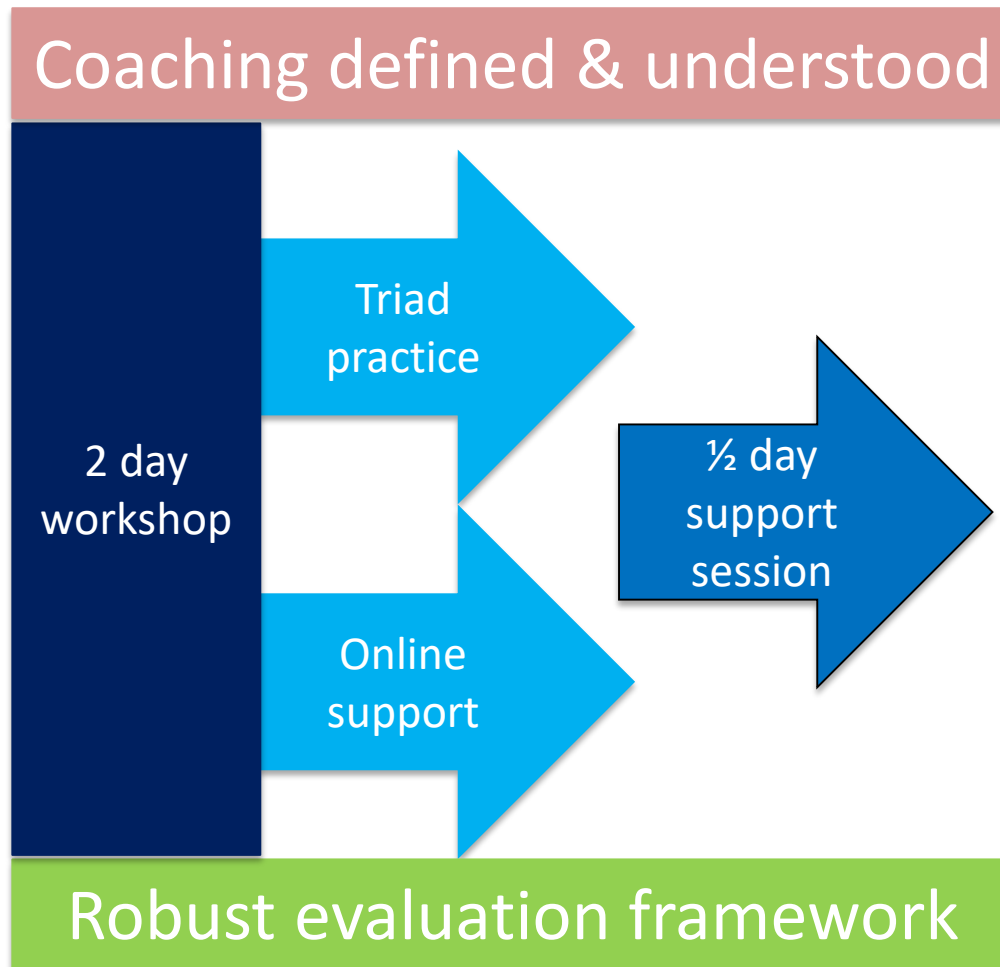
Evaluation
framework



Improved
training and
support
models

Provide online
resources

Redesign Coaching



Results to Date

- Defined health coaching and disseminated this throughout SESLHD
- Simplified coaching model implemented
- Training delivered internally
- Online tools and resources developed
- Robust evaluation framework in place
- Project Officer commenced



NOTE: Due to recent solution implementation, full benefit realisation is not expected until June 2019

Lessons Learnt

- Well supported by consumers and healthcare providers
- Implementation and sustainable delivery of health coaching is complex.
- Investment in supporting the translation of health coaching
- Difficulty in analysis due to the absence of a standard definition
- There was significant variation in staff experience, perceptions and understandings of health coaching
- Coaching should be used in many different healthcare settings
- Health coaching training needs to be supplemented by ongoing support and resources

Where to Next?

- Development of community of practice
- Promote collaborative health coaching and spread to primary care
- Commencement of phase 2 of the project which will be guided by and focus on consumer needs



Thank You



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