What is Health Coaching?

“The art of creating an environment through conversation and a way of being, that facilitates the process by which a person can move toward desired goals in a fulfilling manner”

~W. Timothy Gallwey

The OSU Health Plan Personal Health Coaching Program

- Complimentary service to all faculty and staff that are benefits-eligible, and to adult dependents, spouses, and same sex domestic partners that are enrolled in an OSU medical-plan
- Telephonic service with flexible hrs
- Members decide the frequency/length of calls
- Guidance in helping them take charge of their health by setting small behavioral goals to get them to their optimal health potential

Common Topics

- Exercise
- Nutrition
- Weight Management
- Stress Management
- Tobacco Cessation
- Pre-Diabetes, Pre-Hypertension, Pre-Hyperlipidemia

Health Coaching Program Philosophy

*Health is the resource of life and preventive self care is the key to preserving that resource.*

Our work value is to help people to develop their health potential and to prevent and lessen the burden of illness on the person, the family, the employer, and the community.
Principles of the Personal Health Coaching Program

• Built on client focused and preventive health models

• The goal of health coaching is to guide the client to take continuous action in personal wellness

Objective of Personal Health Coaching Services

Help client to learn the method of Preventive Self-Care to optimize one’s health and wellness

Preventive Self-Care

A lifelong training of self control and discipline of thoughts, feelings, and actions to optimize one’s health and wellness

Comparison of Sick Care Model & Preventive Care Model

Preventive Care Model

• Needs preventive self-care skills
• Confidence that changing behaviors = changing health outcomes
• Continuous learning & self-improvement

Sick Care Model

• Needs the knowledge and expertise from trained health professionals
• Episodic care
• Intervention has start & end dates

Process for Developing Health Potential

Do

Aware

Plan

Practice

Of: Thoughts Feelings Actions

Practice
**Health Coaching Model**

**Client Centric**
- Care plan (Action Plan) is member driven
- Client collaborates with health coach
- Health Coach teaches, guides, supports, links clients to resources
- Client makes decision on level of participation
- Experiential learning model
- Ask clients questions to provoke creative thoughts

**Health Education Model**

**Health Provider Centric**
- Care plan is prescribed by health provider
- Health provider is regarded as the authoritarian figure, the specialist
- Views patient as compliant or non-compliant with prescribed care plan
- Parental attitude
- “I know better than you do.”
- Teaching facts
- Telling what patient should do

**Health Coaching Process**

**Assessment**
- Use reflective, open-ended questions
- Self Explanatory Model
- Appreciative Inquiry- positive self talk
- Motivational Interviewing- encourage change talk
- Use clinical assessment tools

**Planning and Intervention**

- Exploring
  - What has worked in the past? What hasn’t?
  - What barriers might get in your way?
  - What are your motivators?
  - How do you want to see your life in the next 5 years, 10 years, etc.?

**Setting an Action Plan**

- SMART goals
- Goals focused on behaviors, not numbers
- Something client WANTS to do, not SHOULD do
- Strategize to overcome expected barriers
- Confidence level > 7

**Follow-Up Sessions**

- Reflection on what is working and what isn’t- change action plan as needed
- Trial and correction NOT trial and error
- Focus on small steps, not trying to change everything at once
- Never lose focus of your vision

**QUESTIONS?**

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