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### Case for change

- An estimated 21% of SESLHD's population have multiple morbidities
- Research<sup>1</sup> shows health coaching improves lifestyle behaviours, self-efficacy and physical and mental health for persons with long-term conditions
- Implementation and spread of health coaching is a priority of SESLHD's Integrated Care Action Plan<sup>2</sup> and is also promoted by NSW Ministry of Health and NSW Agency for Clinical Innovation
- Over 750 healthcare providers within SESLHD and local Primary Care have received health coaching training
- A survey of providers who have completed health coaching training shows 44% have been unable to implement or continue providing health coaching

### Goal

To improve the translation of health coaching training into every-day clinical practice and spread health coaching techniques as aligned to SESLHD's Integrated Care Strategy by June 2019.

### Objectives

- By 31<sup>st</sup> July 2018;
- Increase the number of staff who agree there is sufficient training to implement health coaching from 28% to 35%
  - Increase the number of staff who agree there is sufficient support and resources to implement and provide health coaching from 22% to 32%
  - Increase the rate of staff who have translated health coaching training into clinical practice from 56% to 61%

### Method



### Diagnostics

#### Benefits of health coaching

##### Health coaching results from Salford, NHS



#### Staff perspectives

<b>56%</b> Provide health coaching (by own definition)	<b>37%</b> Agree there is a <b>shared vision</b> of health coaching	<b>68%</b> Report significant <b>barriers</b> to providing coaching	<b>22%</b> Agree there are sufficient <b>support and resources</b>	<b>26%</b> Agree there is sufficient <b>training</b> available
<b>79%</b> Value the effect of health coaching	<b>93%</b> Will continue to <b>support</b> health coaching	<b>70%</b> Have <b>confidence</b> in their coaching ability	<b>93%</b> Can see potential <b>benefits</b> of health coaching	<b>85%</b> Report health coaching is part of their <b>role</b>

#### Patient perspectives

#### Key issues

- Insufficient **Training** on health coaching
- Minimal **Support & Resources** available
- Varied **Knowledge & Understanding** of coaching methods and benefits

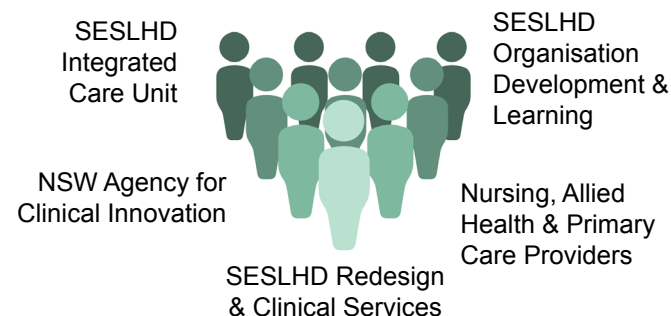
### Solutions and implementation

#### Solution generation

Brainstorming, refinement and prioritisation workshops resulted in the identification of four key solutions for implementation:

Develop and spread a <b>Definition</b> of health coaching	Improved <b>Training &amp; Support</b> models
Provision of online health coaching <b>Resources</b>	Develop an ongoing <b>Evaluation</b> framework for health coaching

#### Consultation and Partnerships



#### Creation of a shared vision



### Results

- Health coaching defined and spread as: *'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'*
  - Developed online tools and resources for website
  - Internally led introductory and support workshops piloted with feedback significantly improved from prior models
  - A robust evaluation framework is now in place
- NOTE:** As solutions have only just been implemented, full benefit realisation is not expected to occur until June 2019

### Sustaining change

- Partnerships established with local experts & key stakeholders
- Implementation of a strong evaluation framework
- PDSA cycles are incorporated into each solution to ensure continuous improvement occurs
- Future project phases planned to include:
  - Dedicated health coaching project officer
  - Development of community of practice
  - Spread to Primary Care
  - Promote collaborative health coaching
  - Establish a coaching culture



### Lessons learnt

- Analysis of the current state of health coaching was difficult to obtain due to the absence of a standard definition
- There was significant variation in staff experience, perceptions and understandings of health coaching along with how it can be applied
- Staff in many different healthcare settings should be trained in health coaching as there is wide variation on when patients want to start health coaching
- Health coaching training needs to be supplemented by ongoing support and resources

### Contact

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### Acknowledgements

SESLHD Integrated Care Unit, SESLHD Redesign & Clinical Services, SESLHD Organisational Development & Learning, Partners in Care Steering Committee and NSW ACI Centre for Redesign