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Case for change

- An estimated 21% of SESLHD's population have multiple morbidities
- Research¹ 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 Plan² 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 31st 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

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

Patient perspectives



"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% providers do so

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 **Definition** of health coaching
- Improved **Training & Support** models
- Provision of online health coaching **Resources**
- Develop an ongoing **Evaluation** 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

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