CONSUMER ENABLEMENT SPOTLIGHT SERIES

Health Coaching in WSLHD Integrated Chronic Care program

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Session Outline

- Benefits of Health Coaching for consumers and health providers
- WSLHD Demographics
- Health coaching strategies used in WSLHD Integrated Chronic Care Program to enable our consumers

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Why are we discussing Health Coaching?

- **Benefits for consumers:**

  - Consumers build knowledge of their health conditions and lifestyle risk factors

  - Helps to find the motivation in people to make changes

  - Consumers actively listen and engage with health professionals

  - Gives people the confidence, skills, knowledge and ability to become an active partner in managing their health

  - Recognises that people are experts in their own lives and live with their with condition 24x7

- **Benefits for health providers**

  - Identifies what really matters to a consumer and what their goals are

  - Promotes conversation with the consumer leading to trust and building rapport

  - Improves adherence and patient outcomes

  - Reduction in health care costs

  - Improves job satisfaction

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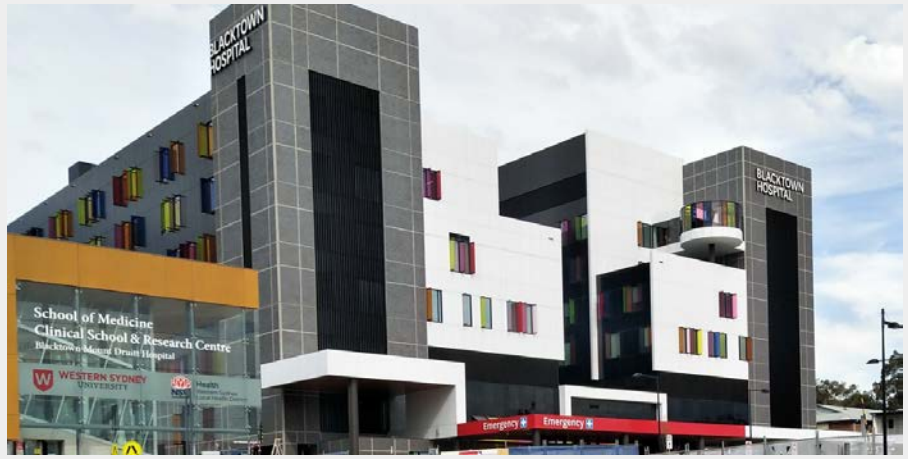
WSLHD Demographics

- WSLHD is the state's second most populous and fastest growing area
- By year 2036 our population is expected to increase by 48%
- 47% residents born overseas (based on 2017-2018 data) and
- 1 in 2 speak a language other than English at home
- Home to the highest urban Aboriginal population in NSW
- Half of the residents have a chronic disease
- Our community is complex in its diversity
- Language barriers, financial stress, absence of family support, low socioeconomic status, problems with health literacy and a sense of disempowerment



(Western Sydney Local Health District 2017-18 Year in Review)

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What are we doing to make Western Sydney a healthier community?

- Group based sessions- LIVING WELL PROGRAM
- Telephonic Health coaching- THE COACH PROGRAM
- Face to Face support- CARE FACILITATORS
- Health Literacy Hub

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LIVING WELL PROGRAM

- Is developed and tested by Stanford University
- The program runs for 2 to 2 ½ hours, once a week for 6 weeks
- Group sessions are delivered by 2 trained leaders including Aboriginal and multicultural health workers
- Teaches people practical skills that are needed in the day-to-day management of chronic conditions
- The program enables people to be actively involved in their own health care
- Participants make weekly action plans and share experiences as well as learnings with each other
- Supports access and equity for Culturally and Linguistically Diverse and Aboriginal populations to improve health literacy

(SMRC Self-Management Resource Centre, 2019)

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WORKSHOP OVERVIEW

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Overview of self-management & Chronic health conditions	●					
Using your mind to manage symptoms	●		●		●	●
Getting a good night's sleep	●					
Making an action plan	●	●	●	●	●	●
Feedback and problem-solving		●	●	●	●	●
Dealing with difficult emotions		●				
Physical activity and exercise		●	●			
Preventing falls		●				
Making decisions			●			
Pain and fatigue management			●			
Better breathing				●		
Healthy eating				●	●	
Communication skill				●		
Medication usage					●	
Making informed treatment decisions					●	
Dealing with depressions					●	
Working with your health care Professional and organization						●
Weight management						●
Future plans						●

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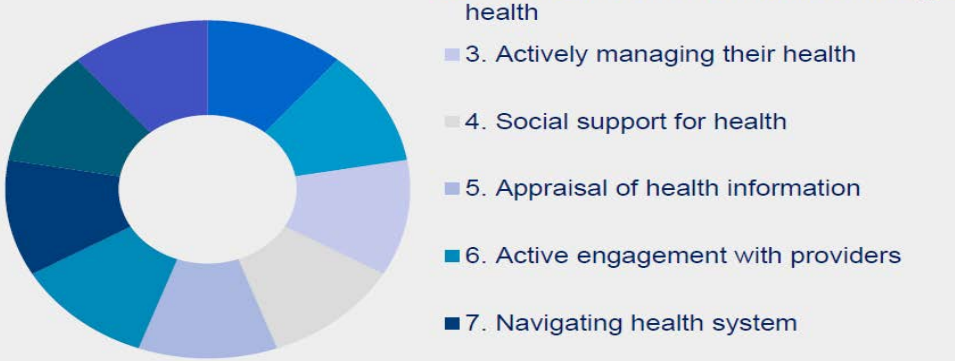
LIVING WELL PROGRAM OUTCOMES IN WSLHD

- To evaluate outcomes of the Living Well program in WSLHD the Deakin University Health Literacy Questionnaire (HLQ) was utilised
- From 2014-2016 a total of 220 participants completed the program
- 76.6% participants submitted pre and post HLQ
- All participants felt more confident about actively managing their health and appraising health information
- Results showed increase in health literacy of participants from all cultural backgrounds across all the domains (Figure below)

Domains 1 to 5 are scaled on how strongly the participant agreed with the statements.

And

Domains 6 to 9 are scaled on how easily participants felt they could accomplish those tasks/statements.



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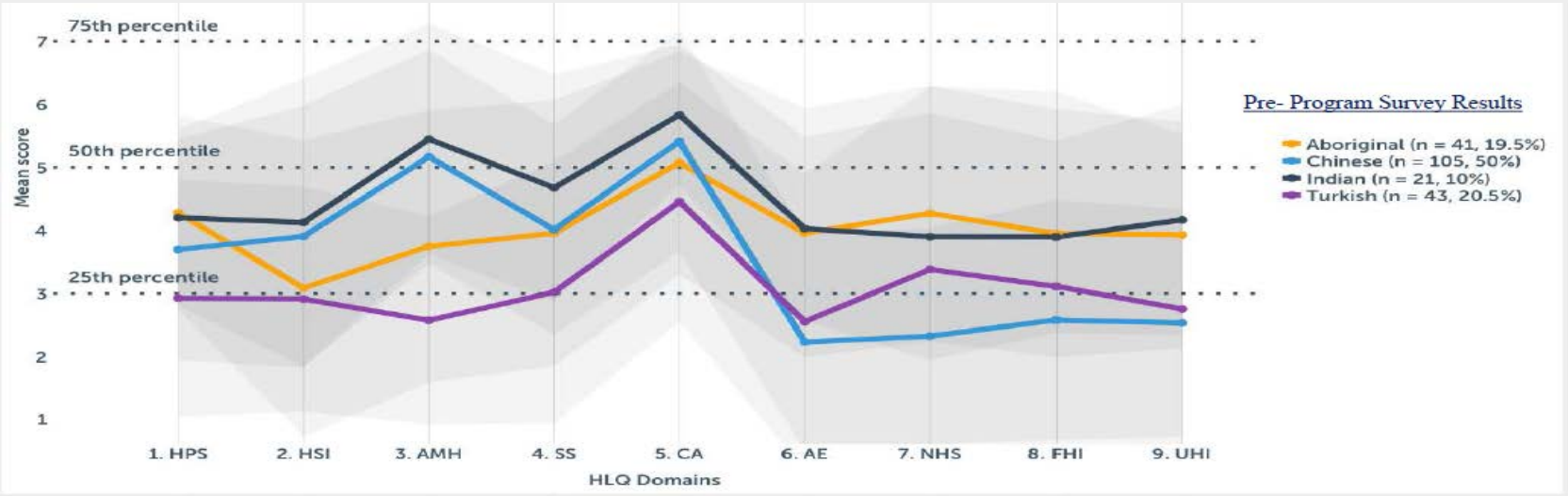
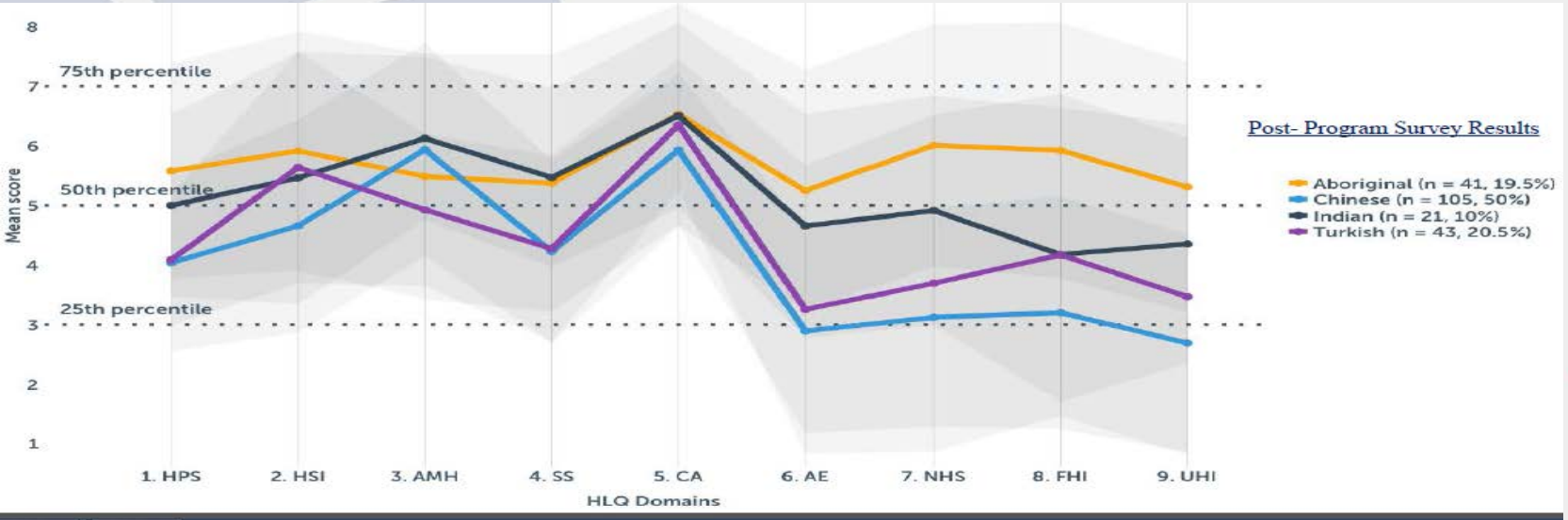
HLQ Measures pre and post survey results in WSLHD





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LIVING WELL –Consumer feedback

https://vimeo.com/357729857

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THE COACH PROGRAM

- Is a structured evidence based program shown to reduce avoidable hospitalisations and improve quality of life
- Delivered telephonically by a trained health professional “coach”
- Runs for approximately 6 months, with a phone call every 4-6 weeks
- Biomedical and lifestyle risk factors are discussed and targets are set based on national clinical guidelines for their particular health condition
- Empowers individuals to better manage symptoms related to their chronic disease
- Coaching involves encouraging clients in taking initiative to communicate with their doctors to discuss risk factors, medications, pathology results and ways of improving their risk factors

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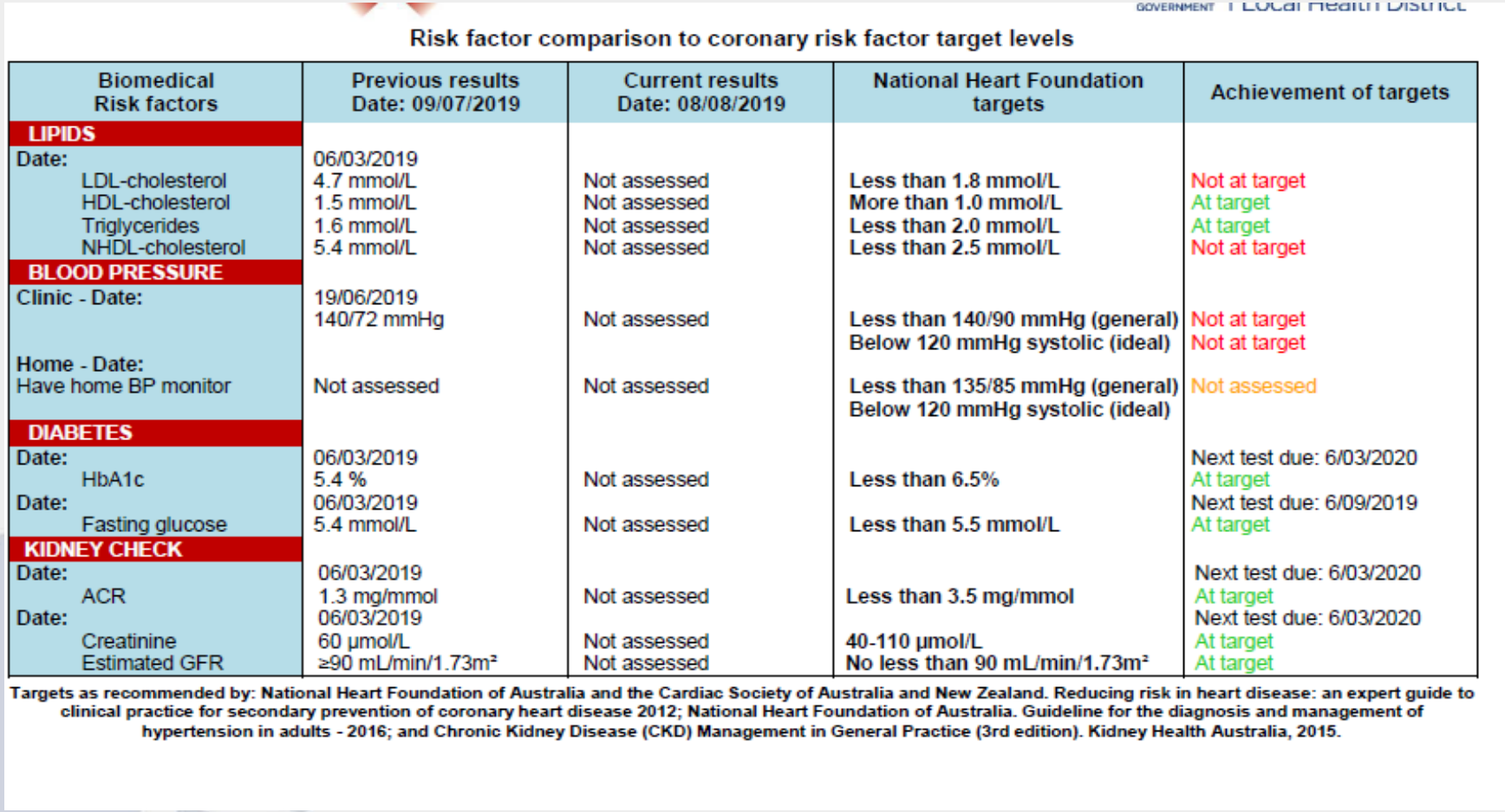
Sample summary reports from COACH sessions



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Risk factor comparison to coronary risk factor target levels

Biomedical Risk factors	Previous results Date: 09/07/2019	Current results Date: 08/08/2019	National Heart Foundation targets	Achievement of targets
LIPIDS				
Date:	06/03/2019			
LDL-cholesterol	4.7 mmol/L	Not assessed	Less than 1.8 mmol/L	Not at target
HDL-cholesterol	1.5 mmol/L	Not assessed	More than 1.0 mmol/L	At target
Triglycerides	1.6 mmol/L	Not assessed	Less than 2.0 mmol/L	At target
NHDL-cholesterol	5.4 mmol/L	Not assessed	Less than 2.5 mmol/L	Not at target
BLOOD PRESSURE				
Clinic - Date:	19/06/2019			
	140/72 mmHg	Not assessed	Less than 140/90 mmHg (general)	Not at target
			Below 120 mmHg systolic (ideal)	Not at target
Home - Date:				
Have home BP monitor	Not assessed	Not assessed	Less than 135/85 mmHg (general)	Not assessed
			Below 120 mmHg systolic (ideal)	
DIABETES				
Date:	06/03/2019			Next test due: 6/03/2020
HbA1c	5.4 %	Not assessed	Less than 6.5%	At target
Date:	06/03/2019			Next test due: 6/09/2019
Fasting glucose	5.4 mmol/L	Not assessed	Less than 5.5 mmol/L	At target
KIDNEY CHECK				
Date:	06/03/2019			Next test due: 6/03/2020
ACR	1.3 mg/mmol	Not assessed	Less than 3.5 mg/mmol	At target
Date:	06/03/2019			Next test due: 6/03/2020
Creatinine	60 µmol/L	Not assessed	40-110 µmol/L	At target
Estimated GFR	≥90 mL/min/1.73m²	Not assessed	No less than 90 mL/min/1.73m²	At target

Targets as recommended by: National Heart Foundation of Australia and the Cardiac Society of Australia and New Zealand. Reducing risk in heart disease: an expert guide to clinical practice for secondary prevention of coronary heart disease 2012; National Heart Foundation of Australia. Guideline for the diagnosis and management of hypertension in adults - 2016; and Chronic Kidney Disease (CKD) Management in General Practice (3rd edition). Kidney Health Australia, 2015.

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Sample summary reports from COACH sessions

Risk factor comparison to coronary risk factor target levels

Lifestyle Risk factors	Previous results Date: 09/07/2019	Current results Date: 08/08/2019	National Heart Foundation targets	Achievement of targets
SMOKING	Current smoker (smoked within past month)	Current smoker (smoked within past month)	Zero	Not at target
WEIGHT MANAGEMENT				
Weight	94 kg	94 kg	Ideal weight less than 66 kg	
Body mass index	35.4 kg/m²	35.4 kg/m²	18.5 - 24.9 kg/m²	Not at target
Waist measurement	Not assessed	114 cm	Less than 80 cm	Not at target
ALCOHOL	No alcohol	No alcohol	No more than 2 standard drinks per day	At target
PHYSICAL ACTIVITY	doing activity around the house 20 minutes, Daily	brisk walking 20 minutes, 1-2 times/week	30 minutes or more of moderate intensity physical activity on most, preferably all, days of the week - a minimum of 150 minutes per week	Not at target

Targets as recommended by: National Heart Foundation of Australia and the Cardiac Society of Australia and New Zealand. Reducing risk in heart disease: an expert guide to clinical practice for secondary prevention of coronary heart disease 2012; National Heart Foundation of Australia. Guideline for the diagnosis and management of hypertension in adults - 2016.

Checking for recommended vaccinations

Vaccinations	Current results Date: 08/08/2019	National Heart Foundation & NHMRC recommendations	Achievement of recommendations
INFLUENZA			
Date performed:	Vaccination current	Influenza vaccination recommended annually in early Autumn	Vaccination performed
Next due:	Due: 15/04/2019		
PNEUMOCOCCAL			
Primary dose:	19/06/2019	Pneumococcal vaccination recommended. Revaccinate 5 years after 1st dose.	Vaccination performed
1st revaccination	Due: 19/06/2024		

As recommended by; National Heart Foundation of Australia and the Cardiac Society of Australia and New Zealand. Reducing risk in heart disease: an expert guide to clinical practice for secondary prevention of coronary heart disease, 2012; National Health and Medical Research Council. The Australian Immunisation Handbook 10th Edition 2013.

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Sample summary reports

Lifestyle targets to be achieved:

Nutrition - You reported that recently you had been vomiting and not eating much due to stress and worry about your daughter. Prior to this your portions had become slightly larger. Today you reported that you are feeling better and have not vomited. You will be seeing your doctor about how you can best manage your stress. We also spoke about remembering to have balanced, portioned meals including slow release carbohydrates.

Physical activity - At the moment you reported that you have stopped walking due to your high stress levels. You have set the goal to spend some time outside in your backyard daily to help you get some fresh air and focus on your breathing. When you feel ready, try to commence your short walks again.

Vaccinations - The National Heart Foundation of Australia and the Cardiac Society of Australia and New Zealand recommends that all people with coronary heart disease should receive annual influenza ('flu') and regular pneumococcal vaccinations (unless contraindicated). Pneumococcal vaccination is known to be highly effective in preventing invasive bacteraemic pneumococcal pneumonia. Talk to your doctor about whether you are due for a pneumococcal vaccination.

Well-being - You reported that your stress levels have been high recently due to you being worried about your daughter. You reported that you will be booking in to see a psychologist and also accepted the Connections Western Sydney phone number (Phone: 1300 096 273). This is a telephonic service that provides free counselling for people living or working in Western Sydney.

We have another time booked on **Thursday 10 October 2019 at 10:00 am** to continue The COACH Program. In the meantime, if you have any further questions about The COACH Program or your progress, please call me on 1800 113 644. I look forward to talking to you then.

Action Item List

- Ask your doctor for a pathology request form to measure your full fasting lipids
- Ask your doctor for a pathology request form to measure your HbA1c
- Spend some time outside in your backyard daily to help you get some fresh air and focus on your breathing
- Commence short walks
- Connections Western Sydney phone number (Phone: 1300 096 273)
- Follow up with your doctor if you are due for a pneumococcal vaccination.

Action Item List

- Continue with your 30 minutes of walking daily
- Aim for 2 x 20 minutes of gentle activity throughout the day
- Once you have clearance from your specialist, look into a walking group or local exercise group
- Future goal: looking into volunteering a few times a week to help keep you motivated and energised throughout the week.

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THE COACH PROGRAM OUTCOMES IN WSLHD

- Evaluation was undertaken over a 2 year period between 2015 till 2017
- A total of 166 patients commenced THE COACH program and 163 patients graduated from the program over 2 years
- Results indicate below risk factors improved since entry into The COACH Program:

  -LDL-cholesterol

  -Triglycerides

  -Blood pressure

  -HbA1c (in patients with diabetes)

  -Waist measurement

  -Body mass index (BMI)

  -Alcohol intake

  -Physical activity

  -Medication adherence

- Positive feedback from General Practitioners

Limitations:-

- Delivered only in English language
- Stand-alone IT system which does not integrate with electronic health record
- Low referral rates? Other programs such as Get Healthy are offered in other languages
- Cost - $150 for every new participant

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Face to Face self-management support from Care Facilitator

Education needs analysis undertaken by surveying clinicians

→

Education plan developed including online and classroom style of learning. Detailed session plans were developed:

Session 1: Health coaching & assessing readiness for change. Concepts taught included motivational interviewing and stages of change

Session 2: Health Literacy & Teach back

Both sessions included face to face classroom session along with role plays

→

Self-management support competency standards developed

Self management support CNC assessed CNS ‘s utilising the competency standards

Plan is for the CNS’s assessed as competent to then continue assessing other staff

Consumers assessed clinicians using Teach Back in a mock situation with different pre-prepared scenarios

→

Clinicians have to attend 4 health coaching peer mentoring sessions to practice newly acquired health coaching skills

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Care Plan Example

Joseph* is a 65yr old man. Joseph has diabetes and is enrolled in the Western Sydney Integrated Care Program.

*Joseph is a fictional patient used to demonstrate how the care plan could work

Personal Goals

Improve my health so I can visit my son in QLD and spend time with my grand children.

Continue in my part-time working role for another 2 years.

Support Network

Joseph lives with his wife Prisha, daughter Riya and mother Saanvi in their family home.

My team will help with...

Education in lifestyle choices to improve my condition.

Enrol me in an upcoming diabetes workshop.

Self Help Goals

Research diabetes online to improve my understanding.

Attend a healthy eating workshop.

Lifestyle Goals

Take a 30min walk 3 times per week.

Stand up more during the day.

Health Info Goals

View my Care Plan online.

Access my health information via linkedEHR.com.au.

Diet Goals

Stop eating at the work canteen and instead bring healthy meals from home.

Research affordable and healthy ways of eating.

Monitoring

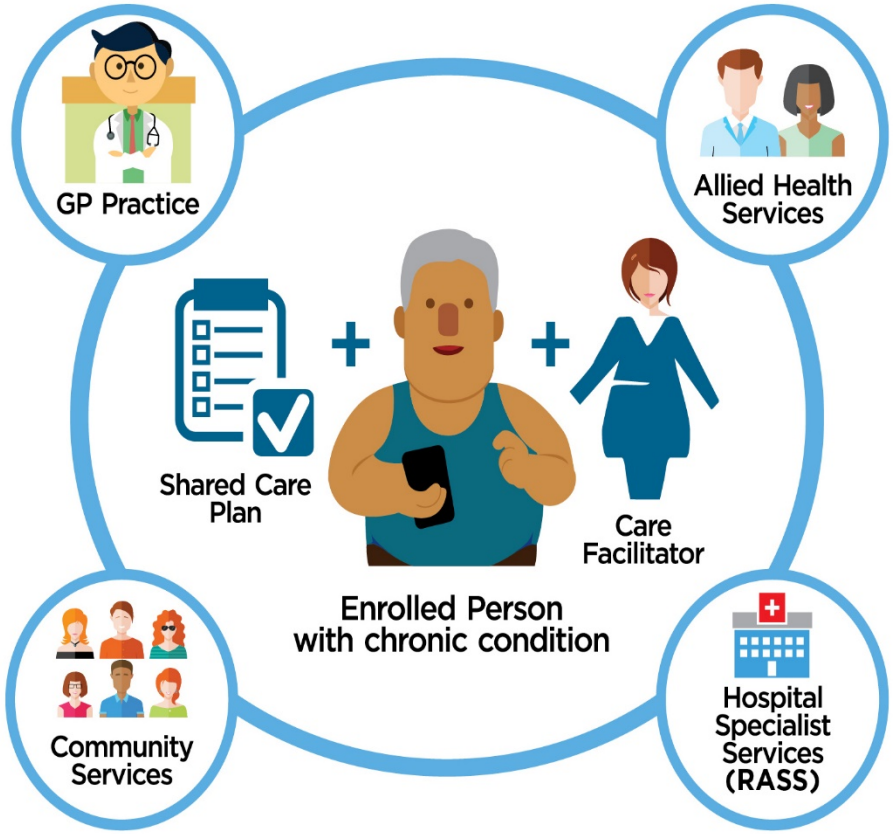
Meet with my Care Facilitator on a monthly basis to ensure everything is progressing well.

Record my activity so I can monitor my fitness progress.

Medications

Take my prescribed medicines consistently.

Get pharmacist to set up a Webster Pack for my regular prescribed medications.



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Care Facilitation-Consumer feedback

https://vimeo.com/showcase/6261124/video/358740863

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HEALTH LITERACY HUB

- Is an initiative of Western Sydney Local Health District (WSLHD), in collaboration with the University of Sydney
- The Hub provides access to a wide range of educational materials and programs, practical tools and advice on improving health literacy
- A series of seminars are run for staff covering best practices and research innovations in effective communication
- Consumers can access the website to find advice on how to:

  - Get the most from conversations with their healthcare providers for example: accessing the question builder where consumers can prepare for their medical appointments by creating a list of questions to ask their doctors

  - Find a health service

  - Access reliable health related information

https://healthliteracyhub.org.au/

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https://healthliteracyhub.org.au/

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Health Literacy Hub

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Making healthy choices easier for everyone

The Hub hosts the best and most trusted online health literacy resources. Our aim is to make it easier for consumers to find and understand health-related information, to be able to make the best decisions about their health. For health professionals, the Hub provides access to resources on health literacy and practical tools to aid communication with patients and the public.

April Newsletter Out Now!

Our quarterly newsletter includes info about what's happening in Health Literacy, what's new and what is to come.

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I am a consumer or community member

Information for patients, carers, families, individuals and communities

I am a health professional

Information for health professionals, WSLHD staff members, researchers and students

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Resources

- Batterham, R., Osborne, R., McPhee, C., Mech, P., Townsend, B. (2017). *Evidence Check Consumer Enablement.* Retrieved from https://www.aci.health.nsw.gov.au/__data/assets/pdf_file/0006/351429/Consumer_enablement_evidence_check.pdf
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- Nutbeam, D. (2009). “Defining and measuring health literacy: what can we learn from literacy studies?” *International Journal Public Health, 54(5*), 303-5.
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- Margarite Vale (2017). Western Sydney Local Health District Report No.2. 2 Year Evaluation 1 Mar 2015-22 March 2017.

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THANK YOU

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