

# Partners in Care:

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

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# Project Background

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



INTEGRATED CARE  
STRATEGY

ACTION PLAN  
2015-2018



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



# Project Goal

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



# What does literature say?

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- 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)

# What does literature say?

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- 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 patients say?

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*"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

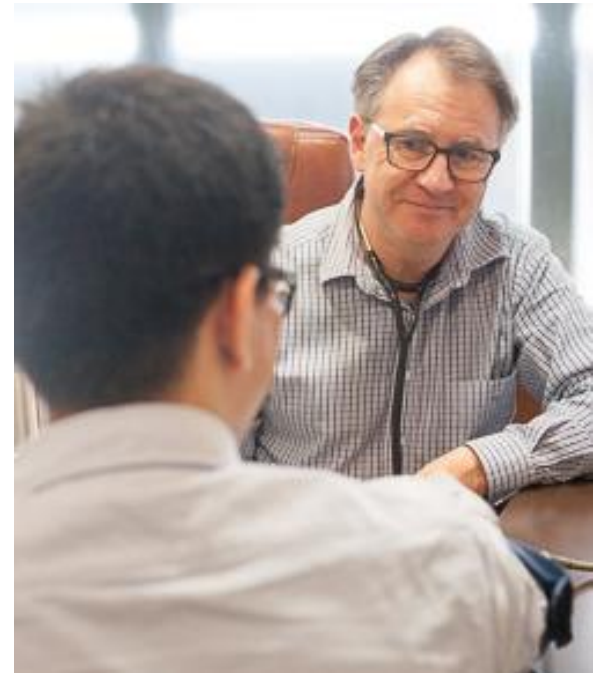
100% of patients say follow up of health coaching goals and plans is very important, however only 52% of providers follow-up

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

# What do care providers say?

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- 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



# Care Provider Issues

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Insufficient  
training on  
health  
coaching



Minimal  
support and  
resources  
available

Varied knowledge  
and  
understanding

# Solutions

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Develop and  
spread definition

Evaluation  
framework

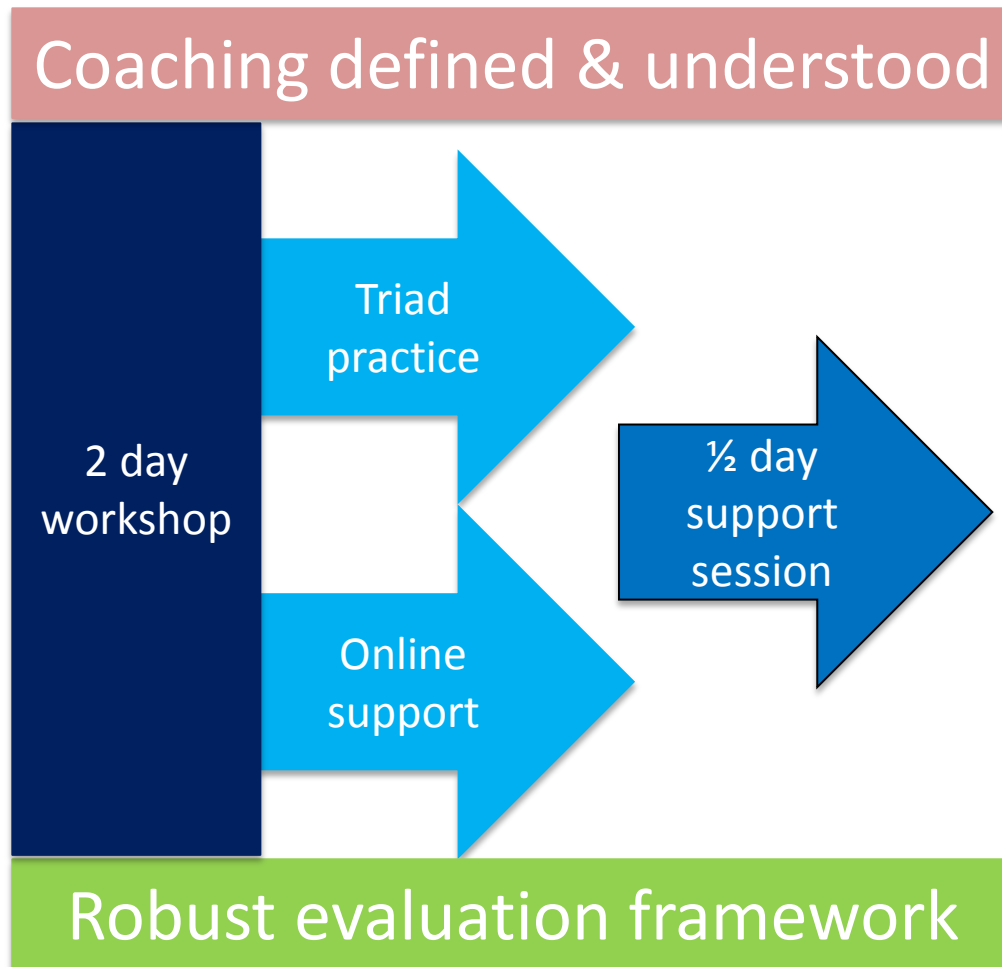


Improved  
training and  
support  
models

Provide online  
resources

# Redesign Coaching

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# Results to Date

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- 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’*
- 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

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- 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?

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- Development of community of practice
- Spread to Primary Care
- Promote collaborative health coaching



# Thank You

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