



VA Boston Healthcare System
1400 VFW Parkway
West Roxbury, MA 02132

Whole Health Training: Experiential Health Coaching

Rebecca Ametrano, Ph.D.
Sarah Bankoff Leone, Ph.D., ABPP
Morgan McGillicuddy, Ph.D.

Learning Objectives:

1. Experience health coaching framework and process
2. Introduce whole health assessment process and tools
3. Model health coaching communication skills and strategies
4. Identify components of SMART goal setting
5. Recognize importance of follow-up and support

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## INDIVIDUALIZED HEALTH COACHING SESSIONS

### PART ONE (30 minutes)

Individualized health coaching initial session with trainee:

- Orient Trainee to learning experience
  - o Review role of educator and trainee during interaction
  - o Review purpose of session
  - o Invite trainee to offer true responses to questions or “play” a common patient during interaction
  - o Review skills to be learned and structure of meetings
- Demonstrate rapport building and establishing trust
  - o Prioritize trainee’s concerns
  - o Show courtesy and respect
  - o Call trainee by name; avoid terms of endearment
  - o Greet in a friendly manner

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- o Introduce self by name and role
- o Inquire/comment about unique characteristics of trainee (personalize conversation)
- o If in person, engage non-verbally
- Introduce whole health assessment and Personal Health Inventory (PHI)
  - o Trainee completes Personal Health Inventory (PHI)
  - o If already completed, trainee is encouraged to engage in self-reflection for a moment
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- Collaboratively identify a potential area for personal behavioral change
- Demonstrate listening skills
  - o Develop a listening attitude
  - o Assume nothing about the trainee
  - o Focus on what is said
  - o Concentrate on listening and understanding
  - o Use active listening to reflect content, emotions, and meaning
  - o Open questions to encourage elaboration
- Become aware of the strategies used during a coaching session that facilitate & empower an individual to want to change
  - o Resist the righting reflex—avoid directing
  - o Understand patient's motivations
  - o Listen to patients with empathy
  - o Empower patients
- Uncover powerful motivators & competing commitments through use of engaging skills
  - o Open-ended questions and statements
  - o Affirmations
  - o Reflective listening
  - o Summaries
- Set a SMART goal for personal health
  - o Specific
  - o Measurable
  - o Action oriented
  - o Realistic
  - o Time sensitive
- Determine a follow-up plan
- Debrief about skills utilized & purpose of said skills
- Encourage trainee to incorporate demonstrated during interaction over the next few weeks.

## **PART TWO (30 minutes)**

Individualized health coaching follow-up session with trainee:

- Review purpose and structure of meeting
- Review progress towards SMART goal
- Reinforce successes
- Identify and problem solve barriers
- Review motivators
- Discuss next steps; set new goal(s) and plan for support
- Debrief regarding personalized health coaching process and experience
- Debrief about strategies utilized over the past few weeks

## **References**

Office of Veterans Health Education and Information, VHA National Center for Health Promotion and Disease Prevention, and VA Employee Education System (2010). *Patient Education: TEACH for Success*.

Miller, W. R., & Rollnick, S. (2013). *Motivational interviewing: helping people change* (3<sup>rd</sup> ed.). New York, NY: The Guilford Press.

Rollnick, S., Miller, W. R., & Butler, C. C. (2008). *Motivational interviewing in health care: helping patients change behavior*. New York, NY: The Guilford Press.