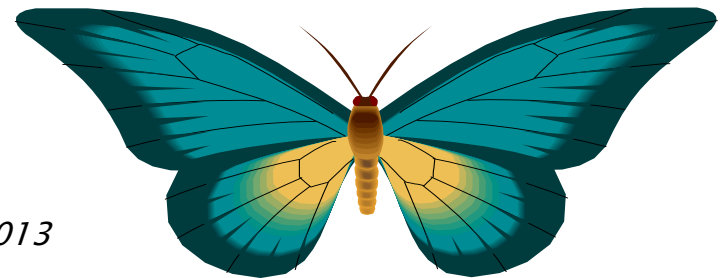


The Evolving Role of Health Coaching

Within
Ochsner Health System

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What brought Health Coaching to Ochsner Health System

- New
- Innovative
- Proactive
- Assist patients to obtain better outcomes for their health



Where We Began

- ▶ Within the Ochsner Health System, we currently have eight Health Coaches at various clinics
- ▶ All of our Health Coaches received their training in Clinical Health Coaching from Iowa Chronic Care Consortium
- ▶ Each clinic utilizes the role of the Health Coach differently based on clinic structure



Roles of the Health Coach

- ▶ The Health Coaches are utilized within the clinic as a resource to help patients become self-activated, engaged and motivated to take an active role in managing their health
- ▶ Health coaches provide patients with tools, skills and resources to help them achieve their self-identified goals

The various roles of the Health Coach within Ochsner Health System:

- Health Coach consults
- Utilizing Motivational Interviewing
- Diabetes Boot Camp Program
- Smoking Cessation Program
- ED follow ups
- NCQA certifications/ PCMH
- Shared Medical Appointments
- Glucometer/Insulin teaching

Recruiting a Patient Population

- Health Coach Referral Criteria
- Referrals from Physicians
- Pre chart reviews/screening
- High HgA1c List
- Hedis List
- ED List
- Diabetes Bootcamp/Smoking Cessation Programs
- Urgent Glucometer/Insulin teaching
- Case Manager/Transition Navigator referrals

Managing a Patient Population

- Follow up calls, appointments, emails
- Health Coach data registry to track metrics; HgA1c, LDL, BP, and Weight
- We are in the process of streamlining how to manage a Health Coach patient population
- Ochsner recently purchased the MedVentive Registry
- NCQA/Joint Commission recognition
- Tracking reduction of HgA1c in patients attending Diabetes Bootcamp

Structure a Clinic's Workflow to Maximize Health Coach Results

- The workflow varies depending on the needs and structure of the clinic
- Our focus has been on the diabetic, hypertensive and obese population
- The patient is sometimes identified by the PCP during a visit, Health Coach is notified and meets the patient
- If time allows, office visit with Health Coach occurs; if not, Health Coach schedules an appointment

Time and Method

- ▶ Health Coach consult 1 hr, follow up appt 30 minutes
- ▶ Office appointments
- ▶ Phone appointments
- ▶ Mail
- ▶ Email

Overcoming Barriers to Health Coaching

- Health systems utilizing Health Coaches before committing to practice reform
- Defining a clear role of the Health Coach
- Integrating the role of the Health Coach into the clinic
- Physician and management engagement is crucial to support the success of Health Coaching
- The patients commitment to Health Coaching determines the success of their goals

Track Measures

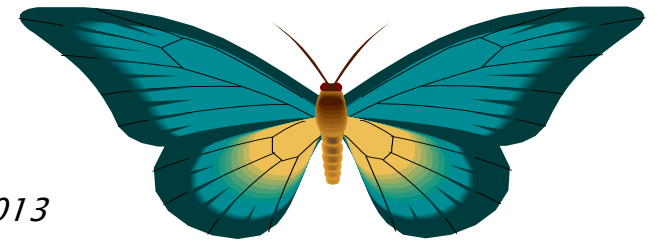
- Utilize the HEDIS measures to ensure quality goals are met
- Our new computer system, Epic will populate our Health Maintenance Record
- Recently purchased MedVentive Registry
- Health Coach data

Outcomes

- ▶ Reduction of HgA1c for patients attending diabetes boot camp: Out of 65 patients, 33% had achieved their goal of HgA1C of 7.0%
- ▶ Patient improvements with Motivational Interviewing techniques
- ▶ Patients more engaged and activated in taking care of their health

Summary

Health Coaching is an exciting, complex and evolving role. As we continue to integrate this role into our health care model we remain committed and passionate to help patients reach their goals and become effective self-managers of their health.



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