

IOHO Health Coaching Canada



TRAINING &
CERTIFICATION
PROGRAM

WHY HEALTH COACHING?

To effectively *manage* their chronic conditions, people must be responsible for *adhering to treatment* recommendations and adopting *healthy lifestyle behaviours*. To engage and sustain patient self-management, healthcare professionals need to provide *disease-related education* but as importantly *behaviour-focused coaching and support*.

Health coaching provides a structured approach with evidence-based techniques based on theories of behaviour change, including stages of change and cognitive behaviour therapy. Health coaches use skills such as motivational interviewing, goal setting, action planning and problem solving and they adapt tools such as decisional balance and charting as appropriate to best meet the needs of individual patients to making behaviour change and achieving better health outcomes.

WHAT IS IOHO HEALTH COACHING CANADA TRAINING PROGRAM?

Health Coaching Canada at the Institute for Optimizing Health Outcomes is an evidence-based, comprehensive training and support program. The training goals are: *To enable healthcare practitioners to integrate health coaching principles, skills, and tools into their practice to engage and support patients in self managing their chronic conditions.*

BENEFITS OF HEALTH COACHING FOR HCPS

What's In It For Me (HCP): Self-managing patients take less HCP time and support, use healthcare resources more appropriately (less time in ER and repeat visits), are more likely to meet targeted health outcomes (contribute to facility success), and report greater satisfaction with health services.

Do-Able: Health Coaching Canada gives HCPs skills and tools that can be integrated into existing service delivery (regardless of the coach's professional designation) as well as a model to guide coaching interactions with patients.

Professional Identification: By engaging in health coaching, HCPs are implement "patient-centred" care and "patient-engagement" as part of their practice.

Accepted by Patients: With health coaching patients feel listened to and respected as an expert in their own lives. Health coaching meets patients' need to be informed, engaged, and an active partner in care.

Evidence-based: Health Coaching Canada is grounded in evidence-based theory and principles of behaviour change. Training builds on the HCPs existing knowledge and skills repertoire and uses an interactive practice and case study approach to facilitate transfer of learning to real patients and healthcare environment.

HEALTH COACHING CANADA TRAINING PROGRAM

The Health Coaching Canada Training program is appropriate for any healthcare professional who wishes to help patients become self-managers. The program consists of a 1 or 2-day workshop and access to the online IOHO Health Coaching Canada Community of Practice. To qualify for IOHO Health Coach certification, participants must meet following requirements.

1. Complete an in-person workshop
2. Contribute 6 case reports (in writing or orally) to the CoP over a 12-month period and participate in case discussions
3. Participate in 3 or more Health Coaching webinars OR participate in a 1-day skills enhancement session.

The 2-day workshop is highly interactive and uses real cases to allow participants to develop skills and to experiment with the health-coaching model, tools and techniques in a variety of situations. The 1-Day accelerated workshop is designed for healthcare professionals who have been trained in other self-management support/health coaching programs or are proficient in the core skills of health coaching (see pre-requisites).

2-DAY HEALTH COACHING TRAINING AGENDA (NO PRE-REQUISITES)

1. Overview of Health Coaching principles and skills
2. Introduction to Health Coaching framework and 5-Step model
3. Case studies: Discussion and Learning
4. Practice: Skills and Cases
5. Planning for Application: Issues and Problem Solving

1-DAY ACCELERATED HEALTH COACHING TRAINING AGENDA (WITH PRE-REQUISITES)

1. Introduction to Health Coaching framework and 5-Step model
2. Practice: Skills and Cases
3. Planning for Application: Issues and Problem Solving

PRE-REQUISITES FOR 1-DAY ACCELERATED HEALTH COACHING TRAINING

Completion of any of the following (or equivalent)

- Stanford Chronic Disease Self-Management Program (Master Trainer Level)
- 5 A's Behaviour Change Model (Glasgow)
- Choices and Changes (Institute for Health Communications Canada)
- Other Health Coaching: Wellness, Life Coaches, Health Coaching Australia

COMMUNITY OF PRACTICE COMPLETION CERTIFICATE

At IOHO Health Coaching Canada, our philosophy is that health coaching is an orientation and way of interacting with patients, based on theories of cognitive behavior change and facilitated by skills and models. Proficiency requires practice and application across different situations. All health coaches trained through IOHO Health Coaching Canada will be given access to the CoP, with the opportunity to establish micro-CoP's for purposes of collaborating around specific patient populations, e.g., site-specific, targeted disease, or challenging issues. The CoP discussions will be moderated.

To be certified as having completed the IOHO Health Coaching Canada program are requested to:

1. Submit 6 Case Reports (written or oral) on Health Coaching Canada Community of Practice, monthly or bimonthly, over a 12-month period and participate in online discussions of own (or other) case reports
2. Participate in 3 online sessions over period of 12 months OR
3. Participate in a 1-day skills enhancement workshop within 12 months

HEALTH COACHING CANADA TRAINERS

Health coaches who are in the process of or have achieved their certificate of completion are eligible to apply to become Health Coaching Canada Trainers. Prospective trainers are encouraged to gain experience by actively participating in the CoP and serving as a CoP facilitator. A 2-day Train the Trainers program will be available starting in 2012.

PEER COACH TRAINING

Lay-led group programs such as the Stanford Chronic Disease Self-Management Program as well as one-on-one programs, such as the UK's National Health Services Health Trainers program and British Columbia's Peer Voices Network Peer Coaching Program, have demonstrated the value of peer coaches.

Peer Coaching Training will be offered in partnership with service providers doing health coaching or self-management, with community organizations and with patient associations to assure oversight and support for Peer Coaches.

Prospective Peer Coaches will be asked to complete a pre-assessment and to undergo an interview to assure their qualifications (related knowledge, skills, and experience) and understanding of the role. Appropriate qualifications include experience as a Lay Leader in a Stanford-based CDSMP, support group leader in a patient or community organization, lifestyle coach, or healthcare professional experience (for example, nurse, social worker, dietitian, or therapist). Peer Coaches must work under the supervision of a qualified Health Coach (or

equivalent) and be sponsored by or affiliated with an organization that is offering Health Coaching, Self-Management, or other patient support program.

PEER COACHING CANADA TRAINING AND CERTIFICATION

Peer Coaches must meet the same training and certification requirements as Health Coaches. They must attend a 2-day comprehensive training workshop, submit case reports through the Community of Practice, participate in CoP online forums, and participate in webinars. In addition, they must participate in regularly scheduled supervision sessions on a regular basis

INTEGRATED HEALTH COACHING

IOHO Health Coaching Canada works with healthcare teams and facilities to help implement health coaching as a part of the overall services and approach. The following are the phases of engagement with the healthcare teams and facilities.

1. Lead Team Engaged: Needs, outcomes and scope of Health Coaching (Initial Phase)
2. Session 1: Creating a Culture of Health Coaching: What is currently being done to support patient self-management, what is how coaching, and how could it be integrated to engage and sustain self-management (patient flow and professional roles)
3. Session 2: Health Coaching Training for Healthcare Professionals: Principles of health behaviour change, skills and tools for health coaching, how to implement in healthcare setting
4. Participation in Community of Practice: On-line bi-weekly and monthly submissions and monthly facilitated forums
5. Session 3: Integration Improvement with Lead Team and all those interfacing with patient, internal and external (community) to facility
6. Session 4: Skills consolidation and mentor/facilitator training for Health coaches wishing to become trainers
7. On-going evaluation and assessment

Please contact IOHO Health Coaching Canada to customize an integration plan on Health Coaching for your facility.

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