

Health Coaching:

Can We Afford Not to?

The Problem

- in CMDHB over 40,000 patients with T2DM
- Approximately $\frac{1}{4}$ with an HbA1c ≥ 75 mmol/mol
- Mainly affecting Maori, Pacific, high deprivation groups
- Majority of care in primary care

Note: Adapted from “Modified DCIP” [PowerPoint Slides], by Orr-Walker, B. (2016).



STARCARE CENTRE

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SEED: The Health Coaching Processes

- ✓ VIP-Very Important Patient
- ✓ Ask Permission
- ✓ Setting the Agenda
- ✓ Assess mental health need
- ✓ Ask-Tell-Ask
- ✓ Know your Numbers

- ✓ Closing the Loop
- ✓ Action plans-Self-tailoring
- ✓ Medication counselling
- ✓ Using handouts effectively

Our Aim

- To test the effectiveness of addition of peer health coaches to support the GP team with patients with $\text{HbA1c} \geq 75\text{mmol/mol}$ to reduce average HbA1c by 10%



Where to start?

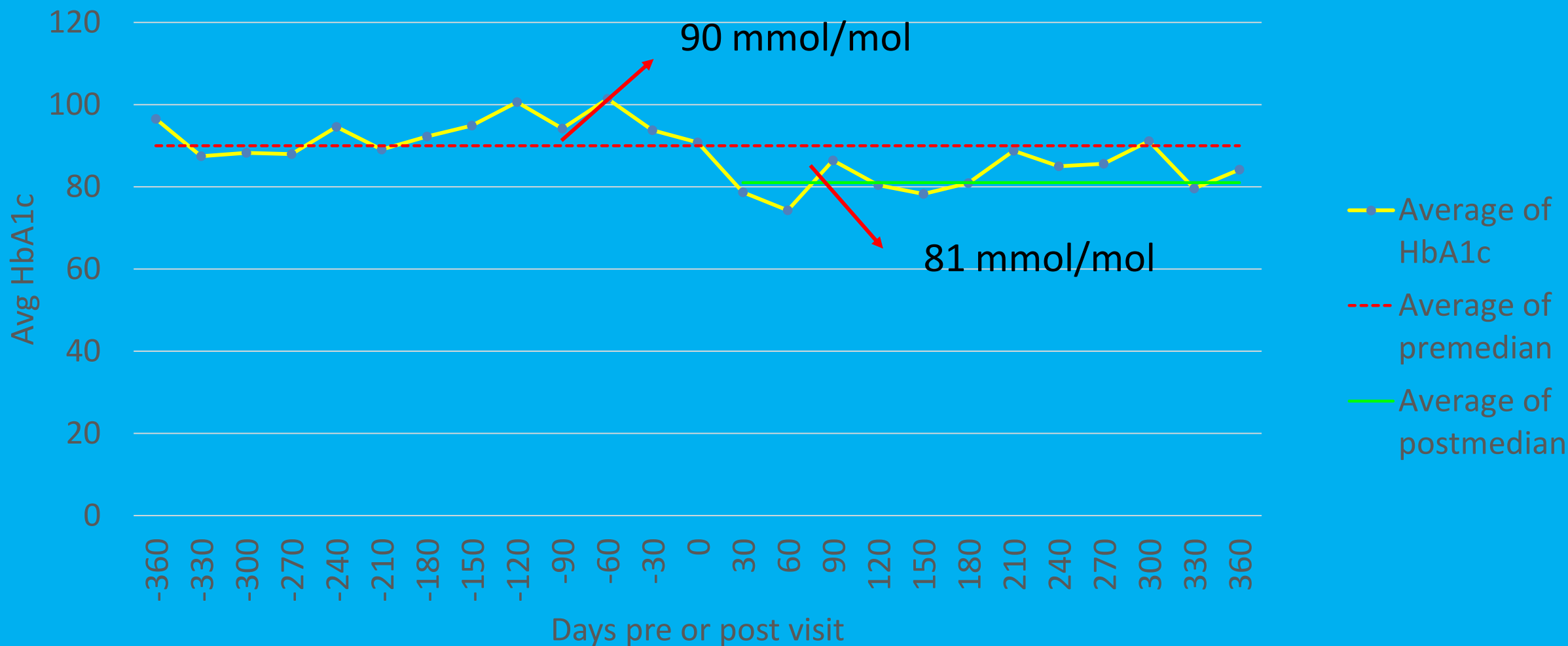




- ✓ Some staff training and buy in for the model really important
- ✓ Regular huddles really important

“It’s a comprehensive team approach that works. It helps to alleviate clinic pressure, and we know that important messages will be reinforced to our patients”- Dr Muller, GP

SPROUT: Run chart showing average HbA1c grouped by days pre or post first MDCIP visit (n=156)



One day a week in a busy clinic



Segmenting Patients into Discrete Categories (n=255)

| HbA1c discrete category | No of people before | No of people after | Difference (no of people) | Difference (%) |
|-------------------------|---------------------|--------------------|---------------------------|----------------|
| <50 | 16 | 23 | +7 | +30% |
| 50-75 | 42 | 89 | +47 | +112% |
| 75-100 | 144 | 113 | -31 | -21% |
| 100+ | 53 | 30 | -23 | -43% |
| Total | 255 | 255 | 0 | |

Plant: Health coaching in other settings



“I am more confident now to talk to my patients”

“helpful and very effective for daily working with patients”

“well informed and relevant to my job role in general practice”



Nurse and health coach teamlet with clinical back up

Contact us:

- Nicholas Cao, Health Psychologist

Nicholas@ethc.co.nz

- Leona Didsbury, Health Psychologist

Leona@ethc.co.nz

Judes Story <https://vimeo.com/277958840>



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