Patients in Healthcare

- Complexity
- Fit
- Ability and confidence

What's the Big Idea?

Cultivating Patient Capacity through Coaching
Patients in Healthcare

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Complexity
Fit
Ability and confidence
Cumulative Complexity Model (CuCoM) and Normalization Process Theory: The WORK of being a patient!
Definitions

**Patient Complexity:** a dynamic state in which the personal, social, and clinical aspects of the patient’s experience operate as complicating factors which appear and accumulate over time, interacting with each other in emergent, and even cyclical, ways (Shippee et al)

**Workload:** encompasses everyday life: the demands on the patient’s time and energy, including demands of treatment, self-care, and life in general.

**Capacity:** ability/skills to handle work (e.g., functional morbidity, financial/social resources, literacy/language), readiness to change, social support, beliefs
What is Coaching?

Creating your own path:
Establishing a wellness vision
Coaching similarities and differences

<table>
<thead>
<tr>
<th></th>
<th>Wellness Coaching</th>
<th>Health Coaching</th>
<th>Capacity Coaching</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Focus</strong></td>
<td>Aligning values and action</td>
<td>Disease management</td>
<td>Aligning values and action</td>
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<tr>
<td><strong>Guiding Principle</strong></td>
<td>Values-based vision</td>
<td>Health Guideline</td>
<td>Instrument for Patient Capacity Assessment (ICAN)</td>
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<tr>
<td><strong>Goal</strong></td>
<td>Align values and behaviors to reach desired outcomes.</td>
<td>Meet evidence-based metrics</td>
<td>Increase capacity to manage workload.</td>
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<tr>
<td><strong>Typical Client</strong></td>
<td>Person wants to improve one or more aspects of wellness with access to necessary resources and support.</td>
<td>Person wants to improve a medical condition with access to the necessary resources and support.</td>
<td>Person wants to improve ability to manage resources and competing priorities in regard to health management.</td>
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<tr>
<td><strong>Workload</strong></td>
<td>Managing current workload and/or adding workload to achieve goals.</td>
<td>Adding workload to achieve goals</td>
<td>Managing current workload and/or reducing workload if applicable.</td>
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</tbody>
</table>
B.R.E.W.S.
Growing Capacity: How to? Why?
<table>
<thead>
<tr>
<th>Are these areas of your life a source of satisfaction, burden, or both?</th>
<th>What are the things that your doctors or clinic have asked you to do to care for your health?</th>
<th>Comments</th>
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<tbody>
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<tr>
<td>My Family and Friends</td>
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<tr>
<td>My Work</td>
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<td>My House &amp; Neighborhood</td>
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<td>My Finances</td>
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<tr>
<td>Free time, Relaxation, Fun</td>
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<td>Faith or Personal Meaning</td>
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<tr>
<td>Being Active</td>
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<td>My Rest and Comfort</td>
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<tr>
<td>My Emotional Life</td>
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<td>My Senses and Memory</td>
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<tr>
<td>Eating Well</td>
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</tbody>
</table>

**Exercise**

**Eating better**

**blood sugars**
Capacity coaching at DAHLC / worksite wellness center
Provider Referral Program
Are these areas of your life a source of satisfaction, burden, or both?

- My Family and Friends
- My Work
- My House & Neighborhood
- My Finances
- Free time, Relaxation, Fun
- Faith or Personal Meaning
- Being Active
- My Rest and Comfort
- My Emotional Life
- My Senses and Memory
- Eating Well

What are the things that your doctors or clinic have asked you to do to care for your health?

- Come in for appointments
- Take aspirin

Do you feel that they are a help, a burden, or both?

Comments

- Diabetes, A1C, weight, hip, shoulder, hernia surgery, liver, depression, allergies.
- Don’t feel like I get enough support.
- Work full time.
- Financial burdens.
- Conflicting advice between providers and condition management.
- 4 children, one at home.
- 3 children with mental illness.
- Currently in Diamond Program.
- Hearing impaired.
- Salvation Army church.
Are these areas of your life a source of satisfaction, burden, or both?

- My Family and Friends
- My Work
- My House & Neighborhood
- My Finances
- Free time, Relaxation, Fun
- Faith or Personal Meaning
- Being Active
- My Rest and Comfort
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- Eating Well

What are the things that your doctors or clinic have asked you to do to care for your health?

- Exercise
- Eating better
- blood sugars

Comments

Diabetes, A1C, weight, hip, shoulder, hernia surgery, liver, depression, allergies.

Do you feel that they are a help, a burden, or both?

- Work full time
- Financial burdens
- Conflicting advice between providers and condition management

4 children, one at home, 3 children with mental illness

Currently in Diamond Program
Hearing impaired
Salvation Army church

Diabetes, A1C, weight, hip, shoulder, hernia surgery, liver, depression, allergies.

Work full time
Conflicting advice for condition management
Emotions and family effecting health
Depressed when don't workout
Time with [daughters] brings joy
Husband encouraged going to exercise class
Visual scale [continuum] for food, sleep, exercise, and stress management has helped
More aware of how things are effecting me
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