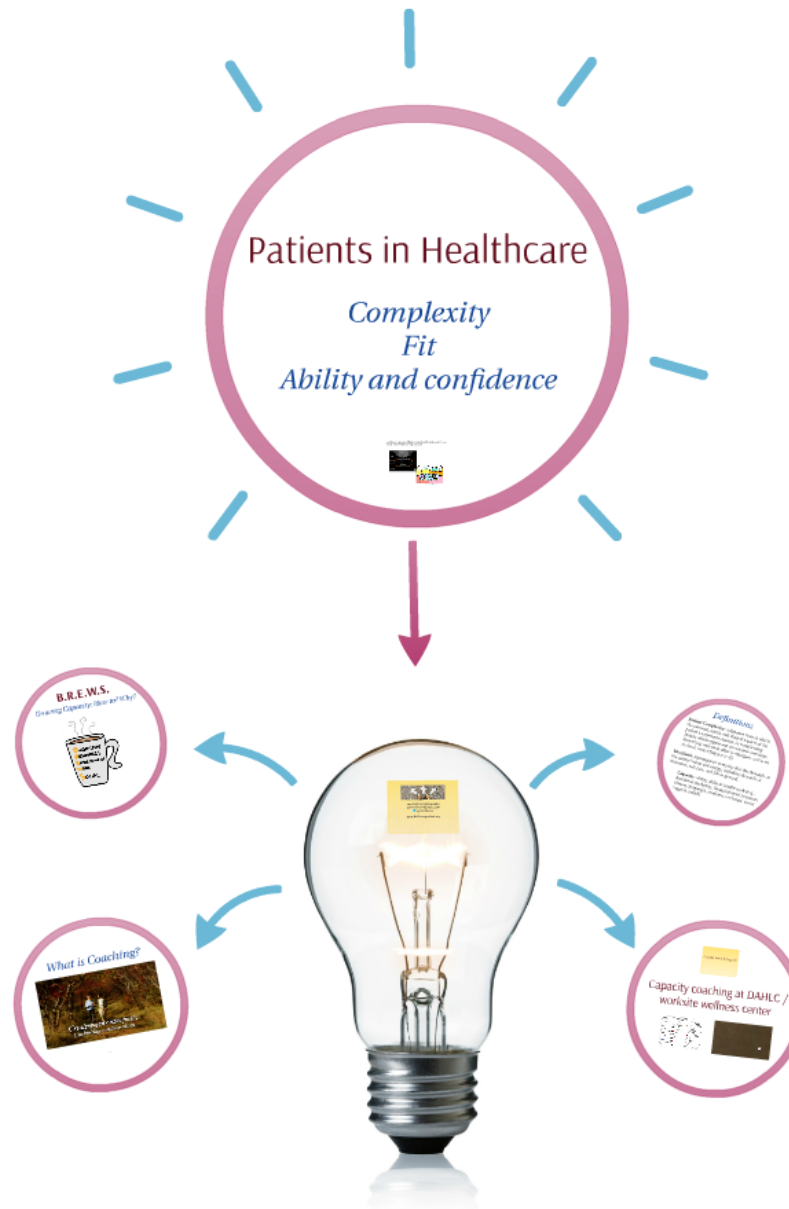


# What's the Big Idea?

## *Cultivating Patient Capacity through Coaching*





What's the Big Idea?

*Cultivating Patient Capacity through Coaching*



# Patients in Healthcare

*Complexity*

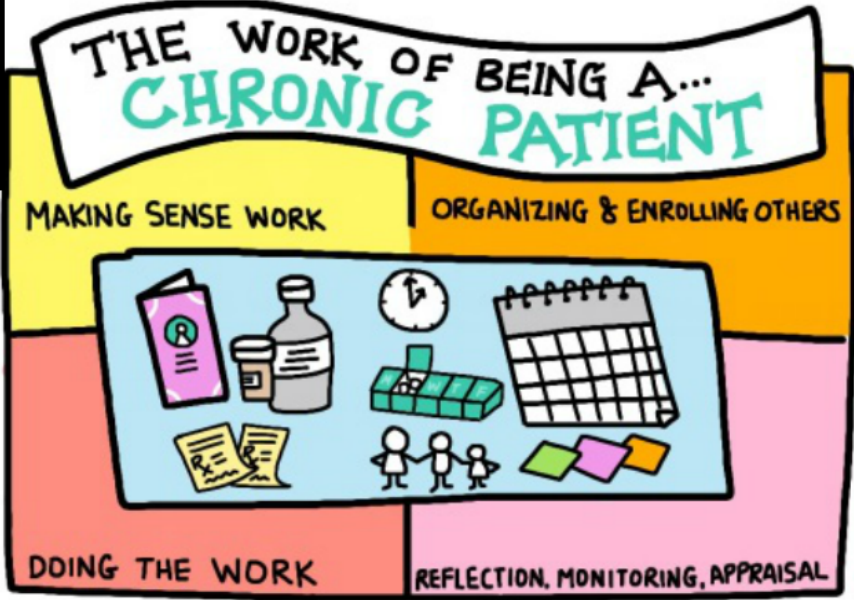
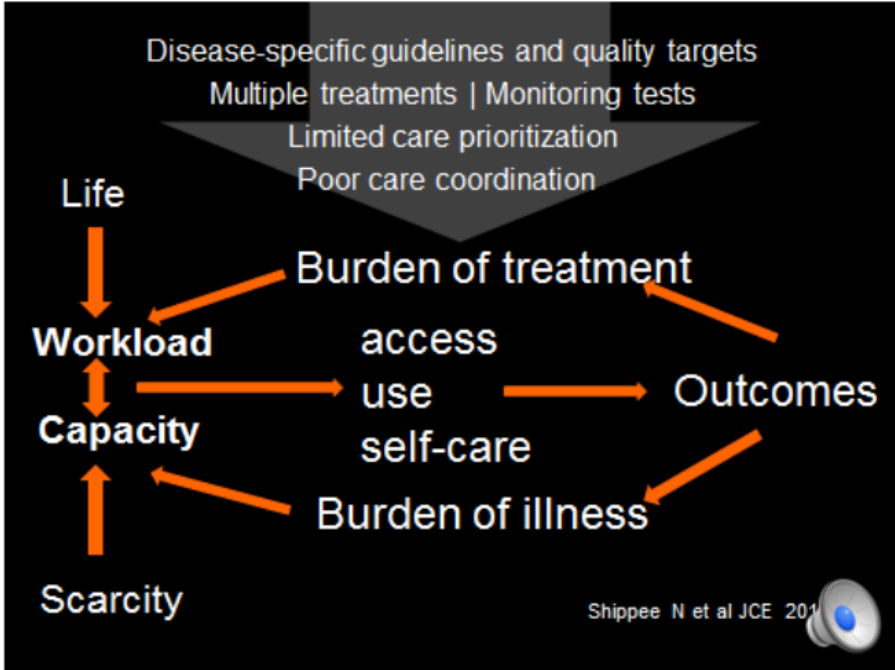
*Fit*

*Ability and confidence*

Complexity Model (CoM) and Normalization Process Theory: The WORK of being a patient!



# 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?*



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# Coaching similarities and differences

	Wellness Coaching	Health Coaching	Capacity Coaching
Focus	Aligning values and action	Disease management	Aligning values and action
Guiding Principle	Values-based vision	Health Guideline	Instrument for Patient Capacity Assessment (ICAN)
Goal	Align values and behaviors to reach desired outcomes.	Meet evidence-based metrics	Increase capacity to manage workload.
Typical Client	Person wants to improve one or more aspects of wellness with access to necessary resources and support.	Person wants to improve a medical condition with access to the necessary resources and support .	Person wants to improve ability to manage resources and competing priorities in regard to health management.
Workload	Managing current workload and/or adding workload to achieve goals.	Adding workload to achieve goals	Managing current workload and/or reducing workload if applicable.

# B.R.E.W.S.

*Growing Capacity: How to? Why?*





Are these areas of your life a source of satisfaction, burden, or both?

My Family and Friends

My Work

My Home & Neighborhood

My Finances

Free time, Hobbies, 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 doctor or clinic has asked you to do to care for your health?

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

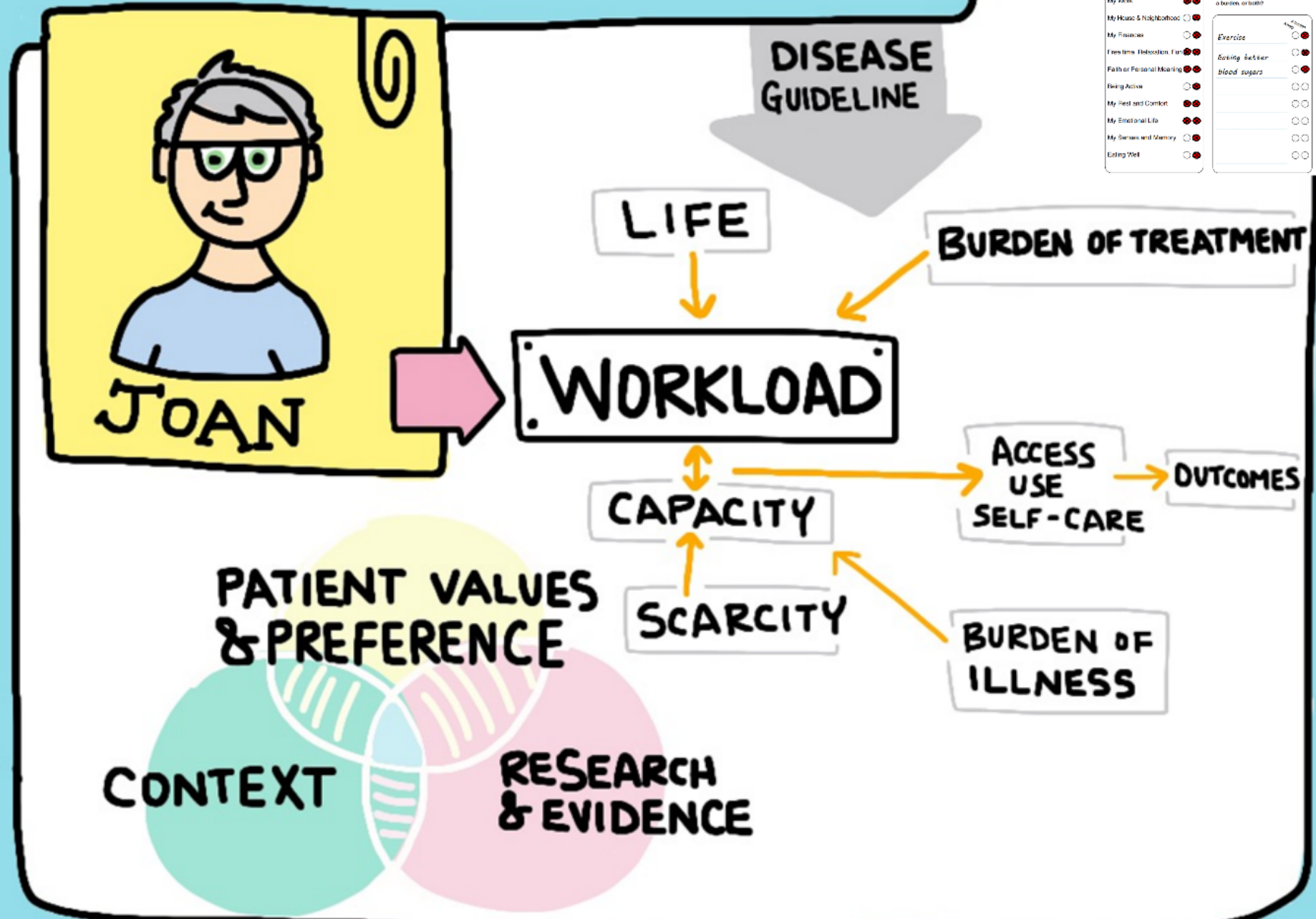
Exercise

Eating better

blood sugars

Comments

Disease: usually have medication. Have had some, sometimes don't know if it'll get past. Taking classes online, trying to work degree in change. income. I watch my grandchildren, in the evening because my daughter doesn't have children. Blood sugar is out of control, and so I have since I've had it. I take insulin 3-4x per week. Wonder if my dr. knew me, understands? I miss my husband.



Are these areas of your life a source of satisfaction, burden, or both?

	Satisfaction	Burden
My Family and Friends	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Work	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My House & Neighborhood	<input type="radio"/>	<input checked="" type="radio"/>
My Finances	<input type="radio"/>	<input checked="" type="radio"/>
Free time, Relaxation, Fun	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Faith or Personal Meaning	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Being Active	<input type="radio"/>	<input checked="" type="radio"/>
My Rest and Comfort	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Emotional Life	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Senses and Memory	<input type="radio"/>	<input checked="" type="radio"/>
Eating Well	<input type="radio"/>	<input checked="" type="radio"/>

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

For example:  
*Come in for appointments*  
*Take aspirin*

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

	A help	A burden
<i>Exercise</i>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Eating better</i>	<input type="radio"/>	<input checked="" type="radio"/>
<i>blood sugars</i>	<input type="radio"/>	<input checked="" type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>

Comments

*Diabetes; weight; heart medication.*

*Work full time, sometimes don't know if bills will get paid.*

*Taking classes online, trying to earn degree to change income.*

*I watch my grandchildren, in the evenings because my daughter doesn't have childcare.*

*Blood sugar is out of control, hard to follow strict diabetic diet and exercise 3-5x per week.*

*Wonder if my dr hears me, understands?*

*I miss my husband.*

KERUNIT ICAN preliminary version produced by Knowledge & Evaluation Research Unit Mayo Clinic 2015. Copies and information available at <http://minimallydisruptivemedicine.org>



Provider Referral Program

# Capacity coaching at DAHLC / worksite wellness center

Are there areas of your life a source of health, happiness, or joy?	What are the things that your doctor or other health care provider should know to take care of your health?	Comments
My Family and Friends ●●●	Do you feel that they are a help, a burden, or both?	Diabetes, A1C, weight, hip, shoulder, knee surgery, hair, depression, alcohol. Don't feel like I get enough support.
My Work ●●●		Most feel same.
My Home & Neighborhood ○		Personal burden.
My Finances ○		Coaching advice. Ask about providers and available resources.
Free Time, Hobbies, Fun ●●●	Exercise ●●●	As a diabetic, use an A1C & children with mental issues.
Faith or Personal Morality ●●●	Eating better ○	None.
Being Active ○	Blood sugars ○	Currently in Diamond Program.
My Heat and Comfort ●●●		Having insulin.
My Emotional Life ●●●		Solution Army church.
My Stress and Worry ○		
Eating Well ●●●		



# Provider Referral Program

**Are these areas of your life a source of satisfaction, burden, or both?**

	Satisfaction	Burden
My Family and Friends	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Work	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My House & Neighborhood	<input type="radio"/>	<input checked="" type="radio"/>
My Finances	<input type="radio"/>	<input checked="" type="radio"/>
Free time, Relaxation, Fun	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Faith or Personal Meaning	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Being Active	<input type="radio"/>	<input checked="" type="radio"/>
My Rest and Comfort	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Emotional Life	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Senses and Memory	<input type="radio"/>	<input checked="" type="radio"/>
Eating Well	<input type="radio"/>	<input checked="" type="radio"/>

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

For example:

*Come in for appointments*

*Take aspirin*

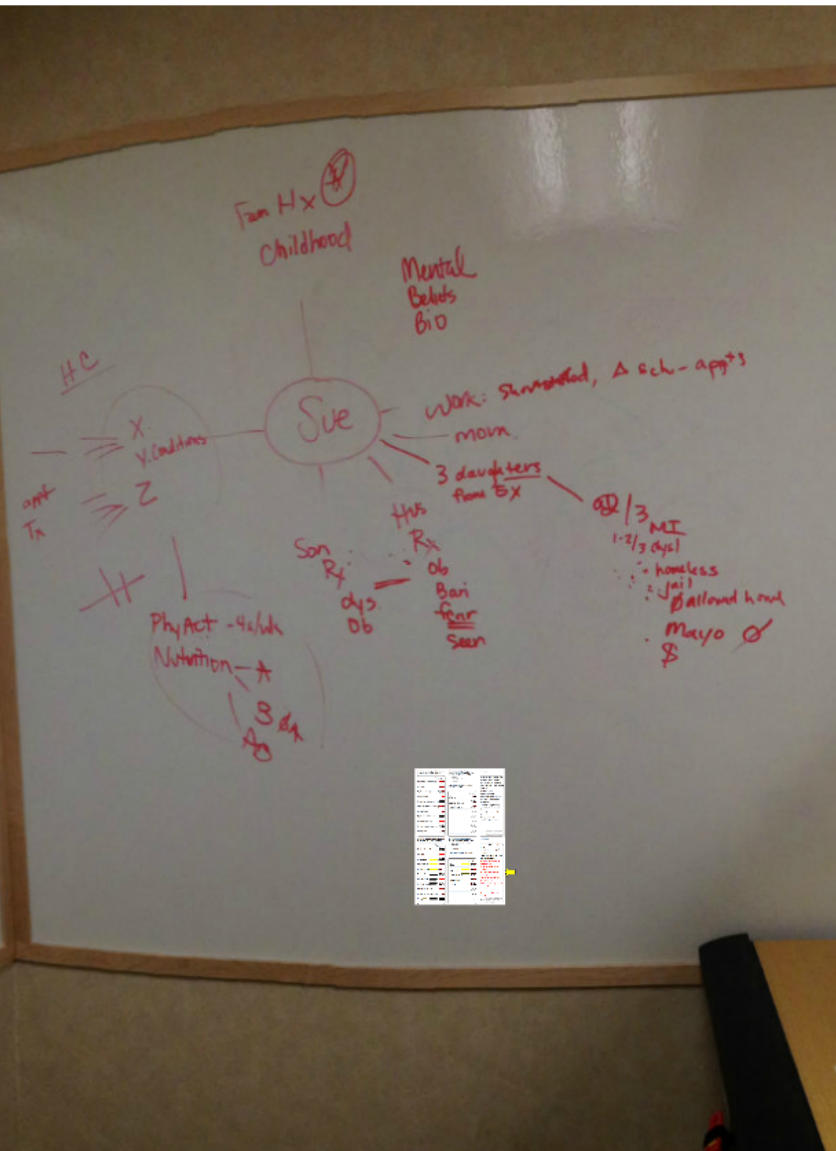
**Do you feel that they are a help, a burden, or both?**

	A help	A burden
<i>Exercise</i>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Eating better</i>	<input type="radio"/>	<input checked="" type="radio"/>
<i>blood sugars</i>	<input type="radio"/>	<input checked="" type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>

**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?

	Satisfaction	Burden
My Family and Friends	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Work	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My House & Neighborhood	<input type="radio"/>	<input checked="" type="radio"/>
My Finances	<input type="radio"/>	<input checked="" type="radio"/>
Free time, Relaxation, Fun	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Faith or Personal Meaning	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Being Active	<input type="radio"/>	<input checked="" type="radio"/>
My Rest and Comfort	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Emotional Life	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Senses and Memory	<input type="radio"/>	<input checked="" type="radio"/>
Eating Well	<input type="radio"/>	<input checked="" type="radio"/>

Are these areas of your life a source of satisfaction, burden, or both?

	Satisfaction	Burden
My Family and Friends	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Work	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My House & Neighborhood	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Finances	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Free time, Relaxation, Fun	<input checked="" type="radio"/>	<input type="radio"/>
Faith or Personal Meaning	<input checked="" type="radio"/>	<input type="radio"/>
Being Active	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Rest and Comfort	<input checked="" type="radio"/>	<input type="radio"/>
My Emotional Life	<input checked="" type="radio"/>	<input checked="" type="radio"/>
My Senses and Memory	<input type="radio"/>	<input checked="" type="radio"/>
Eating Well	<input checked="" type="radio"/>	<input checked="" type="radio"/>

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

For example:  
Come in for appointments  
Take aspirin

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

	A burden	A help
Exercise	<input checked="" type="radio"/>	<input type="radio"/>
Eating better blood sugars	<input checked="" type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>

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

For example:  
Come in for appointments  
Take aspirin

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

	A burden	A help
Food	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Workout	<input checked="" type="radio"/>	<input checked="" type="radio"/>
blood sugars	<input checked="" type="radio"/>	<input checked="" type="radio"/>
emotional	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Family	<input checked="" type="radio"/>	<input checked="" type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>

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.

KERUNIT I CAN preliminary version produced by Knowledge & Evaluation Research Unit Mayo Clinic 2015. Copies and information available at <http://minimallydisruptivemedicine.org>


Comments

Diabetes, A1C, weight, hip, shoulder, hernia surgery, liver, depression, allergies.  
Work full time.  
Conflicting advice for condition management.  
Emotions and family affecting 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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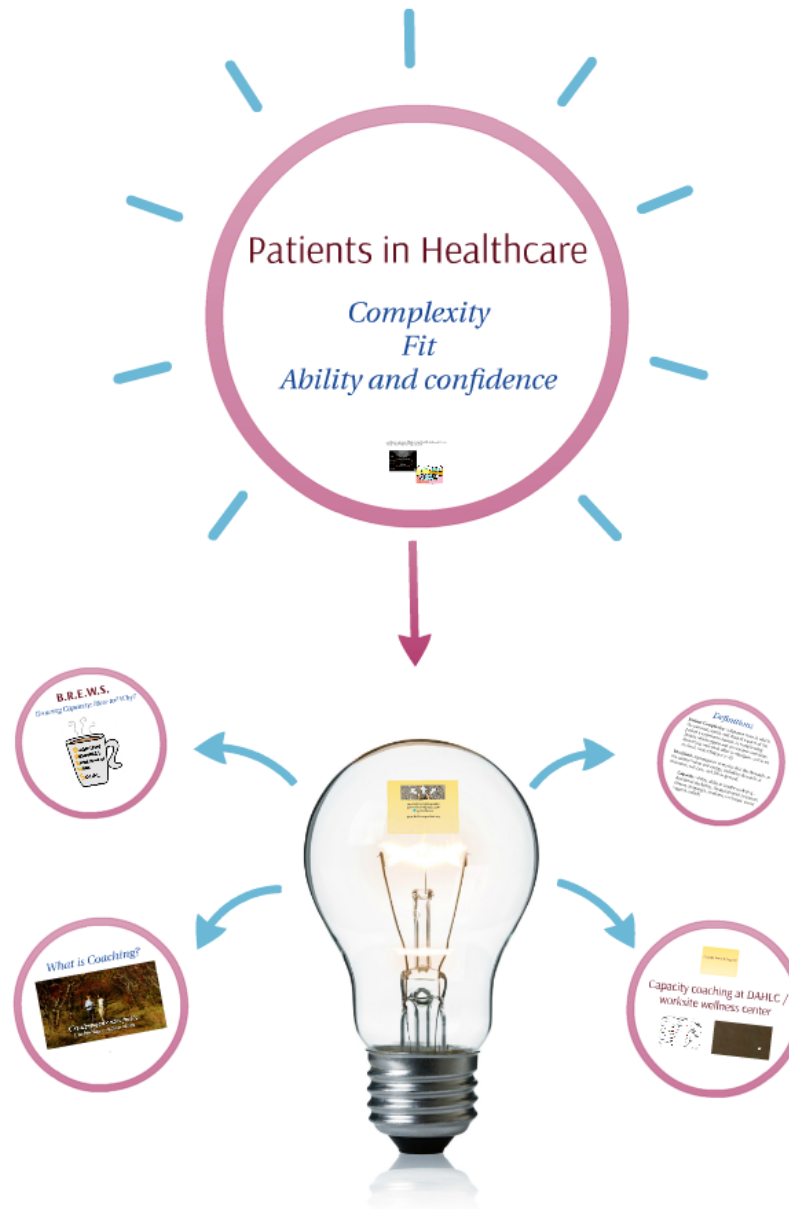




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