Wellness Coaching: Employee & Patient Experiences

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Disclosure

Relevant Financial Relationships
None

Off-Label/Investigational Uses
None
Learning objectives

- Describe the five stages of the Mayo Clinic Wellness Coaching model
- Describe three coaching skills to enhance employee, patient or guest goal attainment
- Discuss three documented improvements associated with participating in wellness coaching

Who’s all here?

- Directors of HR/Benefits/Wellness Programs
- Wellness Program Coordinators
- Dietitians
- Personal Trainers/Group Fitness Instructors
- Active Wellness Coaches
- Those curious or interested in coaching
PARADIGM SHIFT FROM DISEASE MANAGEMENT TO WELLNESS….

Mayo Clinic Healthy Living Program
A Brief History

• Dan Abraham – Founder of Slim Fast, loyal Mayo patient and benefactor with vision to support Mayo for providing health and wellness programs and services
  • 1995 First DAHLC center opened
  • 1998 Second facility on Saint Mary’s Campus opened for Mayo staff
  • 2007 New DAHLC opened; first 3 levels as wellness facility for Mayo staff

• August 2010 Healthy Living Program Business Plan approved
• Fall 2011 Facility and program planning started
• April 2012 Construction on expansion started
• January 2014 Major construction on expansion completed
• May 2014 Launched Healthy Living Programs for public
Mayo Clinic Healthy Living Program

Our Vision

The Mayo Clinic Healthy Living Program is the only *individualized wellness journey* for committed health-conscious individuals that delivers *sustainable* behavior change because of an ongoing *partnership* with Mayo Clinic’s trusted expertise and resources.

http://healthyliving.mayoclinic.org/
Wellness Coaching at Mayo Clinic

Utilize core coaching skills
Experts in relationships
Identify values and desires
Partner in dynamic collaboration
Use a strength-based approach

Mayo Clinic 5 E Coaching Model
Employee Workplace Wellness Coach study

- Study participants
  - Avg. age = 43 yrs old
  - 89% female
  - Must have completed 9 of 12 coaching appointments in 12 weeks
  - 70% married
  - 3 out of 4 were overweight

Understanding Employee Perspectives of Workplace Wellness Coaching

- Semi-structured interviews of 27 wellness coaching participants
- 3 months coaching, met weekly, in person
- Data provided information on participant’s:
  - View of coaching relationship
  - Changed approach to wellness
  - Impact on attitudes and behaviors

Key Themes: Understanding **Employee** Perspectives of Workplace Wellness Coaching

- **Valued interpersonal relationships**
- **Fostered collaboration and active participation**
- **Participants were motivated by accountability**
- **Outcomes were cognitive, interpersonal and behavioral**
- **Change in attitudes and approach to wellness**
- **Participants were able to reprioritize their wellness**

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Mayo Clinic Diet Experience @ HLP

- 2 days onsite
- 12 months ongoing follow up coaching
- Core and elective options in Resiliency, Physical Activity and Nutrition
- Meet our guest, Lynn
Meet Lynn

• 58 yr-old, female, marketing consultant
• Began Mayo Clinic Diet Experience Feb 2016
• Results after 1 year:
  • Lost 84 lbs, lost 10 inches at waist
  • Improved heart rate 20 bpm
  • Improved cholesterol
  • Improved VO$_2$ max 22 ml/kg/min → 33 ml/kg/min

Coaching Strategies

• Setting goals as experiments
• Focused on walking, portions, tracking, wine
• Discovered she loved experiences
• Microcelebrations: “What’s Your Win?”
• Novelty: “How will you keep this interesting?”
• Strengths: “You’re the kind of person…”
• Track what works, collect data what doesn’t
Wellness Coaching within Primary Care

- Health education alone not sufficient to support and sustain long term behavioral change
- Offer a one-on-one focused self-management support program for pre-diabetic patients

Primary Aim

- Assess whether an individualized 12 week wellness coaching intervention for primary care patients with pre-diabetes will improve self-care behaviors as measured by self-reported changes in physical activity level and food choices
Wellness coaching process

- Four certified wellness coaches
- Initial wellness coaching session conducted face to face
  - Return visits in-person or telephone-based coaching
- 12 sessions completed within 16 weeks

Changes in Activity

<table>
<thead>
<tr>
<th></th>
<th>Baseline</th>
<th>6 weeks</th>
<th>12 weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stretching/strengthening</td>
<td>250</td>
<td>150</td>
<td>50</td>
</tr>
<tr>
<td>Aerobic exercise</td>
<td>200</td>
<td>100</td>
<td>250</td>
</tr>
</tbody>
</table>

Minutes per week
HEALTHY LIVING PROGRAM

Changes in eating habits

- Healthy eating
- Successful snack choices

Bars for:
- Baseline
- 6 weeks
- 12 weeks

Impact on Self-efficacy and QoL

Bars for:
- Baseline
- 6 weeks
- 12 weeks

Self Efficacy and Quality of Life

Best to Worst
Patient Perspective
• “You want to hear about all that.”
• Realized she talked about things she had never talked about in the past.
• “A lot of deep thinking and reflection of myself.”
• “Having a plan and the idea of small steps is important to me.”
• I moved from “going through the motions to being highly invested in this”.
• “I began to personalize my reasons for change.”

Coach Perspective on their patients
• Unsure, but eager
• Looked forward to sharing about their personal experience
• Some assumed directive vs. collaborative
• Able to better focus on the process vs. the outcome
• Eager we were not prescribing them medications but they had a choice to turn things around for themselves
• Appreciated someone who took things at their own individual pace rather than one-size-fits-all approach.
Meet Lucy

- 31 yr-old, female, substitute teacher
- **Initial:** hesitant, but thought it couldn’t hurt
- **Vision:** More active, increase confidence, improve posture. Better habits and accountability to herself
- Completed all sessions in person
- **Final:** Change in mood and self confidence, small changes within diet, enjoyed hiking again
- **Win →** hiking the hardest trail

Meet Jerry

- 71 yr-old, male, retired
- **Initial:** Decrease weight (10-15lbs.) and increase energy
- **Vision:** Be active playing pickle ball and golf. Able to participate in grandkid’s activity. Do more traveling
- Completed 9 sessions over the phone
- **Final:** Lost 12lbs. “Having a coach and someone I know I’m going to talk to, helped me stay consistent”
What we learned

- Significant change (increase) in both activity and healthy eating behaviors
- Significant improvement in self-efficacy and quality of life measures
- Unawareness of being pre-diabetic
- Collaboration or willingness with physicians is the backbone

Benefits of having a Wellness Coach on your staff

- The gift of time
- Having an outlet to discuss health and wellness goals on a deeper level
- Improvements health status = lower health claims in the long run
Healthy Living Program Wellness Coaches

- Bachelor’s Degree in social science or health sciences
- Experience in health behavior change
- Certified Mayo Clinic Wellness Coach
  - Some have additional coach certifications
- Planning to sit for the National Board Exam, Sept. 2017
  - National Board Certified Health & Wellness Coach (NBC-HWC)
    - International Consortium for Health & Wellness Coaching
    - Proctored by NBME (National Board of Medical Examiners)