Practice coaching
HOW CAN WE leverage skilled coaches to organize care in pursuit of Minimally Disruptive Medicine (MDM)?

recognize patients as a part of their own health care teams
Capacity

resources and limitations influencing the ability of patients to do the work of healthcare and life

socioeconomic
psychological
social support
literacy

pain
stress
attitudes
beliefs

Barakat S et al PHM 2018
OARS: The art of asking powerful questions.

- **OPEN-ENDED QUESTIONS**: What, how, when; conversational
- **AFFIRMATIONS**: Positive reinforcement, meaningful, truthful; align with values and strengths
- **REFLECTIONS**: Occasional; spoken and body language
- **SUMMARIZING**: In own words

*to clarify, continue to process, and/or to find a potential experiment or solution*
4 patient cases

PAM  JOHN  CORY  REBEKAH
(1) Break into Groups

• Capacity Coach—will have full scenario

• Each other will be a member of the healthcare team—will have pieces of the scenario

(2) Read Patient Case
## (3) Discuss as a healthcare team

- What questions would the healthcare team like to ask your patient?
- How do you know what is most important to the patient today?
- Considerations to keep in mind

## (4) Document & Prepare to share with the full group

- What did you experience?
- What did you feel?
- What is your reflection?

### Open-ended questions
What, how, when; conversational

### Affirmations
Positive reinforcement, meaningful, truthful; align with values and strengths

### Reflective Listening
Occasional; spoken and body language

### Summarizing
In own words
PAM

Lives with:

• Liver disease
• Diabetes
• Allergies
• Depression
• Knee and elbow injuries
• Obesity
• Hearing impairment
• Hernia surgery

ALSO LIVES WITH

• Family (husband, 1 son at home)
• 3 other, adult children (2 with mental illness)
• Spouse has chronic conditions
• Full-time employment
• Commitment and enjoyment of church
• A passion for creative hobbies
‘Pam’

Time with daughters brings joy.

Enjoy exercise, reading.

Husband encourages going to exercise class.

Values and enjoys church.

Quality time missed both at home and socially (because ill/unwell or monitoring symptoms).

Time lost at work + use of PTO (ill, appointments).

Sleep negatively impacted by managerial work /

Grief over missing enjoyable activities (exercise classes, crafts)

“\(I\) don’t feel like I get enough support.”

Fractured care; conflicting advice between providers and condition management.
JOHN

Lives with:
- 3 days of dialysis
- Multiple medications taken 3 times per day

ALSO LIVES WITH
- Loss of wife (45-year marriage)
- Has a dog
- Daughter assisting with his care
JOHN

- Enjoys walking dog
- Enjoys meeting friends for coffee
- Takes multiple medications multiple times per day
  - Relies on daughter to bring him to/from appointments
- Misses his wife, feels lonely
- Concerned for daughter's care
  - Too tired after dialysis to meet coffee buddies
  - Too much pain lately to walk dog
- Daughter has chronic conditions that are changing her capacity
- Missing appointments because he is feeling overwhelmed
CORY

Lives with:
• Diabetes
• Blood monitoring 4 times per day
• Insulin prescription

ALSO LIVES WITH
• A full-time job
• An ailing mother who is suffering from health challenges
• Non-binary identity
‘cory’

Fears reprimand – does not want to lose job with health care benefits

Concerned mother's health care challenges will be their own

Fear of needles

Feels frustrated about the amount of time spent thinking about and managing condition

Only receives 2 personal days per year at work for doctors appointments

Identifies as non-binary in largely binary culture

Wants better nutrition and more regular exercise but unsure how

Labeled by health care team as 'uncontrolled';

Told them to check blood sugar 4 times per day

Checks blood sugar 2 times per day
REBEKAH

• Lives with:
  • Heart arrhythmia
  • Life-threatening allergies
  • Interstitial cystitis (IC)
  • Medication regimen of 16-tablets per day
  • Various other necessary self-care activities

ALSO LIVES WITH

• Family (husband, 2 sons)
• Large social network of friends
• Full-time job as an associate consultant of health research
• Part-time job as a professor
• An unceasing appetite for personal development
‘Rebekah’

- Debilitating pain, fractured care, misdiagnoses
- Quality time missed at home (ill / unwell)
- Time lost at work + use of PTO (ill, appointments)
- Grief over past-life activities.
  - “There are no hobbies.”
  - Previously ran marathons.
  - “Now this is my life . . .”
- Dismissed by Drs over symptoms in receiving multiple diagnoses.
ACTIVITY FOLLOWUP:

- What questions were asked?
- What is the value-add of this question?
- How could we modify or improve upon this question?
Curiosity, compassion, kindness, care.

Learn and practice:
- Presence
- Active Listening
- Clear communication
- Create awareness
- Co-design actions
  - Planning, goal-setting
  - ‘Experiment’ language
- Manage progress and accountability
  - Patient’s values
  - Clinical
<table>
<thead>
<tr>
<th>Overlapping principles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prioritize</td>
</tr>
<tr>
<td>Continuous delivery of incremental value</td>
</tr>
<tr>
<td>Welcome Change</td>
</tr>
<tr>
<td>Team work</td>
</tr>
<tr>
<td>Provide support and trust</td>
</tr>
<tr>
<td>Face to face communication</td>
</tr>
<tr>
<td>Measure progress</td>
</tr>
<tr>
<td>Regular Reflection</td>
</tr>
</tbody>
</table>
# My Life, My Healthcare

How does your healthcare fit with your life?

<table>
<thead>
<tr>
<th>What are you doing to manage your stress?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What else is on your mind today?</td>
</tr>
</tbody>
</table>

| Where do you find the most joy in your life? |

<table>
<thead>
<tr>
<th>Are these areas of your life a source of satisfaction, burden, or both?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leave blank if not part of your life</td>
</tr>
<tr>
<td>My family and friends</td>
</tr>
<tr>
<td>My work or finances</td>
</tr>
<tr>
<td>Free time, relaxation, fun</td>
</tr>
<tr>
<td>Spirituality or life purpose</td>
</tr>
<tr>
<td>Where I live</td>
</tr>
<tr>
<td>Getting out and transportation</td>
</tr>
<tr>
<td>Being active</td>
</tr>
<tr>
<td>Social media, TV or screen watching</td>
</tr>
<tr>
<td>My emotional life</td>
</tr>
<tr>
<td>My memory or attention</td>
</tr>
<tr>
<td>The food I eat</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What are the things that your doctors or clinic have asked you to do to care for your health?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leave blank if not part of your life</td>
</tr>
<tr>
<td>Take medications</td>
</tr>
<tr>
<td>Monitor symptoms</td>
</tr>
<tr>
<td>Manage my diet and exercise</td>
</tr>
<tr>
<td>Get enough sleep</td>
</tr>
<tr>
<td>Come in for appointments or labs</td>
</tr>
<tr>
<td>Reduce alcohol use, smoking, etc.</td>
</tr>
<tr>
<td>Insurance or support services</td>
</tr>
<tr>
<td>Manage stress</td>
</tr>
<tr>
<td>Write in any others</td>
</tr>
</tbody>
</table>

[RESOURCES](#)
Appreciative Inquiry

DEFINE
Consider
What are we exploring?

DELIVER
Implement
What can we try out?
How do we know if it’s working?

OUTCOMES
What might we get there?
What might the process look like?

OPTIONS • STEPS

DREAM
Envision
What is ideal?
What does it look like?

VISIONS • FUTURES

DISCOVER
Appreciate
What is the best of what is?
What is already working?

STORIES

Mayo Clinic Coaching Model

Build the Relationship
Support Lasting Change
Identify Values, Strengths & Desires
Facilitate a Vision
Transform Values & Drives into Action

COACHING PRINCIPLES
Client as expert
Dynamic collaboration
Strength-based focus
Grounded in best practice

CORE COACHING SKILLS
Empathy • Egoless Sensitivity • Active Listening • Mindful Presence • Core Coaching Skills • Repatterning Strategies • Reflective Practice • Egoless Presence
RESOURCES

Open-ended questions
What, how, when; conversational

Affirmations
Positive reinforcement, meaningful, truthful; align with values and strengths

Reflective Listening
Occasional; spoken and body language

Summarizing
In own words

Workload
- Biographies
- Resources
- Environment
- Work
- Social

Capacity
- Scarcity
- Use
- Self-care
- Burden of illness
- Burden of treatment

Outcomes

Shippee N et al JGE 2012
Boehmer K et al BMC Fam Prac 2016
Call to action

What intrigues you most about capacity coaching?

Which skill will you commit to practice?
References
