

## Physician Office Health Coach Training Program, Des Moines, IA

Physician offices are challenged with managing an ever-increasing number of patients with chronic conditions in a healthcare environment that demands improved quality of care at lower cost. By providing a medical home in the physician office setting, providers can improve the support of their patients, improve office workflow, and improve clinic patient outcomes. The Physician Office Health Coach is an innovative staff position that focuses on implementing Wagner's Care Model, assisting individual patients to improve self-management skills, and evaluating the overall effectiveness of health management in the primary care medical home.

This dynamic training program is designed to support the role of the physician office health coach by teaching practical skills in performing five major functions within the clinic office setting. They include: 1) using a disease registry, collecting, analyzing and reporting population-based clinical outcome measures 2) conducting pre-visit chart reviews for patients, 3) supporting patient self-management skills through health coaching techniques, 4) coordinating care, and 5) leading quality improvement processes for improved patient health management within their clinic.

### PURPOSE

To develop the skills of selected physician office nursing staff to function as health coaches in support of improved patient self-management, to build leadership and facilitation skills in implementing Wagner's Care Model, and to lead quality improvement processes to increase overall effectiveness of the clinic practice.

By the completion of this program, participants will have experienced a combination of didactic learning, practical application and written and practical competency assessments. These are an integral part of the program and are designed to offer extended practice as follow-up to the all-day classroom settings.

### SCHEDULE OF DATES FOR 2014

#### June Session:

Monday, June 2  
Tuesday, June 3  
Monday, June 16

#### September-October session:

Wednesday, Sept. 10  
Thursday, Sept. 11  
Thursday, Oct. 2

#### October-November session:

Wednesday, Oct. 22  
Thursday, Oct. 23  
Thursday, Nov. 11

## COMPETENCY ASSESSMENT

Participants will complete the training program by taking a written exam and demonstrating their skills in individual health coaching. The written exam will consist of multiple choice questions over the materials presented in class. The coaching skills assessment will be a recording with simulated patients who are trained to play the role of actual patients. This experience is adapted to the specific goal of evaluating participants' skill in providing coaching consultation in a patient-focused setting.

Participants who pass the written exam with a minimum score of 70% and who receive a passing score on their patient interactive experience will be awarded with a Certificate of Competency.

## TARGET AUDIENCE

Registered Nurses, Licensed Practical Nurses, and other clinic professionals who work with patients.

## CONTINUING EDUCATION CREDIT

Nurses will be awarded CEUs by IBON Approved Provider #17 (Mercy Medical Center) for each individual day of the series. Participants who attend all sessions including the competency assessment will receive a total of 2.94 CEU.

## LEARNING OBJECTIVES

The participants will be able to:

### Day 1

#### Role of the Physician Office Health Coach

- Describe the five key functions of a health coach in the office setting
- Relate how health coaches must adapt to their own clinic needs and culture

#### Foundations of Health Behavior Change

- Compare the traditional model of patient education and motivational interviewing model of behavior change
- Explore basic principles of health behavior change

- Discuss the 5 stages of change and determine a patient/client's stage of readiness for behavior change
- Define the "righting reflex"
- Identify three communication styles used in health care interventions
- Demonstrate open ended questioning in health coaching

#### Wagner's Care Model

- Summarize the six elements of Wagner's Care Model™
- Define population based care
- Explain the importance of creating a team to support Wagner's Care Model implementation

#### Pre-Visit Chart Review

- Organize steps required for pre-visit chart review
- List the role of each team member in the pre-visit chart review process

#### Future of Health Care / Accountable Care Organization (ACO)

- Describe the concepts of medical home and care coordination
- Recognize new and expanded responsibilities in the primary care setting
- Explore healthcare reform opportunities for improved health management

### Day 2

#### Engagement of the Patient

- Apply skills in using open ended questions
- Develop skills in asking simple and complex reflections
- Utilize OARS/EARS
- Recognize change talk expressed by patients
- Demonstrate how to provide information in a patient-centered manner

#### Plan-Do-Study-Act

- Apply a PDSA cycle in your work setting

### **Coach Manager Panel (in Des Moines)**

- Dialogue about experiences in the Coach role and the variety of adaptations in different clinic and transitions of care settings

### **Care Coordination**

- Contrast acute care setting health management to that implemented in the ACO and the primary care medical home.

### **Building and Implementing a Disease Registry**

- Describe the key functions of a disease registry

### **Making Sense of the TAV, SA's and SMS**

- Apply MI to patient action plan development and to develop SMS
- Discuss tracking resources in health management

## **Day 3**

### **Patient-Centered Health Coaching and Practice**

- Explore and expand the use of change talk
- Compare outcome and behavioral goals
- Utilize SMART goals when coaching patients
- Apply motivational interviewing to develop individualized patient action plans, to optimize patient engagement, and to develop self-management support

### **Shared Decision Making**

- Compare traditional medical decision making to shared decision making.

### **Health Literacy Concepts for Effective Patient Communication**

- Demonstrate how to use plain language in written and oral patient communications

### **Community Resources**

- Share local community resources that can promote patient well-being and independence.

### **Leadership and Team Building for a Successful Office Practice**

- Apply principles of leadership during organizational transformation

### **Implementing the Role in Your Clinic**

- Draft a vision for the position of Health Coach in your clinic

### **Prep for Competency Assessment**

- Review key points of the course and the expectations for competency testing.

## **Day 4**

### **Health Coach Competency Assessments (Test and Recorded Interaction)**

- Demonstrate health coach skill competency
- Discuss patient interaction observations

## **SPEAKERS/FACILITATORS**

### **David Swieskowski, MD, MBA**

Senior VP & Chief Accountable Care Officer, Mercy Medical Center

### **Kelly Taylor, RN, MSN, CCM**

Director of Quality and Care Management, Accountable Care Organization, Mercy Medical Center

### **Becky Lang, EdD, RDH, MCHES**

Certified Health and Wellness Coach, Wellcoaches Motivational Interviewing Network of Trainers (MINT)

### **Del Konopka, RN, MS**

ACO Education Coordinator, Accountable Care Organization, Mercy Medical Center

## REGISTRATION

Registration forms and fees are due two weeks prior to the start of the first training session. The fee includes all in-class sessions, the competency assessment/testing day, a comprehensive conference binder, and listed meals and breaks.

This conference will be capped at 30 participants, and registrations will be accepted in the order that a registration form and payment are received.

For more information, contact Del Konopka at (515) 643-7451 or email [dkonopka@mercydesmoines.org](mailto:dkonopka@mercydesmoines.org).

Name \_\_\_\_\_

Please circle: RN LPN CMA

Other \_\_\_\_\_ (describe)

Professional License Number \_\_\_\_\_ State \_\_\_\_\_

Job Title \_\_\_\_\_ Purpose for attending \_\_\_\_\_

Organization \_\_\_\_\_

Organization Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email address (w) \_\_\_\_\_ (alternate) \_\_\_\_\_

Phone number (w) \_\_\_\_\_ (alternate) \_\_\_\_\_

### **Fee: \$2,000**

Mercy ACO participants, CHI and CHE – Trinity facility employees please inquire for pricing as discounts may be available.

Email completed registration form to [dkonopka@mercydesmoines.org](mailto:dkonopka@mercydesmoines.org) or fax completed registration form to (515) 643-7451, Attn: Del Konopka.

### **Make check(s) payable to “Mercy Accountable Care Organization”**

#### **Mail checks to:**

Del Konopka, RN, MS  
ACO Education Coordinator  
Mercy ACO  
207 Crocker St., Ste. 200  
Des Moines, IA 50309

### **Disclosure Policy**

Speakers will disclose to attendees the nature of any significant financial relationships they have with the commercial firms providing support, as well as the commercial manufacturers of products and/or the providers of services discussed in their presentations. They will also disclose if any pharmaceuticals or medical procedures and devices discussed are investigational or unapproved for use by the U.S. Food and Drug Administration (FDA).