



Health Coaching for people with Long Term Conditions

Case Study of Health Coaching and 'patient activation'

*Molly's case study

Molly's health conditions:

- ME
- Depression/Stress and Anxiety

Intervention:

The health coaching consists of a one-to-one programme, offered face-to-face/by phone/online. Most clients choose face-to-face sessions. The programme is personalised and usually consists of 5-6 sessions over a period of 8-13 weeks – however, it is tailored to the needs of the individual so can consist of more or fewer sessions over a shorter or longer period of time).

The programme is a very broad, semi-structured, self-management approach which is specifically aimed at patient activation. The Health Coaches are trained to meet patients *where they are*. The PAM (Patient Activation Measure) was used as an outcome measurement tool for the Health Coaching.

The client had 8 face-to-face health coaching sessions totalling 6.75 hours over a 21-week period.

Description of case:

Molly had recently left a very responsible job she'd been in for a number of years as she was struggling to manage. However, her struggles continued and she was feeling like a failure.

Clients goals:

Putting pacing and coping strategies in place; positive conversations with family and friends.

Achievements:

As a result of the coaching sessions, the client:

- paid attention to her own needs;
- worked out strategies, including meditation and pacing, that enabled her to manage;

- communicated with those around her to manage their expectations around what she could and couldn't do, which also helped her to feel more in control of her life.

This all helped her to feel more in control and by the end of the coaching sessions, Molly was feeling more positive and confident and able to do more in her day-to-day life.

Molly's PAM Scores (lowest level 1, highest level 4):

Initial PAM Score: 48.9 (Level 2) - Questionnaire taken at beginning of first session

Final PAM Score: 72.5 (Level 4) - Questionnaire taken at end of last session

Change: 23.6 points (2 Levels)

Molly's Feedback:

"Without the service I would still be struggling day by day without any strategies to help myself. My coach has been amazing and right from the first session understood exactly what my needs were for this reason I can't praise her enough. Her manner has always been professional but at the same time caring without making me feel that I was useless because I'd never thought of these self-help strategies myself."

Answered "Extremely Likely" to Friends and Family Test

Supervisor:

Although this story is in many ways typical of the progress clients make through coaching, every story is different as patients are supported to take charge in their own way of their health – or life with health conditions. It's in the process of 'taking charge' that activation happens and equips the individual to apply the same techniques to other aspects of their lives.

*name has been changed