
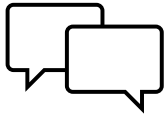
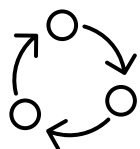

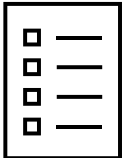


SUMMARY OF HEALTH COACHING TECHNIQUES

TECHNIQUE	DEFINITION	STEPS / EXAMPLES	WHEN TO USE
<p>SET THE AGENDA</p> 	<p>Identify what both the coach AND the patient would like to cover in the conversation and agree on how best to use your time together. Setting the Agenda is a powerful tool because once the patient knows their questions will be answered they are better able to focus on the conversation.</p>	<ol style="list-style-type: none"> 1. ASK: “What questions or concerns would you like to talk about today?” 2. CONFIRM those items and ask if there are others. 3. SHARE what you want to cover during the call. 4. SUMMARIZE the items that you will talk about during the visit (both the patient’s and yours) and in what order. 	<ul style="list-style-type: none"> • Anytime you begin a conversation with someone. Setting the Agenda is a brief negotiation of how you will use your limited time together.
<p>ASK-TELL- ASK</p> 	<p>Assess and build on what a patient already knows and is motivated to do. Ask-Tell-Ask engages patients in the conversation and prevents you from telling them information they already know.</p>	<ol style="list-style-type: none"> 1. ASK: an open-ended question to find out a patient’s knowledge, perspective, or plan, 2. TELL: information people do not know or clarify any misinformation. 3. ASK: another open-ended question to hear their reaction or close the loop 	<ul style="list-style-type: none"> • Whenever you are sharing a large paragraph of information with the patient, you want to start by understanding and building on what the patient already knows.
<p>CLOSE THE LOOP</p> 	<p>Ask the patient to restate the information you shared in their own words. Closing the Loop is an excellent way to determine how the patient understood and interpreted what was shared and help them remember it. It can also be used to make sure you are both on the same page about any action plans that were made.</p>	<p>Phrases to Close the Loop:</p> <ul style="list-style-type: none"> • “Just to make sure I explained that well would you mind explaining in your own words...?” • “We covered a lot of information today. What are your key takeaways?” • “Just to make sure I didn’t miss anything, do you mind sharing your next steps?” 	<ul style="list-style-type: none"> • Think about the most important things that you want to be sure someone remembers when they get off the phone or leave an appointment. That’s what you want to close the loop about. It could include plans or new information.

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<p>THE FOUR QUESTIONS</p> 	<p>A series of four questions to help patients better understand their lab results. Evidence shows that patients with diabetes have better control of their disease than patients who do not know their numbers.</p>	<p>Ask the patient:</p> <ol style="list-style-type: none"> 1. “What does A1C measure?” (Or blood pressure or cholesterol) 2. “What is your A1C?” (Or blood pressure or LDL cholesterol) 3. “What is your A1C goal?” (Or blood pressure or LDL cholesterol) 4. “How can you get to your goal?” 	<ul style="list-style-type: none"> • When you want to be sure the patient has a clear understanding of their numbers. The four questions pair nicely when developing an action plan to support a patient in getting to their goal.
<p>ACTION PLAN</p> 	<p>Work with the patient to create specific, short-term plans to take them one- step closer to meeting a larger goal. The more specific an action plan, the more likely the patient is to act on it.</p>	<ol style="list-style-type: none"> 1. Have the patient choose. Start by asking permission. 2. Next, create a menu of options. <ul style="list-style-type: none"> • Ask what options the patient is already considering • Ask if it would be ok to share additional options that have worked for others • Ask the patient to identify the option that would work best for them 3. Ask questions to get specific <ul style="list-style-type: none"> • What is the first step? • Who could help you with that? • When could you do that? 4. Use a confidence ruler (goal is 7 or higher; if lower than 7 explore what you might change about the plan) 5. Ask about follow up 6. Close the loop 	<ul style="list-style-type: none"> • Any time someone is attempting to overcome challenges or to navigate complex next steps, Action Planning is a tool to help them create a plan that works within the context of their life.