



Health Coach Scenarios

The following five scenarios highlight key aspects of our Health Coach program.

Scenario 1 – “Howard”

[Level 1 participant – no chronic disease, high risk for chronic disease development]¹

Howard, 40 years old, is a participant in the Healthy Howard Plan. To finalize enrollment, Howard must meet with an enrollment specialist. During this meeting, the specialist reviews the program in detail, with particular emphasis on the contractual obligations related to the Health Coach and the Health Action Plan.

Following the program guidelines, Howard makes an appointment with a primary care provider located at Chase Brexton Group Practice and completes his own Health Appraisal Form. Based on results from the doctor's completed Health Assessment, it is found that Howard is overweight. In addition, Howard's cholesterol and blood pressure are close to needing drug intervention. Howard's doctor recommends that he should first try to bring these issues under control through lifestyle changes.

Howard is matched with a Health Coach and the two meet to develop a Health Action Plan. Together, they decide that his goals center on three areas – 1) tobacco use; 2) diet; and 3) physical activity. Through their discussion, the Health Coach finds that Howard's main barriers are the cost of the local gym and multiple unsuccessful attempts to quit smoking. The Health Coach involves the Community Resource Coordinator to link Howard with a fitness center that offers reduced fees to our participants. The Health Coach involves the Dietitian to make recommendations for diet changes. The Health Coach discusses smoking cessation class options and quitting aids with Howard.

Howard's Health Action Plan has two parts. The first part is a “living document” in which Howard lists his health goals for the year and steps that he can take to achieve these goals. The second part is the identification of actionable steps for each health goal that are achievable in a three month timeframe.

The following is a copy of Howard's Health Action Plan.

¹ For an explanation of the designated levels, please see the “Health Coach Overview”.

Howard's Health Action Plan

Health Goal #1: *Stop Smoking*

The steps I will take to realize this goal are:

- *Review Health Department class options and select a cessation class that works with my schedule*
- *Enroll in the class*
- *Attend classes*
- *Ask my doctor what cessation drugs (over the counter or prescription) I can take*

Actionable, Achievable Health Steps

Health Step for Months 1-3

- *Enroll in a smoking cessation Class*

Health Step for Months 4-6

- *Attend a cessation class*

Health Step for Months 7-9

- *Develop my plan to stop smoking*

Health Step for Months 10-12

- *Execute my plan to stop smoking*

Health Goal #2: *Make healthier choices for meals*

The steps I will take to realize this goal are:

- *Talk to Dietitian about diet changes and sample menus*
- *Plan a low-fat dinner*
- *Prepare the low-fat dinner*
- *Eat out less*

Actionable, Achievable Health Steps

Health Step for Months 1-3

- *Meet with Dietitian about diet and learn sample menus*

Health Step for Months 4-6

- *Plan and cook a low-fat meal*

Health Step for Months 7-9

- *Eat at least 1 serving of fruit or vegetables five times per week*

Health Step for Months 10-12

- *Make low-fat meal choices at least 5 times a week*

Health Goal #3: *Improve my physical activity*

The steps I will take to realize this goal are:

- *Join the gym referred to me by the Community Resource Coordinator*
- *Buy new running/walking shoes*
- *Go on walks with my wife*
- *Try out one of the group classes at the gym*

Actionable, Achievable Health Steps

Health Step for Months 1-3

- *Join the gym*

Health Step for Months 4-6

- *Walk once a week with my wife*

Health Step for Months 7-9

- *Participate in more than 1 session of a group class at the gym*

Health Step for Months 10-12

- *30 minutes of physical activity at least 2 times a week*

Scenario 2 – “Howie”

[Cancer Diagnosis]

Howie, 50 years old, is a participant in the Healthy Howard Plan. He is a designated Level 1 participant and has been in the program for nine months and making progress on his Health Action Plan. Based on the results of a recommended screening for colorectal cancer and a diagnostic workup, Howie is told he has colon cancer.

The Health Coach and Community Resource Coordinator immediately begin work to enroll Howie in the High Deductible Plan of the Maryland Health Insurance Program (MHIP). (As part of Howie's signed contract with our Healthy Howard Plan, he agreed to enroll in MHIP with a confirmed cancer diagnosis.) Our program assists in setting up a Health Savings Account for Howie and deposits the cost of the yearly deductible into that account. Howie is then responsible for the monthly premium. With the High Deductible Plan, Howie won't have co-payments for care received or prescriptions filled after the deductible is met. The Healthy Howard Plan pays the deductible for two years.

After two years, Howie can receive continued assistance with the cost of his health insurance through the Survivor Access Fund. This fund operates as part Healthy Howard, Inc.

Given the limits of the Healthy Howard Plan - it is not an insurance product and it is not portable – we believe that residents facing a cancer diagnosis must have access to full health insurance.

Scenario 3 – “Samantha”

[Level 2 Participant – 1 chronic disease, uncontrolled]

Samantha, 45 years old, is a participant in the Healthy Howard Plan. Based on results from the doctor's completed Health Assessment, Samantha is diagnosed with Type II diabetes.

Samantha is matched with a Health Coach and the two meet to develop a Health Action Plan. A key component of her plan is the *Living Well Program*. All participants with a chronic disease are required to participate in the *Living Well Program*, administered by the County's Department of Citizen Services. This is a six-week evidence-based workshop proven to help people understand and manage chronic conditions. The Health Coach involves the Community Resource Coordinator to identify a convenient workshop location for Samantha. The Health Coach also involves the Dietitian to help Samantha make any diabetes-related diet changes.

Scenario 4 – “Lisa”

[Level 1 participant – no chronic disease, low risk for chronic disease development]

Lisa, 35 years old, is a participant in the Healthy Howard Plan. Based on results from the doctor's completed Health Assessment, Lisa does not have any chronic conditions and is designated low risk as she is a non-smoker, her cholesterol and blood pressure are normal, she does not drink alcohol more than once a week, and she is not overweight.

Lisa is matched with a Health Coach and the two meet to develop a Health Action Plan. During this meeting, the Health Coach and Lisa identify barriers to regular exercise. One barrier is Lisa's long work day – she is usually at work from 8am to 6pm. She enjoys running on the weekends and used to participate in club sports, but she doesn't know of any running trails or paths in the county or what intramural teams exist for active adults. Although she feels her diet is okay, she does not know much about proper portion size and how to make healthy selections when eating out. Lisa and her Health Coach discuss options for scheduling exercise into her weekday schedule (e.g., morning gym classes, noon-time runs). Lisa receives a list of trails and paths for walking and running in the county and information about recreation leagues from the Community Resource Coordinator. One of Lisa's action steps is to meet with the Dietitian to learn more about portion size and identify ways to select healthy menu options when eating out.

Scenario 5 – “The Smith Family”

[Level 1 participants – no chronic disease, low risk for chronic disease development]

Mr. and Mrs. Smith, young parents in their early thirties, are participants in the Healthy Howard Plan. (Their only child is enrolled in the Maryland Children’s Health Program.) Based on results from their doctors’ completed Health Appraisals, neither parent has a chronic condition. Both are designated low risk as they are non-smokers, their cholesterol, blood pressure, and weight are normal, and each does not drink alcohol more than once a week.

Mr. and Mrs. Smith meet with a Health Coach together to outline health goals and develop a family Health Action Plan. During this meeting, the two major barriers to regular healthy eating and exercise are identified as a lack of time and lack of money. In addition, Mrs. Smith feels overwhelmed at times trying to juggle the obligations of work and family. The Health Coach and Mr. and Mrs. Smith work together to identify a list of physical activities the family can do together on a regular basis. In addition, the Community Resources Coordinator identifies a gym in their area that provides activities for all age groups and offers reduced membership fees to our participants. The Health Coach talks with Mrs. Howard about available group classes on stress management. The Dietitian provides shopping lists and recipes for healthy, affordable meals that can be made in less than 45 minutes. Understanding that take-out meals are a reality, the Dietitian helps the Smith family learn to identify healthy menu options.

The following is an excerpt from the Smith Family Action Plan.

Smith Family Health Action Plan

Health Goal #1: *Eat healthier with the family*

The steps we will take to realize this goal are:

- *Meet with Dietitian to learn how to shop for healthy foods on a budget and sample low-cost, healthy meal plans*
- *On Sunday, plan family dinners for the week*
- *Make healthier choices when eating out*

Actionable, Achievable Health steps

Health Steps for Months 1-3:

- *Meet with Dietitian to identify at least 4 healthy and easy to prepare menu options*
- *Buy whole grain pasta, bread and cereal*
- *Choose a side salad or vegetable instead of fries when eating out*

Health goal #2: *Improve our physical activity*

The steps we will take to realize this goal are:

- *Join the gym referred to us by the Community Resource Coordinator*
- *Buy new walking/running shoes*
- *Go to Centennial Park or try out a walking trail on the weekends*

Actionable, Achievable Health steps

Health Steps for Months 1-3:

- *Join the gym*
- *Enroll our child in swim class at the gym and workout during that time*
- *Family contest - everyone wears a pedometer for 2 weeks to see who can take the greatest number of steps*