Health Coaching for people with Long Term Conditions in Lewes and the Havens

Case Study of using the Patient Activation Measurement (PAM) with the Health Coaching Programme

*Matthew's case study

Matthew's health conditions:
- Diabetes
- Gastric Condition
- Depression/Stress/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.* Because of this, the use of the PAM is as an outcome measurement tool for this form of dedicated Health Coaching as opposed to dictating the individual approach.

The client had 6 face-to-face health coaching sessions totalling 5 hours over a 19-week period.

Description of case:
Matthew was referred to the KYOH health coaching programme by his GP, primarily on account of his Diabetes although he also has a gastric condition and depression/stress and anxiety. He was overweight through various unhealthy eating habits and was likely to benefit from making changes to his diet and increasing his exercise.

Clients goals and achievements:

Working with his health coach, Matthew identified his need to tackle issues around stress and depression and started to put in place strategies to achieve this. Matthew made good progress in this direction and found, as a result, he was also able to make the changes in terms of diet and exercise and began to lose weight and feel more positive.

After completing coaching, Matthew messaged following his next clinical check-up to say that his results were "brilliant" according to his Diabetic nurse and were now down to 45 - not far off a score of under 42 typically for a person without diabetes.

Matthew's PAM Scores:

Initial PAM Score: 60.60 (Level 3) - Questionnaire taken at beginning of first session
Final PAM Score: 80.90 (Level 4) - Questionnaire taken at end of last session

Change: 20.30 points (1 Level)

Matthew's Feedback:

"I found the service really excellent and helpful. It exceeded expectations and I loved the fact I was given reasonable targets each time and then we were able to discuss them next time."

Answered "Extremely Likely" to Friends and Family Test

Coach:

Although the client was referred for his Diabetes, he found that through the coaching sessions he was able to open up about his mental health issues, which he had previously struggled to do. As a result, he became keen to engage with all his sessions and work out strategies for dealing with stress and depression. This in turn led to achieving improvements in terms of exercise and eating habits and he then started to lose excess weight, which he hoped would have a positive impact on his Diabetes.

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