

The aim of the *Integrated Health Coach training* is to develop the health coaching workforce with effective and adequate skills required to support the *Integrated Primary Mental Health and Addiction Services* initiative.

Although the health coaching role is a non-expert role, it is process driven with the aim of engaging, activating and connecting patients to their healthcare service and their health related goals.

Recent evidence and evaluation of the role in this model has shown a “*direct contribution to improved mental health and wellbeing outcomes for people accessing support; increasing access for Māori, Pasifika and youth, benefits for staff confidence and capacity in practices with these roles and early but emerging contributions to benefits for practices and the health system*” (Evaluation Report: <https://synergia.consulting/news/fit-for-the-future-evaluation/>).

To train in this model, the prospective health coach ideally has:

- the ability and enthusiasm to learn new skills
- outgoing personality traits
- cultural and language similarities to clinic patients where possible
- confidence and/or aptitude to learn skills to work effectively on a primary care computer system
- ability to work within a team and,
- the ability to adhere to evidence-based processes within both individual and group interactions

Background/History of Integrated Health Coach Training

Our training has evolved from the *Center for Excellence in Primary Care (CEPC) Health Coaching Curriculum* in conjunction with additions from *Patricia Robinson (Mountain View Consultants)* and our previous *five year* experience of integrating health coaches into primary care clinics to work directly with medical staff.

Our training incorporates the values from “*Let’s Get Real*” and “*Equally Well*” and our subsequent onsite experience has also informed the recommended additional mentoring and supervision required to support competencies of a non-registered workforce. For this reason, our training also includes an onsite assessment of competencies of the newly trained health coach in the team where they will be expected to work.

In terms of the [Health Coach Competencies](#), recent work that has been done to align the health coach competencies to compliment and work alongside the Health Improvement Practitioner (HIP) competencies. The adapted competencies of a health coach trained in this model will prepare a non-clinical staff member to work effectively with patients within Primary Care Practices alongside a HIP, GP, nurse and other clinic staff.

Integrated Health Coach Training Timeline



Further Training Opportunities: There are opportunities for health coaches to train as trainers in 6-week self-management courses (www.selfmanagementresources.com). We aspire to support health coaching supervisors/leads in each location as desired by their organisation.

Integrated Health Coach Training Feedback

“Being a whānau ora navigator in the first instance the training gave me an awesome introduction into Health coaching from a DHB and medical perspective.... What I learnt has enriched my role with whanau. I look forward to working in the local GP service when allowed in Covid-19 levels” – Leanne (Whanau Ora Navigator)

“Coming from a non-medical background, I attended the training with limited knowledge of the role of a Health Coach....The course was taught effectively through a series of role plays which I now understand demonstrate the script and scope of the Health Coach role. The course was impressive to the point that I realized after I completed it that it was something I developed a passion for.”- AJ (Health Coach)

“I had been working on site with my Health Coach colleague for about 18 months before I attended the Health Coach training with Leona and her team, and immediately wished I had attended sooner. It made a dramatic difference to both my theoretical understanding of the Health Coach approach, increased my practical knowledge of health conditions (“know your numbers”) and had a pragmatic impact in how I related to my health coach colleagues” – Aaron (Senior Health Improvement Practitioner Trainer)

Our Integrated Health Coach Trainers



LEONA DIDSBURY

Senior Health Psychologist
Self-Management & Health
Coach Lead

Leona works as a Senior Health Psychologist and Self-Management & Health Coach Lead at Tamaki Health. She continues to develop and test patient centred approaches to mental and physical health challenges which are suitable for Primary Care practices. Leona is a trainer of trainers in the suite of self-management 6-week programmes developed and tested at Stanford University (www.selfmanagementresource.com); and the Health Coaching Curriculum developed at the Center for Excellence in Primary Care at University of California San Francisco (www.cepc.com). She is trained and experienced in the Mountain View Behavioural Health Consultant (HIP) model for Primary Care. She was a lead in the Kia Kaha initiative supported by Ko Awatea where peer and self-management support were successful in supporting people with high needs <https://koawatea.co.nz/the-kia-kaha-team-publish-a-health-system-improvement-guide>.



CHARLENE PRETORIUS

Senior Health Psychologist
Self-Management T-Trainer

Charlene is a New Zealand Registered Psychologist (Health) with a special interest in self-management for long-term conditions, behaviour change, health promotion and workplace health. She works part-time for Tamaki Health in primary care, providing psychotherapy, facilitating long-term condition self-management programs in the community, DBT programs and health coaching. Charlene has had the privilege of witnessing dramatic transformations in individuals through the application of self-management, self-management support, health coaching, motivational interviewing and behaviour change approaches. Charlene is a trainer of trainers in the SMRC programmes (www.selfmanagementresource.com), the Flinders Program and the Health Coaching Curriculum.



VAISHALI BHAT SUMBLY

Self-Management & Health
Coach Trainer

Vaishali is currently working as a Self-Management and Health Coach Trainer at Tamaki Health. She has worked in Primary Care for more than 5 years and has a background in Public Health (Majoring in Health Promotion) from Auckland University and is an overseas Physiotherapist. Vaishali is a Master Trainer in the self-management 6-week program developed and tested at Stanford University and is also trained as a Health Coach Trainer in the Health Coaching Curriculum developed at the Center for Excellence in Primary Care at University of California, San Francisco. She has been working in several health coaching trials specifically for people with diabetes and is currently working in an integrated health model trial in a large clinic (approx. 25,000 patients enrolled) testing health coaching and behavioural support when people visit their GP. Vaishali believes in the health coaching model wholeheartedly and is constantly amazed by every health coach interaction with patients and how it can help transform people’s lives.

Additional Information:

Tamaki Health – Peer Health Coaching – Our Perspective and Our Patient’s Journey

<https://vimeo.com/416869987>

<https://vimeo.com/302415192>