



# Empowering Disabled Clients through Health Coaching

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## Scope of the Problem

- Phoenix
  - Phoenix experiencing 20% annual increase in health care insurance costs
  - Majority of Phoenix employees engage in unhealthy behaviors or have chronic conditions
  - Health literacy of Phoenix employees generally below national average
- UAHuntsville College of Nursing
  - Commitment to community outreach
  - Student need for community experience and clinical sites
- Time constraints
  - Phoenix: Employee work schedules
  - UAH: Student semester course requirements

## Collaborative Partnership



### UAHUNTSVILLE COLLEGE OF NURSING, HUNTSVILLE, ALABAMA

**Mission:** Prepare clinically excellent baccalaureate and graduate level nurses to deliver healthcare services to a culturally diverse population within a variety of healthcare settings.

- Baccalaureate nursing undergraduate program with 806 students

### PHOENIX/HUNTSVILLE REHABILITATION FOUNDATION, HUNTSVILLE, ALABAMA

**Mission:** To assist individuals, primarily those with disabilities to improve the quality of their lives through vocational rehabilitation

- Serves 640 individuals with vocational disabilities
- Programs: vocational evaluation, work/personal adjustment, job placement, job coaching
- Revenue of \$41 million annually

## Benefits of Service Learning

- Expands student clinical experience outside the hospital setting
- Delivers direct case management clinical care to community based clients
- Enhances student leadership experience
- Increases client and student satisfaction
- Promotes the role of the nurse as a primary healthcare provider and agent for social change
- Increases student awareness of unmet client needs within the community
- Promotes critical thinking, reflective thought and self-evaluation for students
- Promotes collaboration among individual and institutional community partners
- Provides opportunities for clinical research
- Provides experience in project management
- Promotes a positive humanitarian image of the University in the community
- Promotes a positive humanitarian image of the corporation to its employees and the community

## Operational Partnership Activities



### Partnership Formation

- Phoenix approached UAH College of Nursing to secure healthcare services for their clients/employees
- Phoenix staff collaborated with UAH College of Nursing faculty in implementation of a multidisciplinary service delivery model
- Partners explored options and developed a Health Coaching model for delivery of healthcare services
- 40 senior baccalaureate nursing students implemented a *Pilot Project* of health care service delivery for 40 clients



### Steps in Project Implementation

- Effective format identified:
  - Pilot Program of 3-4 sessions
  - Survey to ascertain specific needs of clients (group and individual)
  - Session Format:
    - short group presentation on topics of common interest/need
    - Individual 1:1 health coaching session (1 senior nursing student and 1 client)
  - Evaluation of Project Outcomes
    - Project Management Plan completed
    - PowerPoint presentation
- Health Coaching:
  - Group Presentation Topics:
    - Making the right healthcare decisions
    - Health Promotion: Nutrition, Fitness, Healthy Habits
  - Individual Session Topics included:
    - Smoking cessation
    - Making healthy choices
    - Nutrition and good eating habits
    - Exercise programs
    - alcohol and recreational drug use
  - Supplemental resources provided by student to client



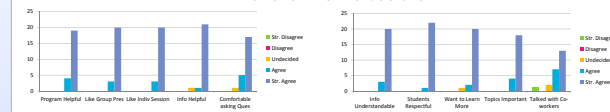
## Goals of Project

- Phoenix
  - Annual health coaching for every employee
  - Increased utilization of primary prevention methods
  - Increased healthy behaviors of employees
  - Increased health literacy of employees
  - Shift paradigm from tertiary care to primary prevention
  - Maintain/reduce health insurance costs
- UAHuntsville College of Nursing students
  - Service learning to community
  - Gain experience in community health venues
  - Gain experience with direct community client care
  - Facilitate student experience with making a difference in a client's health
- Both
  - Obtain/solidify an ongoing, mutually beneficial community partnership

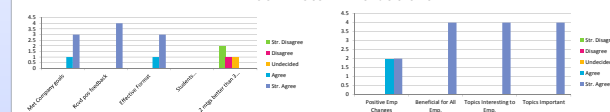
## Project Outcomes

Client satisfaction reports indicated increased involvement in management of their own health care needs

### Client Exit Evaluations



### Phoenix Staff Evaluations



## Proposed Expansion of Project

- Program Concepts
  - Targeted joint UAH College of Nursing - Phoenix community workshops
    - Emergency Preparedness (September 2012)
    - Pertinent health topics for the disabilities community
  - Phoenix group workshops
    - Specific Phoenix groups
    - Specific topics of interest
  - On-Site health fairs
- Future Ideas
  - Phoenix health clinic staffed by UAH College of Nursing graduate NP students
  - Joint Phoenix-UAH College of Nursing community projects
  - Research and Publication