

Health Coach Program

Roles of a Health Coach

Self management support	Bridge between provider and patient	Navigation of healthcare system	Empathetic support	Continuity of care
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The Health Coach will:

- Use motivational interviewing skills to elicit needs and concerns of patient and support patient in defining health-related SMART goals and actions needed to address identified needs.
- Collaborate and advocate to connect patient with community resources.
- Demonstrate empathy and cultural humility in forming a caring relationship with the patient.
- Provide weekly follow up with patient to re-assess for barriers to health, progress toward goals, and demonstrated connection to community resources.
- Communicate with the patient's Valley care team through visit reports that are uploaded into Epic by Health Coach Program Staff.

Patient Eligibility Guidelines

We accept referrals for all patients who live in King County; have one or more chronic physical conditions for which lifestyle change may result in measurable improvement; and desire to work with a volunteer coach and toward self-defined goals.

Referrals will be prioritized based on availability of coaches and risk stratification including

- Medicare/Medicaid status
- Frequent ED visits or admissions
- Difficulty navigating the healthcare system and community resources
- Valley Risk score of 24 or higher

REFER THROUGH EPIC REFERRALS OR A STAFF MESSAGE TO LAURIE KING, RN