

# Volunteer Health Coach Program

**Become a volunteer Health Coach—join our FREE 12-week online training program!**

**Gain marketable skills and make a difference in our community!**

By participating in the course, you will learn about:

- Managing chronic illnesses including diabetes, COPD, heart disease and high blood pressure
- Motivational interviewing, active listening and communication skills
- Local community resources
- Serving as part of a primary healthcare team
- Empowering patients

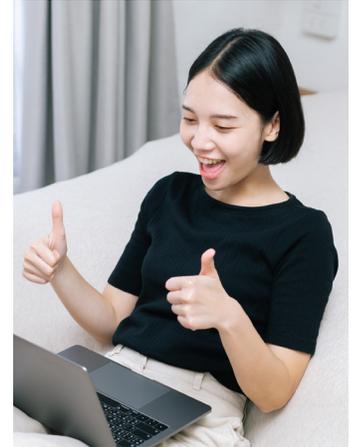
**Interested in becoming a Health Coach? APPLY NOW!**

After completion of the course, you may be eligible to serve as a volunteer Health Coach through a Valley Medical Center primary care clinic. Our Health Coaches serve for six months and work one-on-one with their assigned patient—encouraging and supporting the patient while he/she learns how to define their own health-related goals, navigate the health care system, access community resources, and improve their self-management skills.

**2 – 4 hour per week commitment**

Coaches call patients at least once per week and meet face-to-face at least once per month either in person or via a confidential video conference call. All visits comply with current COVID-19 guidelines. In-person visits (when applicable) may occur in the patient’s home, a coffee shop, at a clinic, or at a community resources (the YMCA, farmer’s market, Community Center or Senior Activity Center, for example). The Health Coach Team meets weekly via Zoom, beginning after the 12-week course is completed.

**For more information and TO APPLY, please contact Laurie King RN, Health Coach Program Manager at [laurie\\_king@valleymed.org](mailto:laurie_king@valleymed.org).**



**WHAT OUR HEALTH COACHES SAY**

*“This program is a great opportunity to learn and connect to our community. It’s taught me not only how to connect effectively to my patient, but also how to take care of myself better.”*

**Coach Maria**

*“My experience in the Health Coach Program has been, to say the very least, extraordinary. Learning how to meet the needs of my patient has taught me how to literally walk in someone else’s shoes. Looking at a patient as a whole and not just someone with a condition has been a life changing experience for me.”*

**Coach Colette**

**Roles of a Health Coach**

Self management support	Bridge between provider and patient	Navigation of healthcare system	Emotional support	Continuity of care
<ul style="list-style-type: none"> <li>■ Provide information</li> <li>■ Promote behavior change</li> <li>■ Encourage problem solving</li> <li>■ Encourage follow up &amp; participation in plan</li> </ul>	<ul style="list-style-type: none"> <li>■ Serve as patient’s liaison</li> <li>■ Ensures patient understands the care plan</li> <li>■ Provide advocacy and support</li> </ul>	<ul style="list-style-type: none"> <li>■ Connect the patient with resources</li> <li>■ Empower and support the patient</li> </ul>	<ul style="list-style-type: none"> <li>■ Show interest</li> <li>■ Listen to patient’s concerns</li> <li>■ Ask about stressors</li> <li>■ Show compassion</li> <li>■ Support coping skills</li> </ul>	<ul style="list-style-type: none"> <li>■ Provide familiarity</li> <li>■ Follow up</li> <li>■ Establish trust</li> </ul>

(Bennett, et al., 2010)

