



# Coaching the Difficult Patient

Sheila K. Stevens, MSW, TTS

# Objectives

- Describe the components of the Mayo Clinic Wellness Coaching Model
- Discuss the term “difficult” when referring to patients and how to best manage difficulty
- Identify factors of motivation and how to assess and enhance
- Discuss “wellness” and how to incorporate a wellness vision into a tobacco consultation

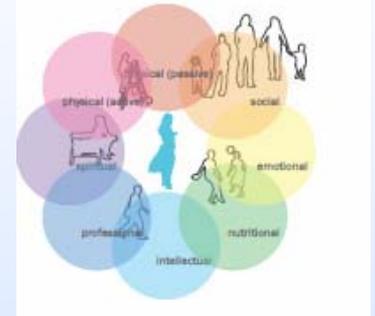
What does “difficult” mean?

# FACTORS OF MOTIVATION?

# Insights and principles of coaching elements

- Wellness includes many domains beyond physical health

- Emotional, intellectual, spiritual.....



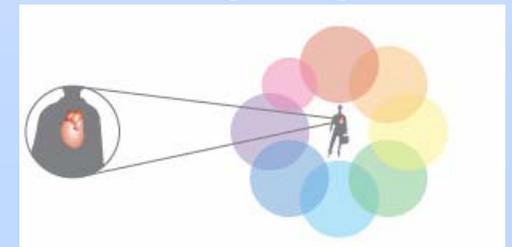
- Wellness is highly personalized and holistic

- People want individualized personalized wellness offerings



- Infuse the language of well-care into clinical language

- Seamlessly integrate the two



# Insights and principles of coaching elements

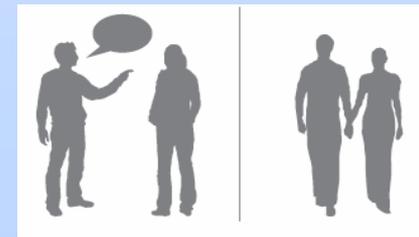
- Ascertain importance, confidence and readiness:
  - To align people with tailored wellness offerings
  - Two levels: daily and lifelong



- Talking about achievement, endurance, and resilience can unlock hidden potential



- Deliver action steps that integrate into daily life

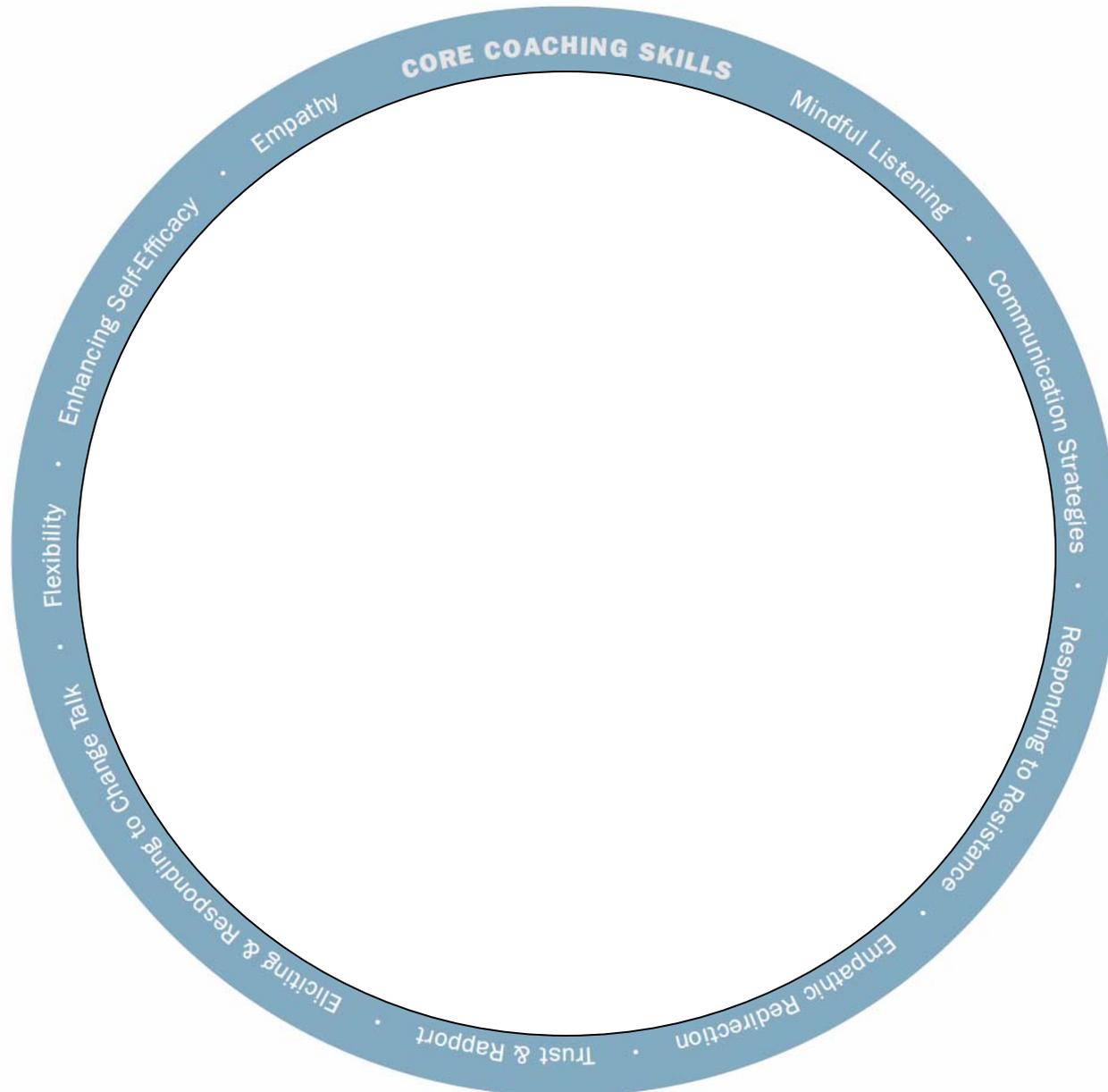


# Mayo Wellness Coach training program

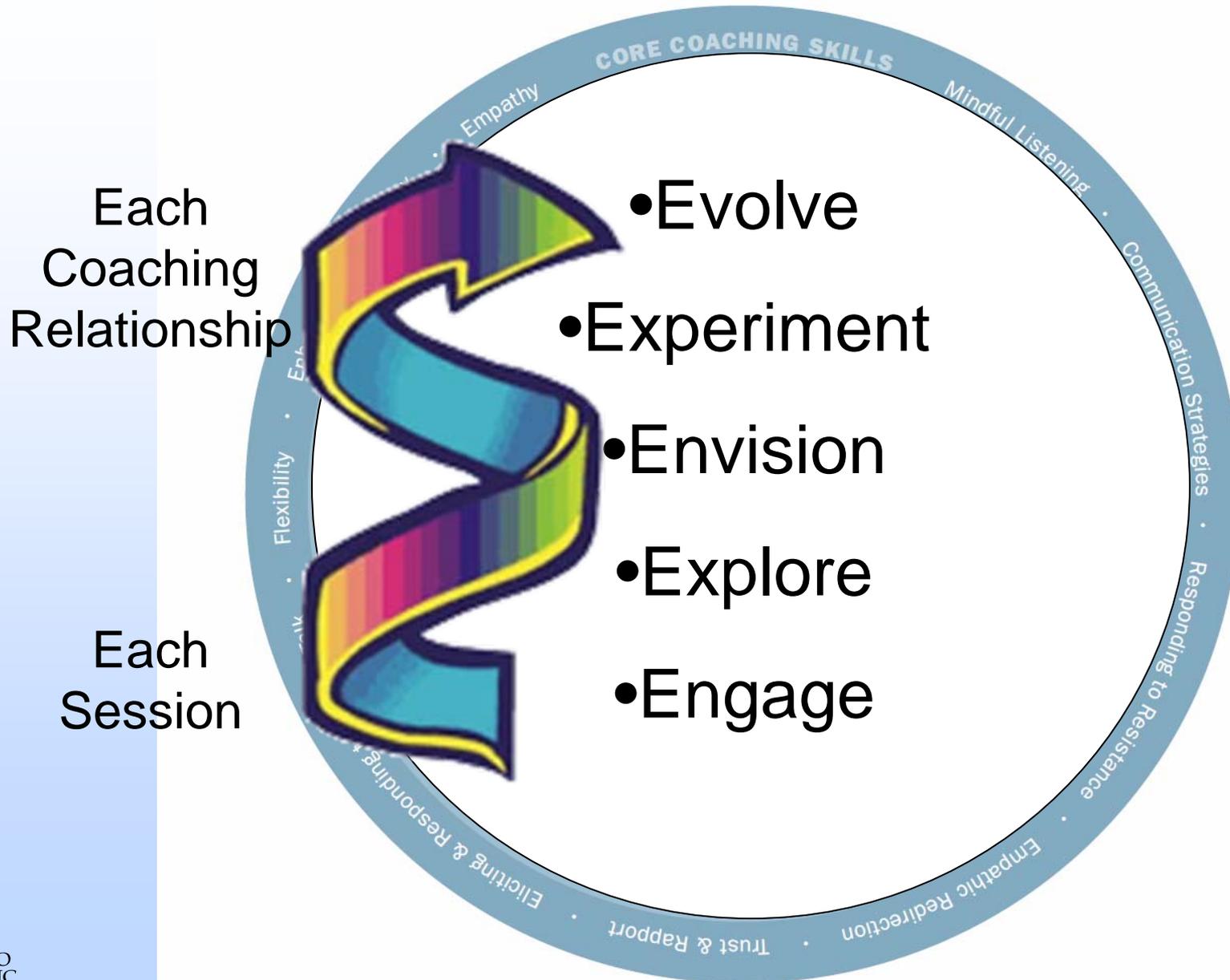
- Definition

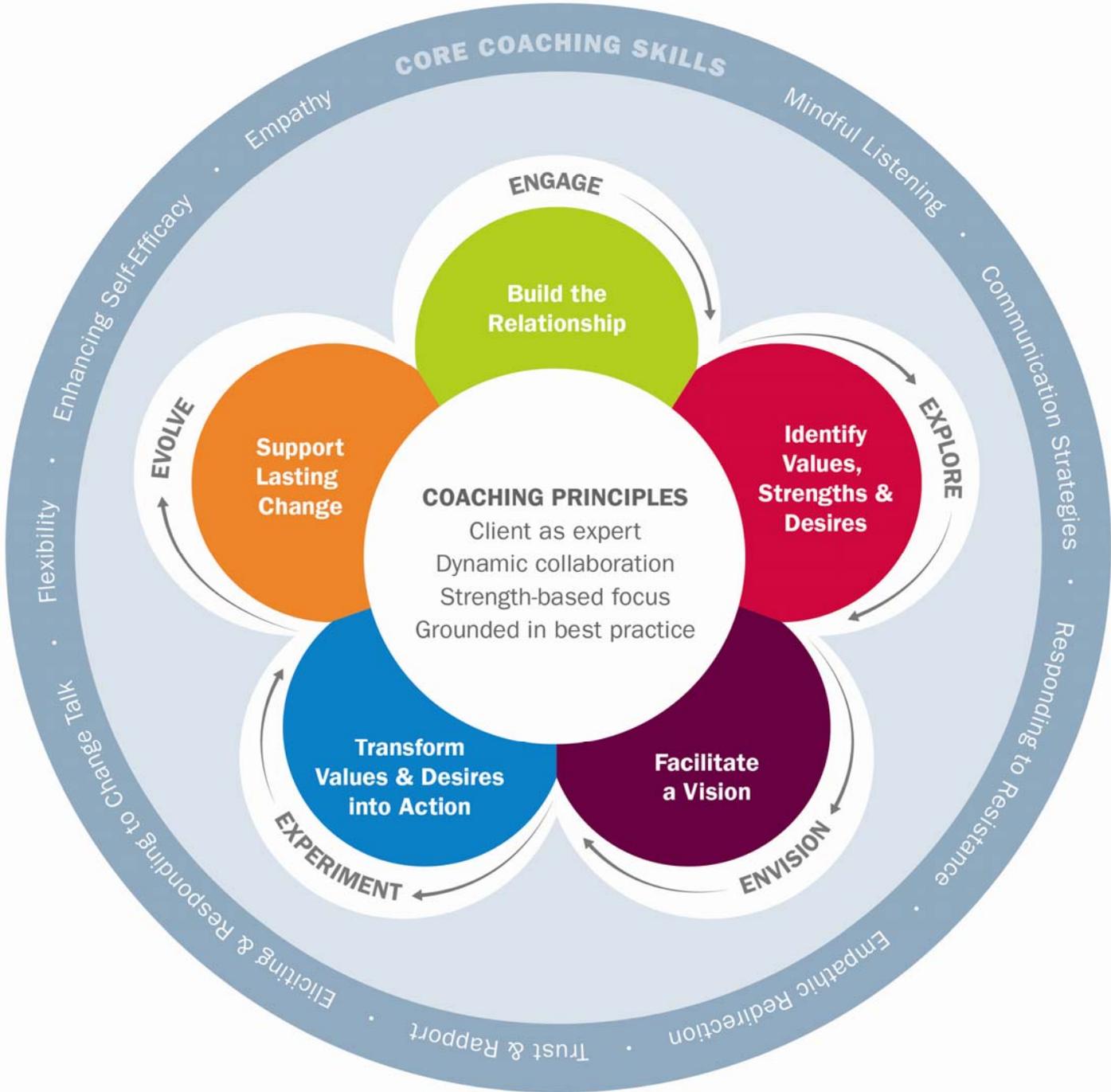
*Wellness Coaches are experts in establishing relationships and practicing core coaching skills that assist the individual in identifying values and desires, transforming them into action, and maintaining lasting change over time. They partner in dynamic collaboration with individuals, respecting the client as the expert in his/her own life, using a strength-based focus and strong grounding in best practice*

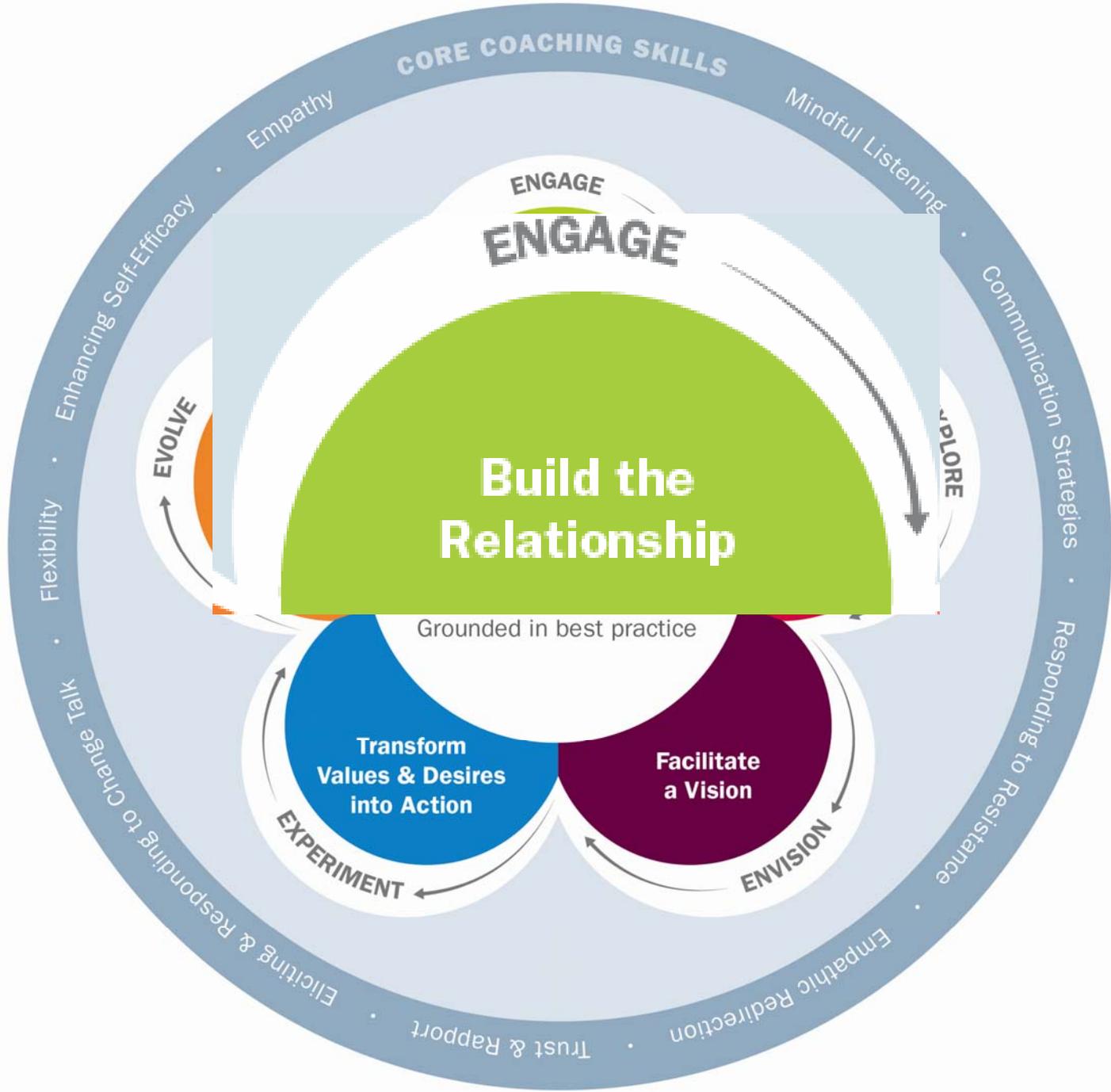
# MAYO CLINIC WELLNESS COACHING MODEL

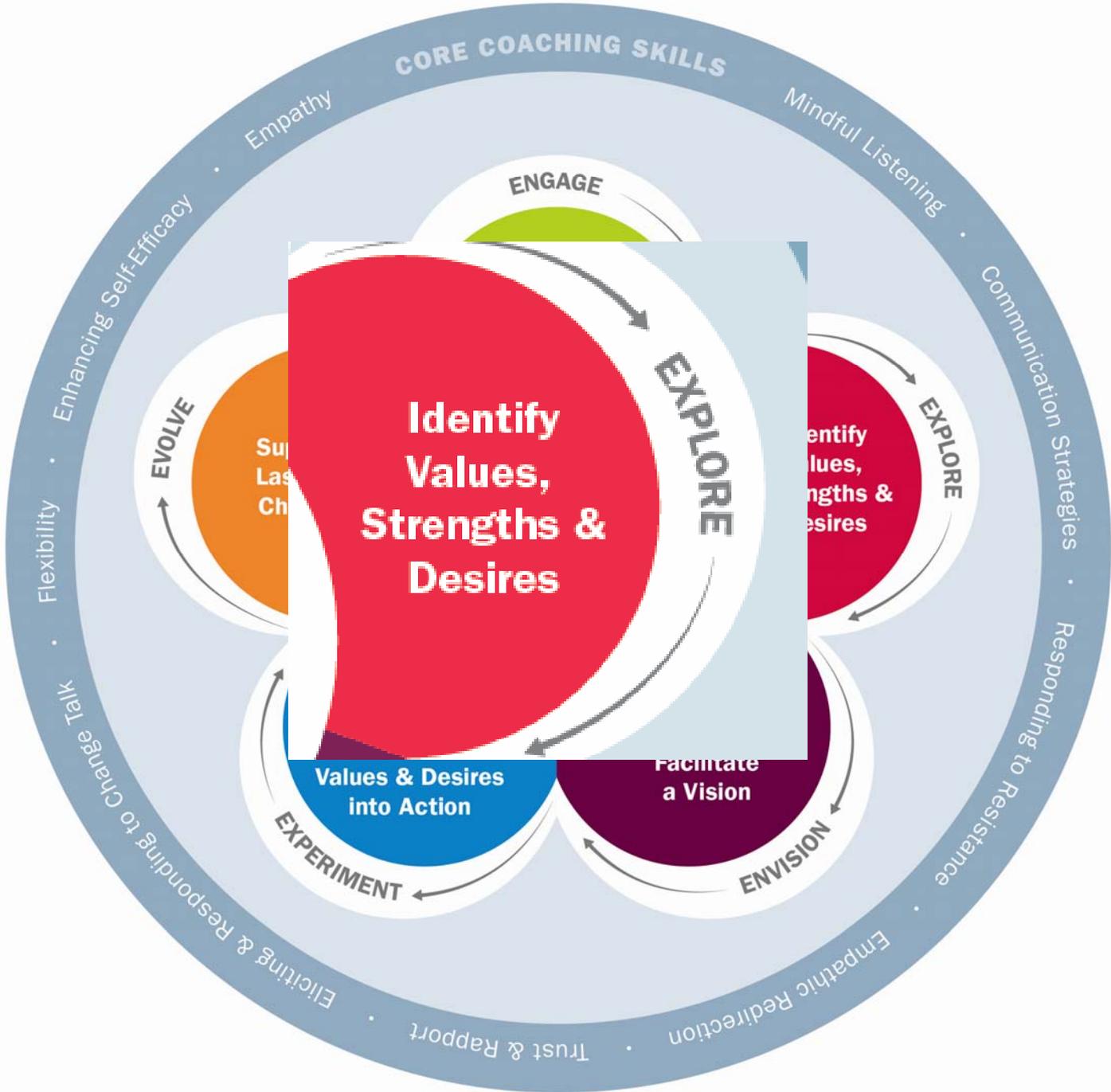


# MAYO CLINIC WELLNESS COACHING MODEL

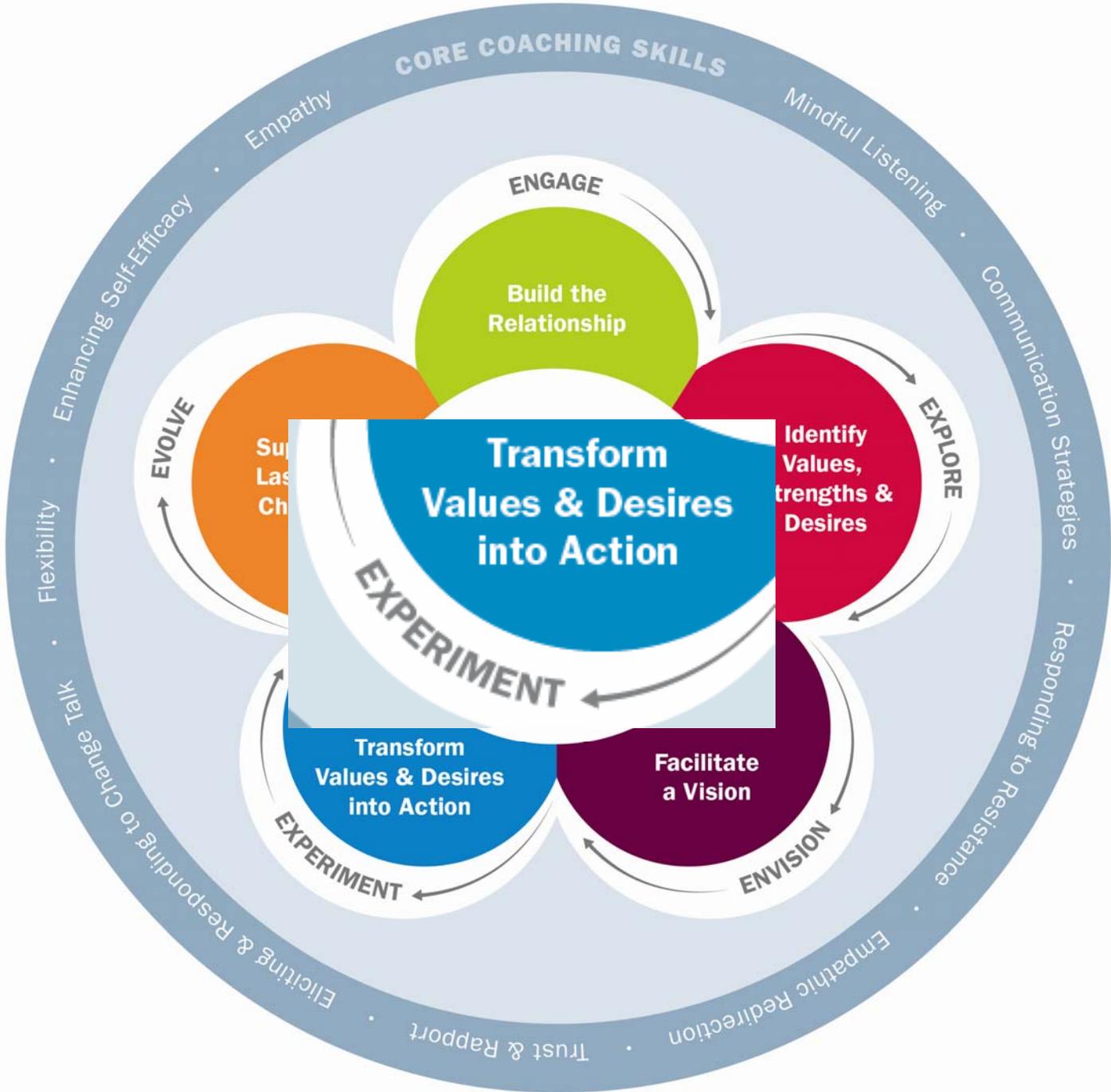


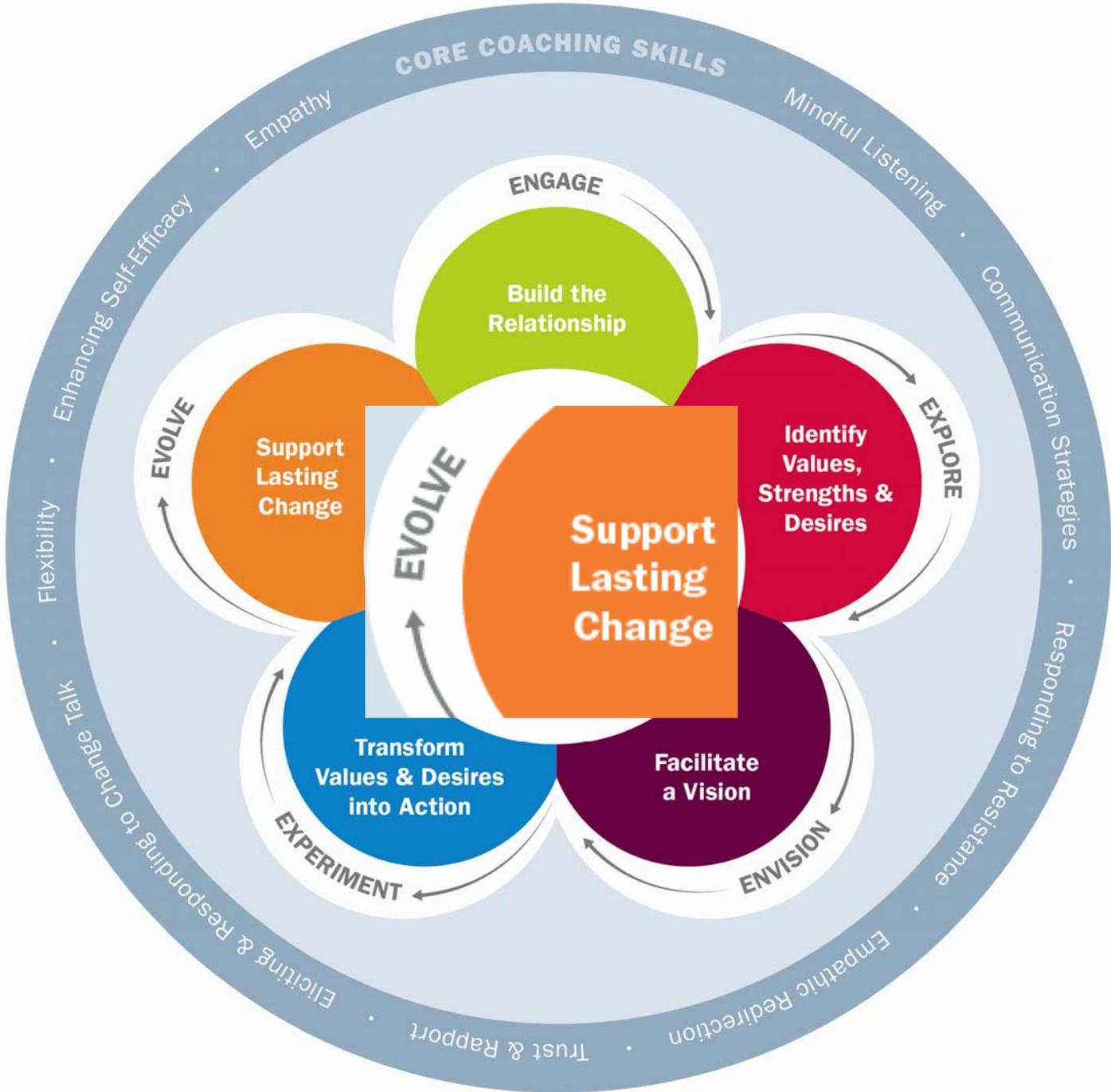












# Elicit – Provide - Elicit

- Elicit

What the patient already knows or ask if you can share what you know

- Provide

In a neutral, nonjudgmental manner

- Elicit

Where to go from here

# Summary

- Model for Wellness Coach training includes:
  - Core principles
  - Strategies and skills
  - Process/stages

# Questions?