Care.coach

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Evidence-Based Health Coaching

Evidence-Based Health Coaching Programs

Our health coaching programs are designed to provide participants with personalized support to better manage chronic conditions, improve overall wellness, and prevent avoidable emergencies. These evidence-based programs empower individuals through education and motivation, fostering a deeper understanding of their health and encouraging proactive self-management. Through reminders, exercise, and daily coaching interventions, our programs inspire healthier outcomes and help participants take charge of their health. With thousands of coaching programs available, each tailored to meet specific medical conditions, we ensure a comprehensive approach to care, and if you're unsure whether we have a program for your condition, our support team is here to assist you.

COPD Coaching Program

This coaching plan closely monitors key symptoms of COPD, including increased coughing, shortness of breath, and sudden weight gain. These symptoms may signal fluid buildup in the lungs or other tissues, which can impair blood flow to vital organs. The plan also provides clear guidance on how to respond in an emergency, such as contacting a healthcare provider or calling 911.

COPD Symptoms and Coaching Prompts

- Have you had an increase in coughing or an increase in mucus from your coughing this week?
- Because of your breathing problems, did you do less than you would have liked to in the last week?
- How did your last night go? Did symptoms related to your breathing condition keep you up?
- Pursed lip breathing can help get the air you need without working so hard. Would you like to do a breathing exercise now?
- Have you taken your weight this morning? If so, what did the scale read?

- Has your level of shortness of breath or difficulty breathing increased lately?
- Have you noticed increased swelling in your arms, legs, face, or belly today?

COPD Care Planning Guidance

- **Problem Area:** Participant is at risk of COPD exacerbations due to difficulty managing symptoms such as shortness of breath, coughing, and fluid retention.
- **Goal:** Reduce COPD exacerbations by 25% over the next 6 months by improving adherence to treatment, managing symptoms, and early detection and escalation of exacerbations.
- **Avatar Interventions:**

Type	Frequency	Description
Reminder	Daily	Prompt participant to use inhalers and perform prescribed breathing exercises.
Monitoring	Daily	Track symptoms such as coughing, shortness of breath, and weight gain.
Coaching	Ongoing	Educate on COPD management strategies like pursed-lip breathing, avoiding triggers, and conserving energy.
Escalation	As needed	Notify care team if symptoms worsen or new symptoms appear

- **Intervention Documentation:** “The care.coach avatar will provide daily reminders for inhaler use, monitor symptoms, and coach on COPD management techniques. Escalation will occur if symptoms worsen.”
- **How to request this be added to the care.coach avatar:** "Add the care.coach COPD Management Protocol to the participant's avatar."

Diabetes Coaching Program

This plan supports individuals with diabetes in managing their condition through regular reminders, education, and encouragement. Participants receive prompts to check blood sugar levels and if out of range (80-350), care.coach immediately escalates to healthcare providers by phone. As with any urgent phone escalation, care.coach follows up with an email summary of the escalation. The plan also includes routine check-ins on diet quality, wound healing, and self-care habits to ensure comprehensive, ongoing support.

Diabetes Symptoms and Coaching Prompts

- Did you take your blood sugar?
- You should be sure to check the serving size carefully for both your foods and drinks. What you are actually eating may be double or triple the amount of carbohydrates per serving
- Don't forget to include carbohydrates with your supper at night, prior to taking your medication. Eating the same amount of carbohydrates as part of a balanced meal can keep sugar stable.

- Are there specific days you have more trouble with low blood sugar?
- Always carry candy or glucose tablets in your pocket when you exercise, just in case!
- A low blood sugar can be caused by skipping a meal or eating less. Has that ever happened to you?
- Checking your blood sugar before injection may help you prevent low or high blood sugar. If you are afraid of testing your blood sugar or find it painful, talk with your care provider about ways or times to test to make it easier for you.
- Always remember to bring your diabetes medicines with you if you are eating out at a restaurant and take the medications before eating your meal.
- Going for a stroll is one of the easiest ways to increase your level of physical activity.
- Do you feel too tired to exercise? Surprisingly, physical activity often makes people feel like they have more energy.
- Consider doing some type of physical activity with your family or friends. It's a good way to spend time with those you care about while doing something good for yourself.
- Besides being good for your health and blood sugar management, being as active as tolerated will help you feel, sleep, and look better.
- Did you know that it is possible to be physically active even if there is bad weather?
- Activity logs are always a great way to check your physical activity each day. Logs can be helpful in monitoring for changes in blood sugar since you may notice a drop if blood sugar after being physically active.
- As you probably have read or heard before, looking at your feet is a must for people with diabetes.
- High blood sugar can cause nerve damage called neuropathy. This nerve damage can cause numbness, tingling, burning and pain in your feet and sometimes legs.
- I was wondering, is getting regular physical activity important to you?
- Make sure to drink plenty of fluids. Drinking plenty of fluids whenever you are awake will help you keep yourself hydrated.
- Toes should always be kept clean and dry. Lotion in-between toes can make them too moist and cause infection. Only lotion ordered by your care provider should go between your toes.
- Do you carry any form of identification with you that says you have diabetes?
- It's very important to wear a hat, sunscreen, sunglasses, and loose clothing. Protect yourself from the heat no matter what time of day it is.
- Do you ever feel faint while changing your position?
- As physical activity increases, stress decreases, which can have beneficial effect on your blood sugar.
- Meat has no carbs and lettuce has very little carbohydrates.
- Most Americans get too little physical activity.

- A blood sugar of 250 or higher may make physical activity risky (it may sometimes make blood sugar go up) so don't do physical activity if your blood sugar is this high.
- Physical activity can lower your blood sugar, and if you will be active for longer than 30 minutes, you will most likely need 15 to 30 grams of carbohydrates.
- You should wear a medical alert bracelet or carry a wallet card especially when exercising.
- Most blood sugars should be checked before eating a meal or at least 2 hours after a meal.
- Check your blood sugar more often if you are sick, drink sips of fluid every 5 to 15 minutes, and call your provider if your blood sugar goes above 400 or drops below 70.
- Cloudy insulin should be uniformly milky. It should be without particles or have a grainy look.
- Have you been trained on how to use your glucose meter?
- Do you take all your medications as ordered by your doctor?
- Do you brush and floss your teeth daily?
- Are you doing any physical activity at the same time of the day?
- How many days did you do physical activities this week?
- Are there any new or old sores or broken skin on your feet or legs? Does your skin color or temperature feel different?
- Blood and urine tests can show early signs of kidney change. These tests are called eGFR and microalbumin. These tests are usually ordered annually.
- Check with your care provider if you are unsure of your target range.
- Try to relax. Take slow deep breaths, listen to relaxation tapes, join a support group or take up hobbies you enjoy.
- Carbohydrate foods such as whole grain toast or a piece of fruit can help keep your blood sugars at a normal level until lunch.
- Each day I will give you information related to your health and diabetes and sometimes just ask you a few health related questions. The information I give is to help you make good choices about your health and the answers you provide to the questions will help me see how you are doing.
- Did you get the flu shot this year?
- I was wondering, have you had an eye exam in the last year?
- Have you had a pneumonia shot?
- A low blood sugar can be caused by more activity than normal. In the past few days, has this happened to you?

- Check the serving size carefully for both your foods and drinks. What you are actually eating may be double or triple the amount of carbohydrates per serving. Remember that protein foods help you feel full so you won't eat as many carbohydrates. Try to include low fat cheese, a small serving of nuts, or a boiled egg with a meal or snack.

Diabetes Care Planning Guidance

- **Problem Area:** Participant is at risk of complications due to uncontrolled blood sugar levels and difficulty maintaining adherence to a diabetes management routine.
- **Goal:** Achieve stable blood glucose levels within the target range 80% of the time over the next 6 months through proper medication adherence, diet, and symptom monitoring.
- **Avatar Interventions:**

Type	Frequency	Description
Reminder	Daily	Remind participant to check blood sugar and take prescribed medications (e.g., insulin)
Monitoring	Daily	Record blood glucose values and watch for symptoms of hypo/hyperglycemia.
Coaching	Ongoing	Educate on diet, physical activity, foot care, hydration, and overall selfmanagement.
Escalation	As needed	Alert care team via phone for out-of-range blood sugar values (below 80 or above 350).

- **Intervention Documentation:** “The care.coach avatar will provide daily blood glucose and medication reminders, coach on dietary and activity choices, and escalate abnormal blood sugar (80-350 range) levels to the care team.”
- **How to request this be added to the care.coach avatar:** "Add the care.coach Diabetes Management Protocol to the participant's avatar and record blood sugar results."

Heart Failure Coaching Program

The avatar helps participants manage heart failure by providing reminders to limit fluid intake, maintain regular bathroom habits, get adequate rest, avoid people who are sick, and reduce salt consumption. It also monitors key indicators such as fatigue, weight gain, mood, and overall quality of life. If signs of worsening heart failure are detected, the avatar promptly alerts healthcare providers to enable early intervention.

Heart Failure Symptoms and Coaching Prompts

- Have you been restricting your fluid intake?
- Have you been taking notice how much you urinate every day?
- It is best to keep our distance from people who are sick.
- Do you feel more fatigued today than you did this time last week?

- Do you feel more nauseated today than you did this time last week?
- Propping up your legs when you rest helps to ease the load on your heart!
- Have you been maintaining a low-salt diet?
- Did you know that your body needs some salt to help it work right? However, too much can cause fluid to build up and your blood pressure to rise.
- Would you say you feel exhausted due to your medical condition?
- I recommend you include lots of wiggle room in your schedule. Schedules may or may not help you manage your time better, but they are certainly worth a try.

Heart Failure Care Planning Guidance

- **Problem Area:** Participant is at risk of heart failure exacerbations due to fluid retention, medication non-adherence, and difficulty managing symptoms.
- **Goal:** Reduce hospital readmissions related to HF by 25% over the next 6 months by improving adherence to treatment, managing fluid intake, and monitoring symptoms.
- **Avatar Interventions:**

Type	Frequency	Description
Reminder	Daily	Remind participant to take prescribed heart failure medications, including diuretics.
Coaching	Ongoing	Guide on reducing salt, monitoring fatigue, avoiding illness, and balancing rest with activity
Escalation	As needed	Notify care team if participant reports fatigue, weight gain, nausea, or other warning signs

- **Intervention Documentation:** “The care.coach avatar will provide daily medication reminders, monitor weight and fluid intake, and coach on lifestyle changes. It will escalate any concerning symptoms to the care team.”
- **How to request this be added to the care.coach avatar:** "Add the care.coach Heart Failure Management Protocol to the participant's avatar."

Depression Coaching Program

This plan supports participants in monitoring their mental health, staying connected with their therapist, and engaging in enjoyable, uplifting activities. It also offers guidance on managing emotions and navigating life’s challenges more effectively. The avatar actively tracks signs of emotional distress, including potential suicide risk, and alerts the appropriate support network when needed. Its core mission is to empower and uplift individuals living with depression, ensuring they feel supported every step of the way.

Depression Symptoms and Coaching Prompts

- Do you have a few minutes to talk? I would like to share some information with you.
- I wanted to let you know that I can schedule some weekly check ins for you to help you with your health.
- Do you need assistance coming up with a disaster plan for yourself?
- I am curious, would you say that your eating habits change when feeling stressed, anxious or depressed?
- I was wondering, are you interested in learning more about depression?
- Feelings are reactions and expressions of life experiences. There are many feelings we can experience from extreme joy to profound sadness or grief.
- Do you have difficulty forming or keeping relationships?
- Coping with the holidays can be challenging for all of us. Holidays carry many mixed feelings: joy, sadness, stress, good memories and sad memories.
- Also, remember that sometimes over-the-counter medicines can mix poorly with prescribed medicines.
- Are you having any new, unusual or worsening side effects from your medicine?
- Have you started any new medication in the past month?
- Check all of your medications and bottles for the number of pills left AND check how many refills you have remaining. Call your pharmacy or provider if you need help.
- A delusion is a belief that is proven to be false, but the person experiencing it still holds strong to the delusion. This is a rare event in depression, but it has been noted to happen.
- Can you please rate your mood today using a scale from 1 to 5, with 1 being very good and 5 being very poor?
- Get some extra support if you need it and remember your care provider is your health coach.
- Monitoring your mood is a good tool for managing your depression. Some find charting their moods can be helpful. Moods can be happy, sad, anxious, nervous, excited, angry as well as many other moods
- If you ever have any concerns please let your care provider know.
- Did you make a plan for yourself for the day or for the week?
- "The time to repair the roof is when the sun is shining."
- Alcohol may help people fall asleep, but the quality of sleep is very poor and you may wake feeling tired.
- Sometimes you may have thoughts that interfere with taking your medicines such as, "I am taking too many pills, it is changing me too much, I just do not feel right or it is not working." This is the time to challenge that negative thinking.

Depression Care Planning Guidance

- **Problem Area:** Participant meets criteria for major depressive disorder.
- **Goal:** Achieve improved mood as evidenced by self-report and a 25% or greater
- reduction in PHQ-9 scores.
- **Avatar Interventions:**

Type	Frequency	Description
Reminder	Daily	Provide support on positive thinking, motivation, coping, and emotional health.
Monitoring	Daily	Offer insights into nutrition, activity, medications, and emotional awareness
Coaching	Mounthly	Administer PHQ-9 and track changes in mood or mental health status.
Escalation	As needed	Notify care team if suicidal ideation or significant emotional distress is observed.

- **Intervention Documentation:** “The care.coach avatar will provide coaching on coping strategies and will monitor mood weekly. The avatar will conduct monthly PHQ-9s to measure progress and escalate any suicidal ideation.”
- **How to request this be added to the care.coach avatar:** "Add the care.coach Depression Coaching Program to Jane Doe, device0001 and record PHQ-9 scores monthly.”

Hypertension Coaching Program

To support individuals in managing hypertension, the avatar conducts monthly check-ins that address key lifestyle and health factors such as stress, sleep, physical activity, and diet. It also monitors blood pressure and assesses medication adherence. Any mid-range blood pressure readings are escalated by email, and any low or high range readings are escalated by phone.

- High = Systolic over 180 or diastolic over 120
- Mid-range = 140-180/100-120
- Low = Systolic under 90 or diastolic under 60

Hypertension Symptoms and Coaching Prompts

- Each person with high blood pressure should know their blood pressure goal. Some patients may have a specific blood pressure goal based on other medical conditions.
- Having a positive attitude may help you deal better with your chronic condition.
- I wanted to ask, are you aware of the symptoms and signs of a stroke?
- Another tip is to be tobacco free. It's a good idea to not use tobacco in any form. Also, if you don't smoke, but others around you do, avoid secondhand smoke as well.
- If you are outdoors a lot, be sure to wear sunscreen, a hat and sunglasses to protect yourself from ultraviolet radiation.

- Blood pressure can increase with too much stress. The more stressed out we are, the more vulnerable we are to colds, flu and a host of other health problems.
- Another good tip is that you should make sure at least half of your plate at mealtime should have vegetables and fruits on it.
- Remember that if you find your self getting stressed, we can do some deep breathing together.
- Did you know that when your blood pressure is higher in your primary care provider's office than it is at home, you might have what is called White Coat High Blood Pressure?
- I wanted to share today, a positive mental attitude can help to have positive effects on your physical condition. Let's work together to think positively!
- Sleeping through the night benefits you in a number of ways, for example, helping keep your blood pressure under control, lowering your stress and feeling like you have more energy. .

Hypertension Care Planning Guidance

- **Problem Area:** Participant is at risk of complications due to uncontrolled hypertension.
- **Goal:** Achieve blood pressures within the target range (Systolic: 120-130; Diastolic: 70-80) 85% or more of the time over the next 6 months. through proper medication adherence, diet, and symptom monitoring
- **Avatar Interventions:**

Type	Frequency	Description
Reminder	Daily	Prompt participant to check and record blood pressure.
Reminder	Daily	Reminder Daily Remind participant to take antihypertensive medications
Coaching	Ongoing	Educate on diet, physical activity, stress reduction, and medication adherence.
Monitoring	Weekly	Review blood pressure trends and report.
Escalation	As needed	Alert care team via email or phone for mid-range or critical BP readings outside target ranges

- **Intervention Documentation:** “The care.coach avatar will provide coaching related to healthy eating, staying active, managing stress, and monitoring symptoms.”
- **How to request this be added to the care.coach avatar:** "Add the care.coach Hypertension Coaching Program to the participant's avatar and record blood pressures. Escalate any blood pressure readings outside of range.

Fall Prevention Program

Our fall prevention plan focuses on reminding participants of behaviors like sleeping in the center of the bed, keeping their mobility device within reach, and waiting for transportation. This plan also includes fall preventative exercises that target strength and mobility. On a bi-weekly basis we check with the participant about any recent falls that might have occurred and report all incidents via calls or emails based upon the severity of the situation. Mobility device usage and fall incidents are always available for review on our Power BI Platform.

Fall Prevention Coaching Prompts

- Remember as you get into bed tonight, move into the center of the bed. It is not safe to sleep on the edge of the bed.
- Have you been using your assistive mobility device?
- Just a reminder, it is important to do some form of daily exercise. Be sure to choose a safe exercise option for you.
- It is important to always wear proper footwear and maintain clear walking surfaces and pathways in your home.
- If you need assistance, it is important to ask for help. There is always someone such as staff, a friend, or family member available to help you.
- Don’t forget, if someone comes to the door or your phone is ringing, take your time getting up. There is no rush. It is better to take your time than to rush and have a fall.
- Have you had any falls this week?

Fall Prevention Care Planning Guidance

- **Problem Area:** Participant is at high risk for falls due to reduced mobility, improper use of mobility aids, and cluttered walkways in the apartment.
- **Goal:** Reduce the number of falls by 25% over the next 6 months and minimize fallrelated injuries through proper use of mobility aids, strengthening exercises, and safe behavior coaching.
- **Avatar Interventions:**

Type	Frequency	Description
Reminder	Daily	Prompt participant to check and record blood pressure.
Exercise	Daily	Guide participant through fall prevention exercises (e.g., Otago).
Coaching	Ongoing	Reinforce safe behaviors like clearing walkways and using proper footwear.
Check-in	Bi-weekly	Ask about recent falls or near-misses.
Escalation	As needed	Notify care team of reported or suspected fall incidents.