

# Valley Medical Center Health Coach Application Process

Valley Medical Center's Health Coach Program is an innovative opportunity that:

- Will improve the health of our community
- Makes a difference in the lives of individuals
- Teaches valuable communication skills, including an introduction to motivational interviewing, and offers first-hand experience working with patients
- Provides one-on-one assistance and coaching
- Rounds monthly with a professional primary care team
- Provides professional development and team learning opportunities throughout the duration of the experience
- Offers a one-of-a-kind community service opportunity that will look great on your resume should you apply for future positions in healthcare
- Helps you understand the impact of wellness and healthy lifestyle behaviors on future health



## Course Description

This program gives you an overview of population health, care management, select chronic diseases, active listening and motivational interviewing skills and more! Through the Health Coach program, discover how to work one-on-one with a patient, learn about healthcare and serve as part of a Primary Care Team. You will gain skills, knowledge and empathy that will serve you well no matter where your future volunteer efforts or career take you!

After completing the 12-week course, you may be eligible to serve as a volunteer Health Coach through select Valley Medical Center Primary Care Clinics. Our Health Coaches serve for six months and work one-on-one with their assigned patient—encouraging and supporting the patient while they learn how to navigate the healthcare system, access community resources, and improve their self-management skills.

Coaches schedule their meetings with patients at a time convenient for both. Coaches call patients at least once per week and meet face-to-face (in person or via our HIPAA-compliant Zoom account) at least monthly. Face-to-face visits may occur in the patient's home, a coffee shop, at a clinic, at a community resource (the YMCA, farmer's market, Community Center or Senior Activity Center, for example), or via Valley's HIPAA-compliant Zoom account. After the 12-week course is completed, Coaches gather weekly for a team meeting conducted via Valley's Zoom account.

## Expectations

1. Treat this volunteer opportunity like a job—with high standards for attendance, professionalism and open communication.
2. Spend 10 months participating in the program: 12-week introductory course followed by 6 months community service, including patient visits, phone calls, contacting community resources and weekly team meetings. Historically the team has met on Thursdays from 4 - 5 PM.
3. While the course does not include tests, there is a weekly reading assignment and an online discussion about the reading. Students will also give a brief case study presentation at the end of the course. Attendance and punctuality are mandatory. Class will meet once per week on an assigned day, for 2 hours. Historically we have met on Tuesdays from 4 – 6 PM.
4. During the community service portion, Health Coaches commit to a total of 2 to 4 hours per week to visit assigned patient in person (or via confidential video call as directed), call the patient, research and visit community resources and meet with the Care Team/Health Coach Team during team meetings. Team meetings are weekly, on an assigned day for one hour. Health Coaches are expected to maintain their chosen schedules with the patients they support. Health Coaches must provide their own transportation for in-person visits or may use public transportation.

## Requirements

After completing the 12-week course, participants must meet these requirements before being assigned a patient:

- Be at least 18 years of age before the end of the current course session
- Pass a criminal background check
- Complete immunizations and tests as required
  - An influenza vaccination for the current season when patient visits will occur is required. (Accepted Coaches will obtain through own primary care provider or pharmacy. A receipt may be submitted for reimbursement of out-of-pocket-cost after insurance is applied.)
  - Other vaccines or tests may be required, depending on current standards determined by Program Staff.
- Agree to time and availability commitments as outlined above
- Must have regular access to a computer (not including a smart phone or iPad). This ensures the Coach's access to the patient's electronic health record.
- Must have access to a device with a camera and microphone and the ability to connect via a free Zoom account and the ability to access Google Groups—this ensures the student's ability to participate in class
- Agree to not be under the influence of any substance that may alter decision-making abilities during visits with patients
- Agree to refrain from visits with patient and group team/class meetings if experiencing symptoms of communicable disease, including but not limited to:

Fever or chills	Cough	Shortness of breath or difficulty breathing	Fatigue
Muscle or body aches	Headache	New loss of taste or smell	Sore throat
Nausea or vomiting	Diarrhea	Congestion or runny nose, not related to seasonal allergies	

## How to apply

Please email the Health Coach Program Manager, Laurie King, RN, at [laurie\\_king@valleymed.org](mailto:laurie_king@valleymed.org). Please include the following information in your email:

- Languages spoken fluently
- Employment history
- Education history
- Additional applicable life or work experiences
- Contact information for a personal or professional reference—this should be an employer, teacher, coach, community leader, or church leader—it cannot be a family member or peer
- A statement about why you want to volunteer as a Health Coach and why you think you would be an excellent match for the program—applicants will be screened and potentially asked to participate in an interview with Health Coach Program staff

