

Steps to Better Health – Immigrants and Refugees

Interview Survey: Coaches

Introduction: Thank you for your time to do this interview. I am working with Dr. Hisako Matsuo and Lisa Willoughby at Saint Louis University, who are helping BIAS gather information about health coaches' experiences in the Steps program. Coaches' answers will be used to make the program better for both the coaches and the clients.

I will be writing your answers during this interview so there will be no voice recordings. We will not record any names, including yours, on our interview form, but we will gather information about you that could potentially identify who you are. For example, I will ask what languages you used as a coach and this might identify your answers. Your answers, along with those of other coaches, will be shared with members at BIAS and members of Saint Louis University, including Drs. Hisako Matsuo and Lisa Willoughby, as well as Saint Louis University students, who are assisting with this program evaluation.

The answers that you and other coaches provide, including direct quotes, will be used for program evaluation purposes to enhance the Steps program at BIAS and to help provide information for documents, such as manuals, to help other organizations develop a program similar to Steps.

In addition to these uses, we would also like to ask if you are willing to allow the use of your answers for outside research purposes. We are using the term "outside research purposes" to refer to research that is sometimes called "human subjects research." With "outside research purposes," your responses may be shared more broadly in a way that helps explain the experiences of health coaches, in general, and contributes to theory in research. Some ways that the information might be shared will be through research presentations at conferences, such as giving a talk or showing data, including direct quotes, with posters or publications in scholarly journals, such as in the form of a research article. In order to help you decide, we have a recruitment statement for you to review.

[Give recruitment statement to coach]

The recruitment statement is a formal document that describes the "outside research purposes" and the risks to you if you chose to participate. The primary risk is loss of privacy because you could potentially be identified by the answers you that you gave (e.g., language you speak). We will minimize this risk by not reporting any direct identifier, such as your name, with the data, and will only use direct quotes and reference your background information when it is relevant to making a scientific contribution. Please take a moment to read through the recruitment statement and feel free to ask me questions. If you do not wish us to use your responses for research, that is fine and will not impact your position as a coach in any way.

[After coach is finished reading and asking questions.]

Would it be okay for us to use your data for "outside research purposes"? ☐ yes ☐ no

[Interviewer: document the coach's answer]

Do you have any questions?

I am going to ask you some questions to get general information about yourself.

1. Have you had any health coaching experiences before this Steps program?

☐ no ☐ Yes (describe the program and when they were a coach): _____

If no, probe and ask if they were a health coach in a previous Steps program. If they were, then mark 'yes' and indicate *when* they were a coach in a previous Steps program.

2. What is your training background? (college?) _____

3. What cultures are you familiar with: _____

4. Were you born in the U.S.: ☐ yes ☐ no

[If no, then ask]

4a. Where were you born? (country of birth) _____

4b. Were you a U.S. citizen when you were born? ☐ no ☐ yes

4c. When did you arrive in U.S.? (year) _____

5. Is English your first language: ☐ yes ☐ no

6. What languages are you fluent in? _____

7. What languages did you use as a Coach? _____

8. Did you use any translators in this Steps program:

☐ no ☐ Yes (describe): _____

9. Coaching period in this Steps program (record general duration):

From (month/day/year) ____/____/____ To (month/day/year) ____/____/____

10. How many people have you coached in this Steps program: _____

a. Number of persons completed the program: _____

b. Number of persons who stopped prematurely: _____

c. Number of persons still undergoing coaching at the time of the interview: _____

We are interested in hearing about your experiences as a coach in this Steps program. Please do not say any names and if you accidentally do, I will not write it down.

I will start with developing a personalized treatment plan for your clients.

a. What worked well when developing a personalized treatment plan?

b. What was difficult about the process of developing a personalized treatment plan?

As a follow-up, how would you suggest that we address the difficulties?

What were some of the difficult issues when administering assessments?

As a follow-up, how would you suggest that we address them?

Thinking about the coaching topics and themes, I am interested in hearing more about your experiences, as a coach, in helping clients improve their health. I have a list of the topics for you to review to refresh your memory before I ask some questions. [Show coach the table below]

Helping clients understand their medical diagnoses and symptoms	Helping clients with following their doctor's recommendations
Helping clients with their medical appointments	Helping clients with stress management and relaxation
Helping clients with their medical insurance	Helping clients with increasing physical activity
Helping clients with their medicines	Helping clients improving nutrition and diet

What techniques did you use to help your clients that you learned during your coaching training?

In what ways did they work well or not?

What techniques did you use to help your clients that were not a part of your coaching training?

In what ways did they work well or not?

Were there any areas where any of your clients have some trouble with understanding the information, including what they were supposed to do?

What are some suggestions you have for other or future coaches to be successful in helping their clients achieve better health?

We would like to know your thoughts about the overall coaching experience.

What were your experiences with communicating with the clients (during meetings and setting up appointments)? (If answers are short, probe what worked well, what was difficult, etc.)

What are your impressions of your clients' motivation from the beginning of the coaching process to the end?

What helped you stay motivated throughout the coaching process (from the beginning to the end)?

What effects has being a coach have had on you?

Were there any unexpected surprises that were positive or negative?

Thank you again for your answers. This information will be very valuable in improving future programs, like Steps.

Thank you again for your time.