

Coaching Scripts for
AI Coaching for Health & Well-Being
Examen Tu Salud / Examen Your Health



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Background on the Program

Rooted in evidence-based health coaching practices and behavior change and cognitive theory, health coaching encompasses the foundational skills of motivational interviewing, goal setting, problem-solving, and culturally competent health and social support. These coaching skills help encourage positive behavior change and improve health and wellness outcomes for diverse populations. In the evidence-based *Examen Tu Salud / Examen Your Health* program, health coaching is designed to complement daily health and wellness text messages that are focused on mental health, physical health, and wellness and spirituality. Collectively, weekly coaching and daily messages are designed to holistically consider health and well-being. The coaching designed for this project also incorporates Ignatian values and pedagogy, first by incorporating values of gratitude, today, tomorrow, and action or consolation, and second with an intentional focus on context, experience, reflection, action, and evaluation. A program like *Examen Tu Salud* is essential to the care and wellbeing of our communities especially during times of stress and adversity.

You can learn more about the *Examen Tu Salud* program by readings peer-reviewed journal articles published by Kelly L'Engle, Evelin Trejo, and team.

What is digital health coaching?

Digital health coaching is a collaboration between a health coach and a participant through text messages, phone calls, or video conferencing that focuses on improving the participant's health and wellness. The objectives of digital health coaching include:

- to provide guidance about setting health and wellness goals,

- to increase knowledge about health and wellness,
- to provide cues and supports for behavioral skills,
- to enhance skills around problem-solving and goal setting,
- and to increase confidence in becoming active participants in their health and wellness (Bodenheimer & Ghorob, 2018).

Digital health coaching encompasses the health coaching sessions and digital peer support. For this *Examen* program, it also includes daily digital health and wellness messages sent during the program period.

What is a health coaching session?

A health coaching session is a one-on-one meeting, lasting about 20 minutes, that occurs once a week during the project period. The objective of these sessions are to:

- help the participants develop lifestyle and behavior change skills,
- understand their perception and motives behind lifestyle health changes,
- supplement and follow up on daily digital messages,
- work collaboratively with participants to build their skills and use their strengths in improving their health,
- and improve their long-term health and wellness outcomes.

What is follow-up support?

The participants may be in direct communication via text message or email with their health coach for support in between health coaching sessions. Health coaches will use

follow-up support on an as-needed basis. Health coaches will promote this service as quick check-ins for resources and questions about health behavior change.

What are digital health and wellness messages?

Digital health and wellness messages are text and MMS messages developed by the program team. The health and wellness messages include topics around healthy eating, physical activity, mental health, spirituality, and other relevant topics. These digital messages are delivered to participants daily via an automated messaging service. The daily digital messages are designed to complement and support coaching, and vice versa.

Overarching Framework for 6 Sessions

The health coach and participant will meet once a week for a 20-minute health coaching session. Overall, health coaching sessions aim (1) to identify a participant's perception and motives behind their health goals and (2) to work collaboratively to build their behavioral skills and use their strengths in improving their health and wellness. The health coach will be utilizing the coaching skills and strategies throughout each weekly session. Each session will follow this overarching framework:

1. Highlight Weekly Objective
 - a. The health coach will ask any of the questions provided in the weekly objectives section. Refer to the [Weekly Objectives section](#).
2. Connect digital health and wellness messages
 - a. The health coach will ask any of the questions provided in the weekly objectives section about the digital health and wellness messages. Refer to the [Weekly Objectives section](#).
3. Establish Participant's Agenda
 - a. The health coach will ask, "What would you like to focus on this week?"
4. Measure Participant Progress
 - a. The health coach will ask, "On a scale of one (Not so great) to ten (Great), how are you doing in meeting your goal?"
5. Set or revise SMART Goal
 - a. Set or check-in about SMART goal for the week
 - i. Refer to the [section on Setting SMART Goals](#) under Coaching Skills and Strategies

- b. Identify Barriers
 - i. Refer to the [Weekly Objectives – Week 3 and Week 5](#)
- c. Build Problem Solving Skills
 - i. Refer to the [section on Problem Solving](#) under Coaching Skills and Strategies
- d. Provide Resources
 - i. Refer to the Weekly Objectives - Week 6
- 6. Measure confidence level about achieving SMART goal
 - a. Refer to the [section on Assessing Confidence Level](#) under Coaching Skills and Strategies
- 7. Assess Stage of Change
 - a. Refer to the section on [Transtheoretical Model of Change](#)

Health Coaching Sessions, Week-by-Week

Weekly objectives have been established to guide the conversation during each health coaching session, and they pair closely with the digital messages. The health coach will consider the following weekly objectives and session framework, although each session should be personalized to meet the participant's needs.

Week 1

Introductions and Motivations

- Introduce health coach and participant
- Reminder that everything that is said within the coaching sessions stays between coach and participant
 - Sample Framing: “Thanks for meeting me today. Before we get started, everything we discuss in the six weeks together is completely confidential. (If Research: We do want you to keep in mind, since this is a study, we are still trying to explore the impact and effectiveness of this program. Data that we collect from our participants as a whole will be used to determine how well this program works, and we will not use specific data that will identify you.)
- Review purpose of Examen Tu Salud Digital Health Coaching
 - This project aims to support health and wellness for participants through implementing the *Examen Tu Salud / Examine Your Health* digital wellness coaching program. The program has been designed to support the health and wellness of your community.
- Answer any questions

- Do you have any questions? If I cannot answer them today I will get back to you within the next few days.
- Logistics
 - Verify contact information and upcoming sessions dates and times
 - Verify they've responded to simple texting text messaging platform with a "thumbs up" emoji
 - Ask the participant to save the simple texting phone number as Examen

Motivations for goal setting

- Determine a participant's motivation for setting health and wellness goals, by asking questions like these
 - What brought you to this program?
 - What do you want to work on?
 - Why is this important to you?
 - What do you hope to gain from these sessions?
- Set a SMART Goal
 - Let's work on setting a goal-- that's specific, measurable, attainable, relevant and timely. Setting a SMART goal will help focus your goal and increase your chance of completing it. So tell me, what specifically do you want to work on this week?

To be completed at the end of session

- Complete Health Coaching Form
- Update Participant Tracking Form

Week 2

Tips and ideas

- Explore a participant's inner perspective on incorporating healthy behavior into their day
 - How have the digital health and wellness messages inspired you to take action this week?
 - What did you do to meet your health and wellness goal from week 1?
 - What was something positive that happened regarding this goal?
 - Since the last session, what skills or behaviors have you been able to incorporate into your life?

To be completed at the end of session

- Complete Health Coaching Form
- Update Participant Tracking Form

Week 3

Overcoming barriers

- Acknowledge health behavior change is challenging and possible.
 - What challenges have you faced in meeting your health and wellness goals?
 - What can you do to address or mitigate those challenges?
 - What support do you need to overcome these challenges?
 - How can we modify your goal to make it more achievable and ensure success?
 - What's another way to achieve your goal?

- How have the digital health and wellness messages helped you to overcome challenges this week?
 - When asking confidence level for goal setting you can ask: What would help you move from x to (2-3 levels up)?
- Acknowledge a participant's efforts towards meeting their health and wellness goal
 - What has gone well and why?
 - Take a moment to celebrate that success.

To be completed at the end of session

- Complete Health Coaching Summary Form
- Update Participant Tracking Form

Week 4

Tips and ideas

- Explore a participant's inner perspective on incorporating healthy behavior into their day
 - How have the digital health and wellness messages inspired you to take action this week?
 - What did you do to meet your health and wellness goal from week 1?
 - What was something positive that happened regarding this goal?
 - Since the last session, what skills or behaviors have you been able to incorporate into your life?

To be completed at the end of session

- Complete Health Coaching Summary Form

- Update Participant Tracking Form

Week 5

Overcoming barriers

- Acknowledge health behavior change is challenging and possible.
 - What challenges have you faced in meeting your health and wellness goals?
 - What can you do to address or mitigate those challenges?
 - What support do you need to overcome these challenges?
 - How can we modify your goal to make it more achievable and ensure success?
 - What's another way to achieve your goal?
 - How have the digital health and wellness messages helped you to overcome challenges this week?
- Acknowledge a participants efforts towards meeting their health and wellness goal
 - What has gone well and why?
 - Take a moment to celebrate that success.

To be completed at the end of session

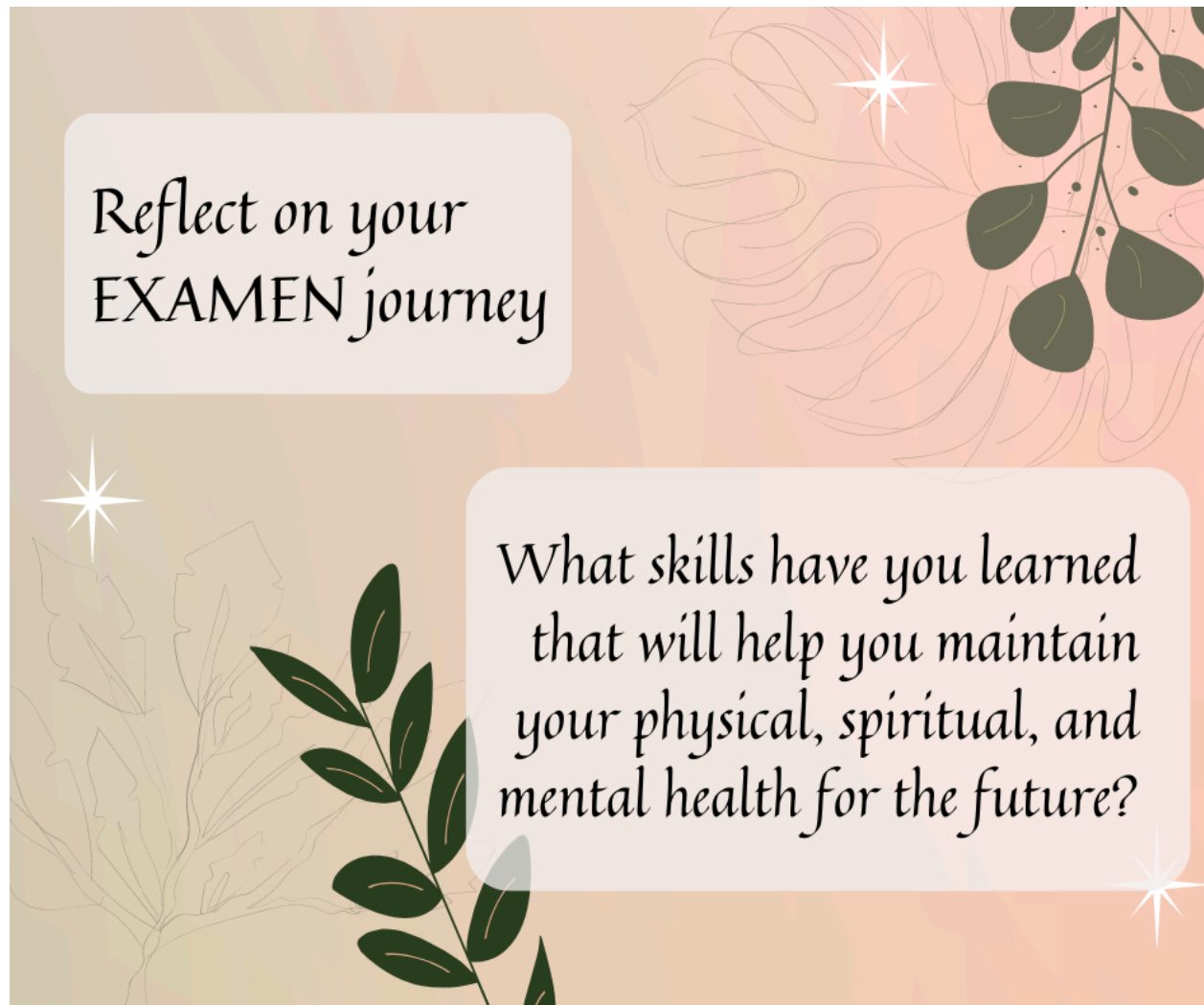
- Complete Health Coaching Summary Form
- Update Participant Tracking Form

Week 6

Planning for beyond Examen

- Reflect on their successes and progress over the last four weeks with health coaching
 - What skills have you learned that will help you maintain your future health?
 - What did you learn from this experience?
 - How will you maintain your health and wellness goal?
- Create a long-term plan to maintain or improve their health
 - In the next six months, how will you work towards maintaining or improving your health?
 - In six months, how would you like to see your health improved? What steps will you take to get there?
 - To improve your health and wellness, what goal(s) would you like to set and focus on over the next six months? What steps will you take to meet that goal?
 - Beyond the six months, how will you incorporate SMART goal setting and problem solving skills to improve your health and lifestyle?
- Recognize health and wellness goals can be achieved various ways
 - Using your long term goal as an example, create two or more SMART ways to help you achieve your goal.
- Review problem solving skills
 - Using your long term goal as an example, what steps would you take to overcome challenges (i.e. disruptive emotions and thoughts) that may arise?

- Provide information about available resources
 - What resources would you like more information about?
- Closing Ceremony
 - Congratulations! You have arrived at the end of the Examen Tu Salud program! You have worked hard towards your health goals while managing the many things going on in your life. Thank you for finishing the program and helping us learn more about how this program may help other healthcare workers like you. Remember, you are capable of completing what you've set out to do for your health and wellness. YOU have control over YOUR experiences. The skills you have learned and practiced over the last 6 weeks will help you continue to dedicate time to take care of yourself, which will help you better take care of others as well.
 - To close our time together, I would like us to read the following passage together;
 - I will EXAMEN my health....
 - Knowing that life is about being flexible with myself...
 - Reminding myself, "keeping my body in good health is a priority"...
 - I can't control externally what goes on outside, but I can control how I respond or react....
 - I will remember to eat lightly, breathe deeply, live moderately, and be happy for good long lasting health!
 - THANK YOU FROM THE BOTTOM OF OUR HEARTS! IT HAS BEEN A PLEASURE TO WORK WITH YOU.

Final Digital Message:

- (If Research/Evaluation: Interview and follow up survey information:
 - Example script on scheduling interview and sending follow up survey to participants:

“Before we end our last session today, there are two more steps we would like your help in to complete the program. In order for our team to learn how we can improve our program for future participants, we would love to

know more about your experience. In order to do so, first, there is a follow up survey that we would like you to complete. This is similar to the survey you completed in the beginning of the program. I can share the link with you now through the chat and send you the link via email after our session today. Or, if you would like, I can also text you the survey link as well.

Second, I would like to schedule an exit interview/discussion with another of our team members that have specific questions that we would like to know from you one-on-one on how your overall experience has been throughout the program. This interview is absolutely confidential. When you initially signed up for the program, the consent form described both the follow up survey and the interview at the end in order to complete the time you have spent with us in this program. Can we go ahead and set up

To be completed at the end of session

- Complete Health Coaching Summary Form
- Update Participant Tracking Form

Health Coaching Session – Summary Form

The health coach will complete a form to gather qualitative and quantitative data during each session. The form closely mirrors the session framework above, as well as, provides space for the health coach to note participant progress and coaching skills used. The form will help ensure consistent data collection across the health coaches. Researchers will then code and analyze the data.

EXAMEN Health Coaching Form

To be completed during every health coaching session.

Date:

<i>Date</i>

Start Time:

<i>Time</i>

Health Coach:

<i>Health Coach</i>

Participant ID:

<i>Participant ID</i>

Weekly Objective: *Select One*

Week 1: Health Coaching / Motivation for goal setting
Week 2: Health Coaching / Tips and ideas

Week 3: Health Coaching / Overcoming barriers

Week 4: Health Coaching / Planning beyond EXAMEN
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Digital Health and Wellness Message: "What messages stood out to you this week?"

<i>Participant Response</i>

Participant's Agenda: "What are you hoping to check in about today?"

<i>Participant Response</i>

Participant Progress: "On a scale of one to ten, how are you doing in meeting your goal?"

1 - Not so great.	2	3	4	5	6	7	8	9	10 - Great!
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Stress Scale: "On a scale of one to ten, what was your level of stress this week?"

1 - Not so stressed.	2	3	4	5	6	7	8	9	10 - Stressed!
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SMART - Specific, Measurable, Attainable, Relevant and Timely Goal: "What specifically do you want to do for this week? How will you measure your progress? What will you do to ensure you meet your goal? Why is this important to you? By when will your goal be completed?"

<i>Participant Response</i>

Confidence Scale: "On a scale of one to ten, what is your level in confidence in meeting your SMART goal?"

1 - Not so confident.	2	3	4	5	6	7	8	9	10 - Confident.
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Stages of Change: *Select One*

Pre Contemplation
Contemplation
Preparation
Action
Maintenance
Relapse

End Time:

<i>Time</i>

Health Coach Notes: What were their successes? What challenges are they facing?

How are they tracking their goal? What can they use more education around?

<i>Health Coach Response</i>

Topics Discussed: *Select all that apply* - What main topics were discussed during the session?

General Health
Healthy Eating / Nutrition
Wellness / Mental Health
Spirituality
Physical Health

Other

Strategies Used: *Select all that apply* - What health coaching strategies did you use during this session?

Open Ended Questions - e.g. What are some of your health goals?
Affirming - i.e. Statements of genuine appreciation and understanding that highlight the student's strengths
Reflective Listening - i.e. Clarify what you understood from the student and move in a positive direction
Summarizing - i.e. Brief and clear summary of what the student has shared SMART
Goals - a.k.a. Specific, Measurable, Attainable, Relevant, Timely
Problem Solving - i.e. Define the problem. Generate new ideas. Evaluate and select solutions. Implement and evaluate.
Ask Tell Ask - i.e. Ask what they know and what they want to know. Tell them what they want to know. Ask them if they understand and what else they want to know.
Setting the Agenda - i.e. Invite the participant to set the agenda to ensure their needs, interests, and preferences are met.

Health Coach Reflection: From your perspective, what are your thoughts about the entire coaching experience?

<i>Health Coach Response</i>

Follow-Up Support

The health coach will deliver follow-up support to participants through text message or email. Follow-up support will be used as a method to follow up and stay engaged with participants in between coaching sessions. After each coaching session, the health coach will provide participants a summary of their SMART goal and accompanying resources via email. And depending on participant interest, the health coach can also follow up by checking in on their progress, offering information/resources or providing referrals that would help them achieve their health and wellness goal via text or email.

Pre-Health Coaching Session Digital Support Text Message

FRIENDLY REMINDER:

We are meeting tomorrow at 12 PM. Talk soon! 😊

Post-Health Coaching Session Digital Follow-Up Support Email

SUBJECT: Health Coaching Follow Up

Hi [Participant],

Thank you for meeting with me today.

Based on our conversation, you want to start meditating as a way to better your mental and spiritual health. In the next week, you will meditate at least 2 times a week for 15 minutes, preferably on Monday and Friday before going to bed. I have included two 15 minute guided meditations videos to help you on your journey.

I'll check in with you later this week to see how you're doing in meeting your goal.

Best,

[Health Coach]

ATTACHMENTS: Video 1 and Video 2

Digital Follow-Up Support Text Message

CHECKING IN:

Hi [Participant]! How is your weekly goal coming along? Let me know if you need support or resources. 😊

Coaching Skills and Strategies

Health coaches will integrate motivational interviewing (MI) and health coaching skills to support and encourage participants in achieving their health and wellness goals.

Motivational interviewing will be implemented through the use of open-ended questions, affirmations, reflective listening, and summary (OARS) to identify and elicit change talk (Simmons & Wolever, 2013). Further, other health coaching skills that will be utilized include setting an agenda, setting smart goals, problem-solving, assessing confidence level, and closing the loop. These health coaching skills have both proven to be useful techniques to assist participants in reaching behavior change and improve their health and wellness outcomes (Simmons & Wolever, 2013).

Motivational Interviewing (MI)

Motivational Interviewing is a participant-centered coaching approach that can assist and promote healthy lifestyle changes. MI explores participant's feelings, beliefs, ideas, and values about health and wellness to address ambivalence about making long-lasting lifestyle changes (Rosengren, 2009). It is a process to evoke or elicit a participant's motivation or readiness to change. In essence, a coach will use MI microskills to guide the conversation with participants and elicit change talk and commitment language from the participants to promote healthy lifestyle changes (Rosengren, 2009). For the purpose of this guide the following MI skills have been selected: Open-ended questions, Affirmations, Reflective listening, and Summary (OARS).

OARS

OARS is an acronym that represents Open-ended questions, Affirmations, Reflective listening, and Summary. OARS are used to describe the fundamental tools health coaches can utilize to identify a participant's motivation to change their health behavior and to promote positive health behavior change (Miller et al., 1999).

Open-ended questions

Open-ended questions call for more than a single word, number, or date type of answers. Examples of open-ended questions can be:

- What are some of your health and wellness goals specifically around...
 - physical health?
 - healthy eating?
 - mental health?
 - stress management?
 - emotional health?
 - spirituality?
- What are you currently doing to manage your health and wellness?
- What were you hoping to gain by participating in this program?
- What is currently motivating you towards achieving your health and wellness goals?
- How confident do you feel in meeting your SMART goals?

These questions will allow the health coach to understand the participant, help set an agenda, and elicit change talk. Change talk is any indication that the

participant has a desire to make a change. Examples of change talk by participants include:

- I've been thinking about exercising more often to help relieve some of my stress.
- I want to improve my health by practicing gratitude daily.
- I heard about the EXAMEN Pilot Project and I think it will help me achieve my health goals.
- I talked to my family about cooking a meal at home together.
- I am ready to get started with journaling about my feelings.

Affirmations

Statements of genuine appreciation and understanding that highlight the participant's strengths (Rosengren, 2009). These can assist in reorienting and guiding a participant to the resources they have available to make change possible (Rosengren, 2009). The role of the health coach is to instill hope in participants and the belief that they are capable of making healthy lifestyle changes (Rosengren, 2009). Examples of affirmations include:

- You are determined and capable. Improving your health is an important goal and you want to find useful ways to achieve your goal. It's great that you are thinking about these things.
- You have a positive mindset. It's wonderful to hear that you see the benefits of practicing gratitude. Practicing gratitude can help improve your overall health and wellbeing.

- You are so proactive and resourceful! Tell me more about your health and wellness goals.
- It's really thoughtful of you to want to include your family. Let's think about some other ways we can invite your family to help you reach your health and wellness goal.
- You are confident and prepared. Journaling is a great way to process your feelings and emotions.

Reflective listening

The basis of MI, health coaches will use reflective listening to express their genuine interest, understanding, and empathy for the participants (Miller et al., 1999). Reflective listening also helps the coach to express acceptance, challenge, encourage exploration, and create momentum (Miller et al., 1999). The goal is to clarify what you understood from the participant and move in a positive direction (Rosengren, 2009). Examples of active listening include:

- You want to exercise more often to relieve stress in your life. Let's talk about what that looks like.
- You want to start practicing gratitude daily. Tell more about what you envision this looking like.
- Great! Let's talk about how we can support you in meeting your health and wellness goals.
- You want to cook a meal with your family. What meal would you like to cook with them?
- You're almost ready to get started! Let's work on creating a SMART goal.

Summary

The summary is a concise application of reflective listening that helps the coaches organize the participants' experiences using a brief and clear summary of what the participant has shared (Rosengren, 2009). The health coach will listen carefully and reinforce the ideas the participant shares. This tool helps participants organize their thoughts, experiences, and move forward with their lifestyle changes. Here's an example of a summary statement:

- You heard about EXAMEN and decided to join because you want to improve your health and wellness. You are already thinking about exercise and how to include your family in helping you achieve your goals.

Setting an agenda

The health coach will schedule the health coaching sessions in advance and include participants in agenda-setting to increase their participation and involvement (Miller et al., 1999). You can ask questions like:

- What do you hope to focus on over these next few weeks?
- What would you like to focus on during today's session?

Setting SMART goals

Making behavior or lifestyle changes can be difficult to get started. Oftentimes, setting goals can be overwhelming because we think about the big picture rather than the steps we will take to achieve the goal. Setting SMART goals helps transform a "want" into an achievable target. SMART is an effective tool that provides the clarity, focus and motivation you need to achieve your goals. To ensure clear and reachable goals, each goal should be:

- Specific (simple, sensible, significant)
 - What exactly do I want to do?
- Measurable (meaningful, motivating)
 - How much/many do I want to do?
- Achievable (agreed, attainable)
 - How likely am I to accomplish this goal?
- Relevant (reasonable, realistic and resourced, results-based)
 - Does this goal really matter to me?
- Time bound (time-based, time limited, time/cost limited, timely, time-sensitive)
 - What is the time frame for me to accomplish this goal?

If a participant wanted to increase their fruit and vegetable intake for the week, we want to work on crafting that “want” into a SMART goal. Here’s an example of what that conversation might look like:

Health Coach: Let’s work on setting a goal-- that’s specific, measurable, attainable, relevant and timely. Setting a SMART goal will help focus your goal and increase your chance of completing it. So tell me, what specifically do you want to do?

Participant: I want to eat more fruits and vegetables.

Health Coach: Can you tell me a little about why eating more fruits and vegetables is important to you?

Participant: When I eat more fruits and vegetables I tend to feel better both physically and mentally. I want to take care of myself in this way. Plus, I love fresh fruit!

Healthy Coach: Eating more fruits and vegetables is important to you because they help you feel better physically and mentally and you want to take care of yourself. How many more servings of fruits and vegetables would you want to eat in a day or a week?

Participant: Ideally, I'd want to eat two additional servings of fruits and vegetables a day.

Health Coach: Considering your current eating habits, is this a realistic or an attainable goal?

Participant: Realistically, no.

Health Coach: That's okay. Let's modify the goal to something more attainable.

Would you want to do one serving of fruits and vegetables a day instead?

Participant: Yes! That sounds more doable, but still feels like a difficult goal.

Health Coach: You know yourself best. How can we make the goal more attainable?

Participant: I can commit to eating one additional serving of fruits and vegetables two days out of the week.

Health Coach: Great adjustments! What meal of the day do you think is most appropriate?

Participant: When I first wake up so I don't forget. I think breakfast time would work best.

Health Coach: More fruits and vegetables for breakfast sounds great! What is the time frame in which you want to accomplish this goal?

Participant: I want to commit to it for the next week.

Health Coach: Great. For this week, you will eat an extra serving of fruits or vegetables (a ½ cup of raw carrots or ½ cup of strawberries), 2 days of the week during your breakfast meal. How does that sound?

Participant: Super doable!

Health Coach: On a scale of one (low) to ten (high), how confident do you feel in completing your SMART goal for the week?

Participant: Nine!

Health Coach: I look forward to hearing about your success at our next session.

Other examples of SMART goals include:

- For this week, I will walk for 15 minutes, 3 days of the week on Tuesday, Thursday, and Saturday after dinner.
- For this week, I will practice meditation for 15 minutes, 3 days of the week, on Monday, Wednesday, and Friday at noontime.
- For this week, I will think of three things I am grateful for daily before going to bed.

Problem Solving

Problem-solving is an essential tool that can help participants find solutions to barriers or problems they encounter in everyday life (Lorig et al., 2020). Problem solving can be used to ensure they are successful when the participant is crafting their SMART goal. In addition, it can be used to find alternative solutions when the participant does not achieve their goal. The following are steps that can assist with problem-solving:

1. Identify the problem
 - a. Look into why the participant was unable to achieve their goal

2. List ideas to solve the problem
 - a. Ask the participant to think of alternative solutions to achieving their goal
3. Select an idea to try
 - a. Let the participant choose which alternative solution they would like to try next to achieve their goal
4. Assess the results
 - a. Participant will have a week to use their alternative solution to achieve their goal
5. Substitute with another idea from the list you created on #2
 - a. If the participant does not achieve their goal, ask the participant to try another idea from their list of alternative solutions
6. Utilize other resources
 - a. Provide the participant with access to resources and support (i.e. health coach support, handouts, tools, etc.)
7. Accept that the problem may not have a solution at this time and can revisit at a later time (Lorig et al., 2020)
 - a. If the participant has tried several alternatives and none seem to work,
 - i. suggest revisiting the problem at a later time or
 - ii. suggest reassessing the problem to see if there's an underlying issue that needs to be addressed first.

The following scenario will be used to illustrate the problem-solving steps:

The participant had previously set a goal to exercise more often to help relieve their stress. However, they have not been able to achieve their goal because it had been raining for a week.

Here's an example of what that conversation might look like:

Health Coach: You have identified that the weather prevented you from achieving your goal. What are other ways to still be physically active without having to go outside?

Participant: I can watch an exercise video on YouTube and follow along. I can play some music and dance. I can practice yoga or Zumba.

Health Coach: You came up with great ideas. Which one would you like to try for this week in case it rains again?

Participant: I will practice yoga to relieve my stress in case it rains and I can't exercise outside.

Health Coach: You are ready to start your week! I look forward to our next session.

The following session:

Health Coach: Last week, you were going to practice yoga to relieve your stress in case it rained. How did it go?

Participant: I thought yoga was going to be easy and accessible, but it wasn't. I didn't do yoga.

Health Coach: Finding an effective alternative can be difficult. You provided a few other solutions last week, would like to revisit those or come up with new ideas?

Participant: I want to play music and dance instead of practicing yoga. This activity will help relieve my stress.

Health Coach: Regardless of the challenges you are facing, you are determined to keep working towards your goal. If you need additional resources or support, reach out to me through text. We can consider alternative ideas.

The following session:

Health Coach: Tell me about your week, how did it go with playing music and dancing to relieve your stress?

Participant: I found a great playlist online! It helped me get active and want to start dancing. I danced for at least 20 minutes three times this week which was my goal and I felt less stressed afterwards.

Health Coach: Congratulations on achieving your goal! You found an alternative solution that works for you.

Alternative ending:

Health Coach: Tell me about your week, how did it go with playing music and dancing to relieve your stress?

Participant: Well, I had a lot on my mind and had to prioritize my time with responsibilities. I didn't meet my goal.

Health Coach: You are doing the best you can and perhaps it's not a good time to use exercise as a way to relieve your stress.

Participant: Yes, I see now that I have too much on my plate and don't have the time or focus to achieve my goal.

Health Coach: We can revisit this goal when you are ready.

Assessing Confidence Level

Participants will assess their own confidence level in achieving their health goal for the week (Lorig et al., 2020). The health coach will ask, “On a scale of zero to ten, where zero indicates no confidence and ten indicates high confidence, how confident are you that you will meet your health goal for the week?”

When a participant rates a confidence level below seven, the health coach will begin to list possible solutions. This may result in a modified health goal that is more achievable to the participant, thereby increasing their confidence level. Increasing their confidence level to a seven or greater is a critical step to ensure their success in meeting their weekly health goal (Lorig et al., 2020).

When a participant rates a confidence level seven or greater, the health coach will affirm their confidence and restate the health goal. A confidence level of seven or more indicates the participant is more likely to be successful with their weekly health goal (Lorig et al., 2020). Health coaches will integrate motivational interviewing and problem solving to increase the participant’s chances of success.

Closing the health coaching session

The health coach will use this as an opportunity to check-in with the participant before ending the health coaching session. The participant will tell the health coach what they understood from the session in their own words (Bodenheimer & Ghorob, 2018).

Closing the health coaching session is a reference point to help participants understand what comes next and reflect on what other tools can be used to reach their health and wellness goals.

Here are examples of closing the health coaching sessions transitions, the health coach might say:

- Tell me what the takeaways from our session were today.
- Remind me of your plan or SMART goal for this week.
- What type of support do you have to help you reach your goal?
- What type of additional support do you need to reach your health or wellness goal?

The Transtheoretical Model in Coaching

The Transtheoretical Model (TTM) is commonly referred to as Stages of Change and it is used to integrate processes and principles of change across multiple theories of behavior change and cognitive intervention (Prochaska et al., 1997). The model refers to how behavior change unfolds and the different stages that an individual progresses through when considering and trying to implement behavior change. These stages of change are as follows:

Stage 1: Precontemplation

- The participant has not begun thinking about making a change within the next six months
 - A participant at the precontemplation stage of change might say, “I haven’t thought much about my health” or “I don’t know what my health goals are.”
 - In response, the health coach might ask, “What do you hope to gain by participating in the Examen Tu Salud Digital Coaching program?.” This open-ended question explores the participant’s desire to improve their health and wellness.

Stage 2: Contemplation

- The participant might have thought about and might want to make a change in the next six months but has not spent much time or energy planning
 - A participant at the contemplation stage of change might say, “I want to eat healthier and be more physically active.”
 - In response, the health coach might say, “You want to eat healthier and be more physically active. Which goal would you like to focus on this week?”

Offering a reflective statement can help the participant acknowledge their health and wellness goals, as well as move the conversation towards goal setting.

Stage 3: Preparation

- The participant is planning to make a change soon and they have a plan of action
 - A participant at the preparation stage of change might say, “I’ve created a meal and exercise plan for next week.”
 - In response, the health coach might say, “That’s an amazing first step. Tell me more about the meal and exercise plan that you created. Let’s ensure it can set you up for success using the SMART goal approach. Is it specific? Is it measurable? Is it attainable? Is it realistic? Is it time-bound?”
- Modifying their current plan to be more SMART goal oriented will help them be more strategic in their approach and increase their chances of achieving their health and wellness goal.

Stage 4: Action

- The participant has made modifications and lifestyle changes within the last six months
 - A participant at the action stage of change might say, “I started my meal and exercise plan last week.”
 - In response, the health coach might ask, “Congratulations! What were some of your successes? And what were some of your challenges?”
- Highlighting their success can help increase their motivation towards achieving their health and wellness goals. While asking about their

challenges opens the conversation to building their skills around SMART goals and problem-solving.

Stage 5: Maintenance

- The participant has been successfully practicing a lifestyle change for a while
 - A participant at the maintenance stage of change might say, “I have been following my meal and exercise plan for the last six months.”
 - In response, a health coach might say “You have come a long way in this short amount of time. You are committed to your health and wellness and it shows! What are some ways to sustain this lifestyle change to continue for the next six months?” Sharing words of affirmation can help participants maintain their goals and build their confidence.

Stage 6: Relapse

- The participant stops the change behavior and potentially returns to one of the other former stages
 - A participant at the relapse stage of change might say, “I haven’t been following my meal and exercise plan for two weeks. Balancing all my commitments has been stressful and I’ve had to prioritize my time elsewhere.”
 - In response, a health coach might say “You are doing the best you can given the circumstances. Let’s work together and explore your options. For example, we can look at revamping your health and wellness goal to be more aligned with your current lifestyle. How does that sound?”

The Transtheoretical Model helps inform how health coaches will guide participants through the behavior change process. During health coaching sessions, the health coach will identify what stage of change a participant is in. Once the stage is identified, the health coach will strategically use coaching strategies to guide participants through the next stage of change. Participant's behavior change process will be assessed at each weekly coaching session.

Health Coach Frequently Asked Questions (FAQs):

What should I do if my participant stops responding to me?

- Please always initiate contact via multiple forms of communication (text, email, and/or phone). If participant does not respond, wait two business days. Try a different method of communication from first attempt(s). Please try again in two business days. Keep chain of communication for two weeks. If they still do not respond, have Research Assistant (RA) in charge of the Simple Texting Platform stop future messages.
- Please also inform the Program Director of what is happening so they are aware.

If my participant consistently cancels and/or misses their health coaching sessions, what are my options?

- Always speak to the Program Director to inform them of what is happening. Be sure to consistently outreach to the participant through multiple forms of communication (text, email, and/or phone). If the participant does not respond, please see question/answer 1.
- If the participant responds after your outreach and wants to continue, you may combine 2 sessions into one. Please inform the participant first to let them know your plans.

What if my participant does not want to provide specific health and wellness goals to work on throughout the program?

- Get creative! Try as much as possible to relate their goals to more general health and wellness topics such as physical, mental, and/or spiritual health!

- If you get stuck, reach out to other health coaches and the Program Director for guidance!