

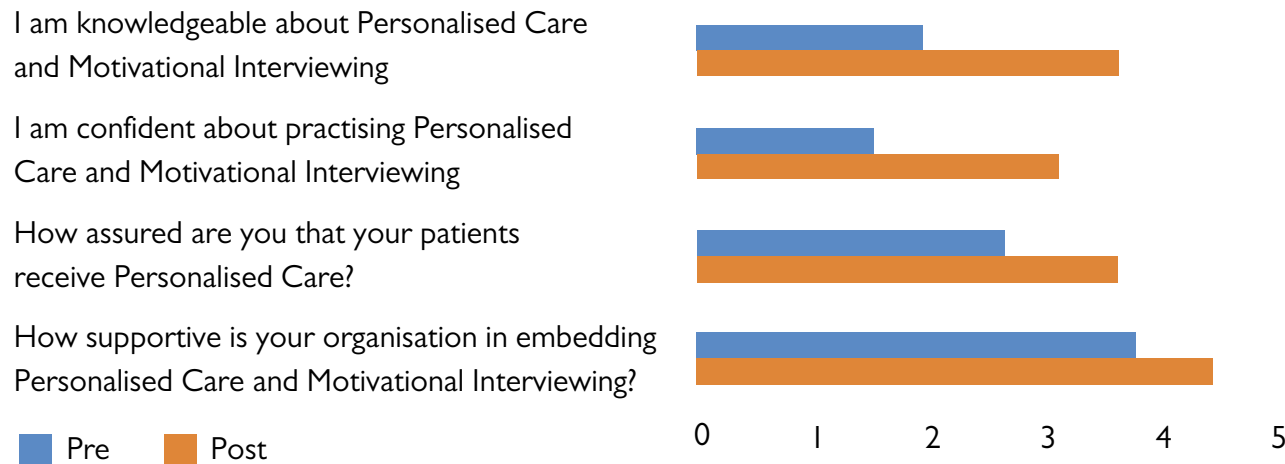
CASE STUDY: NON-CLINICAL HEALTH COACHES

SUSSEX MSK PARTNERSHIP

Context: Embedding Personalised Care into practice is an organisational developmental intervention. It is about challenging and changing often long-held beliefs and behaviours. Our approach was to use real issues that teams are grappling with, to test and align the relevance of their learning to their own challenges.

What We Did: We delivered a bespoke 1.5 day programme to support teams to understand and embed Shared Decision Making, Motivational Interviewing, and Personalised Care approaches within current practice. It enabled teams to explore the benefits of practicing these tools and techniques and the key challenges to implementing it. The programme supported teams to understand and explore how they could take a more person-centred approach, improve patient involvement and manage risk.

Impact: Pre and post comparison to the baseline questions asked to participants:



“
This is the best course I’ve been on in my current role, thank you so much.
”

Participant

For further details about this piece of work, or to discuss how we can support you, please get in touch:



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