Evaluation of a Specialty Pharmacy Health Coaching Program
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BACKGROUND
- Fairview Specialty Pharmacy provides comprehensive therapy management (TM) for patients
- Some patients have additional social, physical, psychological needs that may be unmet by a pharmacist or nurse
- A health coach is employed to address complex patient needs and positively influence social determinants of health
- Projected benefits of health coaching program for patients:
  - Holistic support for health and mental well-being
  - Identifying and overcoming barriers to healthy coping
  - Identifying additional resources for support

OBJECTIVE
- Determine the impact of a health coach in patients who receive specialty pharmacy services as measured by:
  - Number of referrals to this program
  - Patient satisfaction and perceived impact on health
  - Impact on patient-reported depression scores, Patient Health Questionnaire (PHQ-9)

METHODS
- Health coaching services were offered to patients during initial call or in response to a trigger such as:
  - Emotional distress
  - New chronic illness diagnosis
  - Life transition
  - Coping issues
  - Stress management
  - Desire to make lifestyle changes
  - End of life
  - Advanced care planning
- Initial outreach call:
  - Provided program overview
  - Confirmed interest
  - Determined focus area (Table 1)
  - Encouraged goal setting
  - Documented baseline PHQ-9 depression score
- Follow up calls focused on goals; referrals for services documented.
  - Following 3rd call:
    - PHQ-9 given
    - Satisfaction survey mailed

RESULTS
- 623 health coaching assessments completed in 82 patients from 4/2016-1/2019 (Figure 1)
- Most common coaching focus (46% of patients) was emotional/spiritual and loss/grief (Table 2)
- PHQ-9 Depression Score was assessed in 54 patients at baseline and after session 3 (Tables 3 & 4):
  - Improvement occurred in 30 patients (56%)
  - In patients with baseline moderate to severe depression, 70% of patients experienced decreased depression
- Anonymous patient experience survey (n=21) revealed positive impact on patient health by working with health coach (Figure 2):
  - 86% strongly agreed or agreed that their physical health improved
  - 95% strongly agreed or agreed that their mental health improved
  - 100% strongly agreed or agreed that they were satisfied with this program
- Health coach referred 36/82 patients (44%) to additional services (Table 5)

CONCLUSIONS
- This specialty pharmacy health coaching program was impactful as measured by:
  - High patient satisfaction
  - Positive patient perception of program impact on physical and mental health
  - Improved patient depression scores
  - Referrals to other resources
  - Because the health coach program provides benefits beyond improving depression, we transitioned from measuring PHQ-9 to PROMIS-2, which evaluates and monitors physical, mental and social health.