Evidence Base

Wellcoaches Coaching Protocol at the Workplace

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Wellcoaches Protocol was developed and published in the Coaching Psychology Manual since 2009; 14,000 coaches in 50 countries are trained since 2002.

22 peer-reviewed research studies with 194 coaches working with 34,492 patients/clients delivering 128,076 coaching sessions between 2009-2020.

All studies showed beneficially positive, statistically significant outcomes: Obesity, diabetes/pre-diabetes, cardiovascular risk factors, lifestyle medicines, wellness, cancer, fibromyalgia, smoking cessation, physician burnout.
evidence base in the workplace

8 peer-reviewed research studies of 155 coaches working with 28,579 patients/clients delivering 111,150 coaching sessions between 2009-2020 with all showing significantly positive outcomes
<table>
<thead>
<tr>
<th>Study</th>
<th>N</th>
<th>Weeks of Coaching</th>
<th># Sessions</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mettler et al (2014)</td>
<td>177</td>
<td>12</td>
<td>12</td>
<td>Lower BMI</td>
</tr>
<tr>
<td>Rivera et al (2018)</td>
<td>2509</td>
<td>24</td>
<td>6</td>
<td>Improved fitness</td>
</tr>
<tr>
<td>Long et al (2016)</td>
<td>25,504</td>
<td>52-104</td>
<td>3+</td>
<td>Improved biometrics</td>
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<tr>
<td>Edman et al (2019)</td>
<td>54</td>
<td>12</td>
<td>6</td>
<td>Lower anxiety</td>
</tr>
<tr>
<td>Sforzo et al (2014)</td>
<td>203</td>
<td>12</td>
<td>12</td>
<td>Lower blood pressure</td>
</tr>
<tr>
<td>Djuric et al (2017)</td>
<td>42</td>
<td>12</td>
<td>7</td>
<td>Increased activity</td>
</tr>
<tr>
<td>Eisenberg et al (2017)</td>
<td>40</td>
<td>15</td>
<td>8</td>
<td>Improved biometrics</td>
</tr>
<tr>
<td>McGonagle et al (2020)</td>
<td>50</td>
<td>12</td>
<td>6</td>
<td>Decreased burnout</td>
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</table>
Mettler et al (2014)

- Employees (N = 177) in a worksite wellness program
- 12-week program with weekly coaching sessions
- Managing or losing weight surveyed as number one priority
- 12 weeks of coaching:
  - Improved readiness to change behavior with ~35% moving to action or maintenance phase for physical activity
  - Increased motivation and confidence for sustaining healthy weight, healthy eating, physical activity, and achieving life satisfaction
  - Lowered weight and BMI

CONCLUSIONS
The Wellcoaches protocol was effective at improving motivation for behavior change and BMI.
Rivera et al (2018)

- Studied over 5,000 Army community members (i.e., soldiers and their families)
- Participants in Army Wellness Program- assessments, health education, and health coaching
- Recommended health coaching once monthly over 3-12 months
- Participants experienced:
  - Significant decline in BMI (n=2509)
  - Significant improvement in cardiorespiratory fitness (n = 110)
  - Significant decline in blood pressure (n = 1909)
  - Significant decline in perceived stress (n = 342)

NOTE: various values for n related to availability of follow-up tests

CONCLUSIONS
- Large-scale project with excellent results even though participants were fairly young (34 y) and generally healthy at baseline
- Demonstrates integration of Wellcoaches coaching team in a wellness program benefitting risk factor profile
• Employee population (N = 25,504) of international health care organization

• Wellcoaches-trained coaches of diverse backgrounds
  • (e.g., registered nurses, registered dietitians, exercise physiologists, certified diabetes educators)

• Delivered 90,298 one-hour coaching sessions

• Coached employees had better improvements across all outcomes
  • Biometric, psychometric, and behavioral ...99 outcomes measured

CONCLUSIONS

• Greatest engagement with Wellcoaches-trained coaches had the best results.
• Huge project, demonstrating health-benefiting power of the Wellcoaches Protocol.

1. Motivation to change unhealthy behavior: significantly greater with coaching
2. Job stress: significantly less with coaching
3. Improved Employee Retention (lesser voluntary and involuntary termination)
4. Condition-specific compliance (diabetes, hypertension, hyperlipidemia): Up 6.3% with coaching
5. Cholesterol, blood pressure, glucose: all significantly lower with coaching
6. Nicotine Use: 26% less with coaching
7. Medical Claims Costs: down 14.4% with coaching

Edman et al (2019)

• Study of 54 healthcare workers (aged 53 y) with at least one heart disease risk factor
• Three months with at least six coaching sessions by Wellcoaches –trained coaches (sole intervention)
• Improved biometric outcomes (reduced weight, blood pressure)
• Improved psychometrics outcomes (stress, fatigue)
• More lifestyle medicines (increased exercise habits)

CONCLUSIONS
Working with At-Risk Patients the Wellcoaches Protocol (as sole intervention) yielded excellent results
Sforzo et al (2014)

- Studied a university-based employee population (N = 272 with 203 provided coaching)
- Provided extensive wellness program including access to Wellcoaches coaching services
- Weekly coaching sessions over 3-6 months
- Health risk appraisal showed significant improvements and health benefits
  - Improved fitness, nutrition, safety and lowered body weight
- Only those with coaching saw
  - Significantly decreased blood pressure in normo- and hypertensive individuals

CONCLUSIONS

- Coaching well integrated into a highly successfully employee wellness program
- Clear added benefits (reduced blood pressure) due to a coaching effect driven by the Wellcoaches Protocol


- Patients (aged 52 y; N = 42) at University of Michigan’s health clinic
- Wellcoaches-trained coaches (medical assistants) offered 6-8 coaching sessions over three months to improve exercise, nutrition, or sleeping habits
- Improved waist circumference, BMI, and minutes of physical activity
- Improved sleep, stress, and fatigue scores

CONCLUSIONS

- Program was health and wellbeing coaching alone
- Health coaching can be cost-effective method for improving patient health, and reducing physician time spent counseling patients

Eisenberg et al (2017)

• Analyses of risk factors in middle-aged employees of the Culinary Institute of America
  • Average age 48 y; N = 40; CIA employees with chefs excluded from study sample
• Culinary education (5 h/week) plus health education for 14-16 weeks
• Wellcoaches coaches provided 2-3 coaching sessions/mo for 14-16 weeks
• Significant post-program decreases in BMI, waist circumference, systolic and diastolic blood pressure, and total cholesterol

CONCLUSIONS
Combining wellness coaching with intensive cooking/nutrition education substantially improved risk factor profile in middle-aged employees over 3-4 months

McGonagle et al (2020)

• Physicians (N = 59) recruited from four medical practices in Boston area
• Randomized and Controlled study with follow-up measures
• Six coaching sessions from team of coaches (3/5 were Wellcoaches–trained)
• Reduced scores of burnout (N=50, completed all outcome measures)
• Improved work engagement and job satisfaction scores
• Improved psychological capital (resilience, hope, optimism, and self-efficacy)
• Sustained benefits reported at three months after coaching

CONCLUSIONS

• Healthcare worker burnout is a huge problem (especially given COVID pandemic); Physicians are especially affected
• Coaching is an important intervention for physicians minimizing burnout effects that impact doctor, patient, and healthcare

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Reference</th>
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<tbody>
<tr>
<td>Higher work engagement</td>
<td>(McGonagle, 2020)</td>
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<tr>
<td>Higher retention</td>
<td>(Long, 2016)</td>
</tr>
<tr>
<td>Increased psychological capital</td>
<td>Hope, efficacy, resilience, optimism (McGonagle, 2020)</td>
</tr>
<tr>
<td>Reduced job stress</td>
<td>(Long, 2016)</td>
</tr>
<tr>
<td>Decreased burnout</td>
<td>(McGonagle, 2020)</td>
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<tr>
<td>Lower fatigue</td>
<td>(Djuric, 2017; Edman, 2019)</td>
</tr>
<tr>
<td>Reduced life stress</td>
<td>(Rivera, 2018; Djuric, 2017; Edman 2019)</td>
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<tr>
<td>Better sleep</td>
<td>(Djuric, 2017)</td>
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<tr>
<td>Lower blood pressure</td>
<td>(Eisenberg, 2017; Rivera; 2018; Sforzo, 2014)</td>
</tr>
<tr>
<td>Healthier habits</td>
<td>(Djuric, 2017; Edman, 2019; Eisenberg, 2017; Mettler 2014; Rivera, 2018)</td>
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Wellcoaches Protocol at the Workplace

Mindset & Lifestyle Behaviors

Improve Healthy Behaviors
- More Exercise
- Better Food Choices
- Better Sleep

Wellcoaches Protocol

Lower blood pressure
Improved cholesterol
Less stress/anxiety
Less burnout
Enhanced fitness
Lower weight/BMI