



Cleveland Clinic eCoaching

WELCOME GUIDE





ABOUT US

Who We Are & What We Do

The eCoaching team is a group of health coaches who have connected with thousands of clients around the world. We collaborate with clients to create sustainable, life-long behavior change through message-based conversations. Our goal is to help clients discover their strengths, create awareness, and explore resources.

HOW TO BE SUCCESSFUL IN YOUR PROGRAM

Coaching is a partnership. The more you invest in the partnership with your coach, the more personalized conversations will become. We know change can be uncomfortable, but with the right mindset you can set yourself up for success.

Successful clients are:

- Willing to change and open to challenges
- Authentic and honest
- Committed to their best self
- Communicating regularly
- Focused on sustainable changes versus quick fixes

The secret of making progress is to get started.

–Mark Twain

YOUR HEALTH & WELLNESS VISION STATEMENT

Having a desire for better wellness is a powerful driving force for behavioral change but it's only a starting point. Let's start by considering the many benefits of creating your Health and Wellness Vision Statement:

CLARITY: Through reflection you can turn your goals and aspirations into clearly defined habits and behaviors.

INSPIRATION: Inspiration helps us persevere, build resilience, and bounce back from setbacks.

ACCOUNTABILITY: Accountability allows you to monitor your progress, celebrate wins, learn more about yourself, and identify areas for additional support.

3 Steps to writing a Health and Wellness Vision Statement

1. **Reflect:** Envision the healthiest version of you. What are your routines and habits? How does it feel?
2. **Write it out:** There is power to writing your vision. Use words that are realistic but also affirmative and empowering.
3. **Post it & Review:** Display your vision statement as a daily reminder. Vision statements can change. Review and revise as needed so it always inspires you.

SMART GOALS

WHEN SETTING GOALS, USE THE 'SMART' STRUCTURE.
USE THE QUESTIONS BELOW TO CREATE YOUR GOALS.

S	<u>SPECIFIC</u> WHAT DO I WANT TO ACCOMPLISH?	
M	<u>MEASURABLE</u> HOW WILL I KNOW WHEN IT IS ACCOMPLISHED?	
A	<u>ACHIEVABLE</u> HOW CAN THE GOAL BE ACCOMPLISHED?	
R	<u>RELEVANT</u> DOES THIS SEEM WORTHWHILE?	
T	<u>TIME BOUND</u> WHEN CAN I ACCOMPLISH THIS GOAL?	



GOALS

TAKE TIME TO REFLECT ON EACH OF THESE CATEGORIES. YOU CAN WRITE A GOAL FOR EACH ONE OR MAKE 1-3 THAT FEEL MOST IMPORTANT TO YOU RIGHT NOW.

CATEGORY	WHAT I'M DOING WELL	WHERE I NEED IMPROVEMENT	MY GOALS
FAMILY + FRIENDS			
WORK / SCHOOL			
BODY			
MENTAL HEALTH			
SPIRITUALITY			
OTHER			





Weekly Habit Tracker

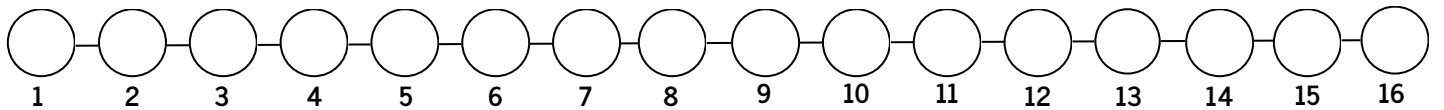
CLEVELAND CLINIC WELLNESS ECOACHING

MY EHP HEALTHY CHOICE GOAL(S):

Daily or Weekly Habit:

Daily or Weekly Habit:	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Ex. walk at lunchtime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Weeks of emails completed:



Notes/Other Goals:



Your EHP Healthy Choice eCoaching Roadmap



January - March

- Review your Personal Program Requirements
- Register by March 31
- Email your coach weekly
- If applicable, submit aBFA/appeal by March 31

April - June

- Register by June 30 for partial credit
- Email with your coach weekly
- Access your progress towards your goals

July - September

- Assess your progress towards your goals
- From Aug 15 - Sept 30, submit your final metric (weight and/or cotinine)
- Continue to email weekly

October - December

- Continue your established habits to maintain your progress
- Stay connected with your coach for ongoing support through the holiday season



Your EHP Healthy Choice eCoaching Roadmap



Accountability

- Your Health Coach is a guide along your journey
- Email them weekly, revisit and assess your progress towards your goals, and navigate your detours and wins together

Participation

- Register by 3/31 and email a minimum of 16 weeks for full participation credit
- Register by 6/30 and email a minimum of 10 weeks for partial participation credit

Final Metrics

- From Aug 15 - Sept 30, submit your final metric (weight and/or cotinine lab), even if you don't meet your goals completely
- Meeting/exceeding your goal AND participation is required to maximize the discount earned

Maintenance

- Continue your established habits to maintain your progress
- Stay connected with your coach for ongoing support through the holiday season

Frequently Asked Questions

Q: What is coaching?

A: Health coaching takes a client-centered approach to enhancing well-being through creating and sustaining behavior change. Health coaching honors the fact that each of us is an expert on our own lives. Health coaches partner with clients to help them discover their needs, tap into their internal strengths, environment, and external resources to make sustainable, life-long behavior changes. What makes health coaching different from 'traditional' coaching is that it is self-directed. Meaning, that in your interpersonal relationship with a health coach, you will decide your own goals, engage in self-discovery, and learn how to self-monitor your behaviors to promote personal accountability toward your version of health & wellness. The wellness eCoaching team incorporates the foundations of health coaching into our programs.

Q: Why should I have a coach?

A: Wellness is personal and the steps you take to reach your wellness goals should be personal too. Coaching is designed around YOU – your schedule, your lifestyle, and your goals. We pair you with a coach who provides you with guidance and education to reach your individual goals. Your coach is there to keep you motivated, build your self-confidence, help you solve problems, and keep you accountable.

Q: How often should I email my coach?

A: Frequent communication is key. Most successful participants typically email at least 1-2 times per week. The ideal number of emails per week can vary from person to person, so talk with your coach about a schedule that works for you. As a reminder, for full participant credit, you will need to send 16 weeks of emails.

Q: What am I supposed to send in my emails?

A: In your emails, you can send basic information like updates on weight loss and your habits, or more complex thoughts like desires for your physical health and emotional wellbeing. The more you invest in our partnership, the more personalized your conversations become and that leads to more meaningful change.



Frequently Asked Questions Continued

Q: Why do I keep getting emails every week asking how I'm doing?

A: Those check-in emails are what we call a nudge. If your coach hasn't heard from you in a few days they'll send a nudge to see how you're doing and remind you to continue sending emails to stay active and engaged in the program. We still need emails from you, so keep in mind that these nudge emails are not replacing your messages to your coach.

Q: Will my coach provide me with a workout program or diet plan?

A: We can provide suggestions for general exercise and healthy eating guidelines. However, our team does not provide individualized workout or diet plans as it does not align with the scope of health coaching. EHP does offer other options for receiving nutrition and fitness services. You can find more information at <https://employeehealthplan.clevelandclinic.org/Home/Member-Offerings/Tier-1-Weight-Management>

Q: How long do I have to complete my eCoaching program?

A: You will have until September 30th, 2024 to complete all of the program requirements.

Q: How will my coach connect with me?

A: Your coach will reach out to you using the email address you registered with.

Q: How do I know what my goal is?

A: Your coach will share your specific goal(s) with you in their first email. Once paired with a coach, you can also see your goal(s) in the Healthy Choice Portal.

Q: What if I want to appeal my health status?

A: If you plan to file an appeal, you must contact EHP do so by March 31st , 2024. To contact EHP, please visit: <https://employeehealthplan.clevelandclinic.org/Home/Contact>

Q: Who do I contact if I still have questions?

A: If you have additional questions, please email us at eCoaching@ccf.org



Additional Resources

Personal Program Requirements:

<https://employeehealthplan.clevelandclinic.org/getmedia/3af61b56-4d37-413e-af46-89f8ec0f2886/0124-Chronic-Requirements-e-coaching.pdf>

Gym memberships:

<https://employeehealthplan.clevelandclinic.org/Home/Member-Offerings/Join-a-Gym>

Nutrition and Related Services:

<https://employeehealthplan.clevelandclinic.org/Home/Member-Offerings/Tier-1-Weight-Management>

Coordinated Care Incentive FAQ:

<https://employeehealthplan.clevelandclinic.org/Home/Coordinated-Care/Coordinated-Care-Incentive-FAQs>

Healthy Plan FAQ:

<https://employeehealthplan.clevelandclinic.org/Home/Resources/FAQs>

Employee Assistance Program (Caring for Caregivers):

<https://employeehealthplan.clevelandclinic.org/Home/Resources/Employee-Assistance-Program>

"Well-being is realized by small steps, but is truly no small thing."

-Zeno

