

Lifestyle Coaching Programs Process Flow Chart

Potential program participants are identified to receive an intake call through either the Mayo Clinic Health Risk Assessment or other screening tool.

Intake Call

Participant enrolled if ready, or directed to resources to help move along behavior change continuum.

Education Call

- Resources reviewed specific to participant risk factors
- Encouragement to call when ready to enroll

Assessment Call

- Behavior change counselor conducts 30-minute assessment
- Reviews risk factors, identifies medical conditions, medications
- Provides detailed explanation of how program works and benefits of program
- Goals are set based on participant input

Behavior Change Facilitation – Calls Over 6 Months

- Review progress towards goals - set new goals for next call
- Check confidence level for achieving set goals
- Coach on barriers, triggers, learn from successes
- Arm with relapse prevention strategies
- Participant may contact counselor between calls for additional support.

Outcome Calls – at Program Conclusion and at Six Months

- Outcomes measured are module-specific and include satisfaction, efficacy, behavior change and goal achievement
- Encouragement to re-enroll, if company approved

