

## **Health Coaching story**

### **Decision support: Ted\*, 66, BPH**

#### **THE SITUATION**

Ted received a call from his Health Coach, who calls him regularly to support him in managing his diabetes. After talking about meal planning for diabetes and what he is doing to manage his blood sugar and also lose weight, Ted admitted that he was having bothersome urinary problems. His doctor had recently diagnosed him with benign prostatic hyperplasia (BPH) and prescribed medication. He was worried that his BPH may be a sign of cancer.

#### **HEALTH COACHING**

- The Health Coach explained that BPH is a noncancerous enlargement of the prostate, and that it's very common in men as they age. Ted said that his doctor wanted to do some tests to check the flow of his urine, and Ted was concerned that the tests could affect his sexual function. The Health Coach explained how the tests work and that they do not affect sexual function, but that some BPH treatments do.
- Ted said he was taking the Flomax his doctor prescribed and was interested to know about other options, including the surgery that his doctor mentioned. The Health Coach offered to send a Shared Decision-Making® video, "Treatment Choices for Benign Prostatic Hyperplasia." The Health Coach also explained how Ted could use the Dialog Center<sup>SM</sup> Web tools to access the Healthwise® Knowledgebase online anytime he needed healthcare information.
- The Health Coach called Ted a week later to see if he had any questions about the video. He said the video helped him learn more about his options and gave him a more realistic sense of the possible pros and cons of the treatment choices. He said he decided to continue taking medication, which was helping somewhat with his symptoms, and that he would like to avoid surgery because of the possible problems with sexual dysfunction.
- The Health Coach will continue to check in with Ted periodically to support him in managing his diabetes, and Ted knows he can call his Health Coach anytime he needs information or support.

#### **OUTCOME**

- Because of Ted's ongoing relationship with his Health Coach, he felt comfortable talking about a very personal topic—his BPH and his concerns about cancer and sexual dysfunction. The Health Coach was able to alleviate Ted's concerns by taking the time to listen to him and providing reliable information about his BPH.
- Ted was relieved to learn that BPH is not cancer, and that he has other treatment options to choose from if his symptoms get worse. By learning about his choices, he was able to make an informed decision to not have surgery at this point.
- Ted continues to actively manage his diabetes and understands how to manage his diet and make healthy food choices to control his diabetes. He also feels more confident knowing that he has the support of his Health Coach.
- Ongoing Health Coach support taught Ted how to improve his self-care skills and where to find reliable healthcare information. These skills and resources will help him deal with future medical issues.
- Ted's doctor is confident that Ted has access to reliable information and personal support 24 hours a day, 7 days a week. Working with a well-prepared and well-informed patient allows Ted's doctor to provide quality care by making the best use of doctor and office staff time.

\*This story is a representative example of how a member experiences Health Coaching. Any names and facts of real individuals used to create this story have been changed to protect privacy.