

Clinician details
<u>Profession:</u> Speech Pathologist <u>Role:</u> speech pathology therapy session <u>Type of program:</u> n/a <u>Type of organisation:</u> Public hospital Tamara Morey, Speech Pathologist, Rural Health Team, Goulburn Valley Health, Ph. 0358323100
Client demographic details (de-identified)
<u>Fictitious name:</u> Enid <u>Age:</u> 53 <u>Gender:</u> Female <u>Other:</u>
Presenting issues
<u>Referral issues:</u> Referred by GP for voice issues secondary to nerve damage caused during surgery to cervical neck. Had left vox implant inserted for partial vocal cord palsy. <u>Client-identified issues:</u> voice “runs out” by end of day
Initial general goal selected to work on
<u>General goal:</u> improve quality of voice <u>RIC scores/categories:</u> R= 10 I= 10 C = 7
Barriers to health behaviour change identified in consultation (BEST)
Patient works as a receptionist, and therefore uses her voice all day without rest. Enid also has an aversion to drinking water...however drinks lots of tea, which she feels is just as good for her as water because she drinks it black (even though it contains caffeine). Patient feels she will be unable to “fit in” voice exercises
Facilitators for health behaviour change identified in consultation (BEST)
<u>Intrinsic motivators identified:</u> Better quality of life- social factors, i.e, communicate with customers, family and friends better. Healthier-if increases water intake <u>Facilitators identified or applied to address barriers:</u> Discussed different ways Enid could get more water daily. E.g, adding lemon juice to add flavour. Discussed other options to hydrate vocal cords that could be implemented during the day without disrupting routine. Decreasing tea intake without removing it completely. Enid agreed she could bring a book to work to read during lunch breaks (or even half the time) so that she gives her voice some rest throughout the day.
HCA techniques used to identify and address barriers and improve RIC
Used decisional balance Healthy living wheel

Outcome from initial session

Specific goal/s: Have 20 -30 minutes vocal rest per day

Action plan:

- Take a book magazine to work to read during breaks
- Sit outside to have other stimulation other than conversation during vocal rest period
- Explain to colleagues/family you need "alone/regrouping" time
- If I use my voice too much at work, without vocal rest, drive home the long way to achieve 20 mins vocal rest

Results over time

Behavioural: drinks at least 2 litres of water daily (without lemon juice). Decreased to 2 cups of tea daily (decaf) . Vocal rest 20 minutes daily. Completes voice exercises morning and night.

Physiological: Vocal quality changed from severely dysphonic to Mild-mod dysphonic

Motivational: Talks about other health benefits of drinking water. Seeing benefit of vocal rest and encouraging husband to join in 30minutes vocal rest while watching the news on television together at night.

Psychological: more confident to communicate with customers, friends and family members.

Spontaneous changes (behaviour changes not planned in consultations, but enacted by client)

Changed to decaf tea
Doubled recommended water intake.

Thank you for contributing to the collective knowledge of health coaching health practitioners!

Please describe how you use or have adapted health coaching techniques to suit your professional role:

Speech Pathologist

Adapted a more holistic approach. Realised MY role isn't the only one associated with client care and the goal/strategy I want to work on, may not be the clients priority.