



## The 10 Building Blocks of Primary Care Health Coach Role Playing Scenarios

### Background and Description

Health coaching skills strengthen with practice. These role playing scenarios allow trained health coaches to practice newly learned skills such as medication reconciliation, ask-tell-ask, and closing the loop.

### Instructions

Each scenario requires two or three people to rotate through the roles of health coach, patient, and observer. The group should decide which health coaching skills they want to practice and the person acting as the patient should read the scenario. The health coach and patient can then role play the skills that the health coach is practicing. Each person in the group can provide feedback after each role play.

### UCSF Center for Excellence in Primary Care

The Center for Excellence in Primary Care (CEPC) identifies, develops, tests, and disseminates promising innovations in primary care to improve the patient experience, enhance population health and health equity, reduce the cost of care, and restore joy and satisfaction in the practice of primary care.

### Acknowledgments

The UCSF Center for Excellence in Primary Care would like to acknowledge Rachel Willard-Grace, MPH; Amireh Ghorob, MPH; Thomas Bodenheimer, MD, MPH for their contribution to this work.

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# Health Coaching in Primary Care

## Situation-based role-plays

<p>You haven't really been taking your medications, because you've been feeling fine. You don't want your doctor to find out.</p>	<p>You are taking Glipizide, but you don't really like it because you keep feeling sick after you take it. You get shaky and sweaty. In fact, you took some this morning, and you aren't feeling so good now.</p>
<p>You think that Metformin is for your arthritis. You only take it when your knees and back are hurting.</p>	<p>You had chest pains last week and it kind of scared you. It was hard to get a good breath of air. You haven't told anyone this, even your husband. But the health coach seems nice, and maybe she can tell you if you should be worried.</p>
<p>The truth is that you've been taking your sister's blood pressure medication (Lisinopril). She told you it might help you because you were having headaches and feeling dizzy sometimes. You've been taking it for a couple of weeks, off and on, and you think it helps. You know your doctor will get upset if you tell him.</p>	<p>You felt really weak yesterday. You took your blood pressure on your sister's machine and it said 86/50. You lay down for a while and then you felt better. You are taking medications for your blood pressure just like the doctor ordered – Benazapril 10 mg, 1 pill in the morning and 1 pill at night.</p>
<p>You have been testing your blood sugar like the doctor told you to. The last few days, it's been around 300 in the afternoons. You have had some trouble getting to the pharmacy to pick up your prescription, so you were off your Metformin for about a week. You just got back on it today.</p>	<p>Your doctor put you on Lisinopril when you came in for a visit two weeks ago. You have been coughing a lot and it drives you crazy. Ask your health coach if this is related to the medicine. If it is, you just aren't going to take it any more!</p>

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## Situation-based role-plays

<p>You couldn't get your blood pressure medicines last week and the week before because you had to wait until you got your paycheck. You are going to pick them up today from the clinic. You have been getting shaky lately and just feeling lousy. A few days ago, you had a weird thing happen: you were walking home from work, and it was like a curtain dropped down in front of your eyes. It went black for a minute and then it lifted back up. You sat down on a bench for a while, and then you went home.</p>	<p>You made an action plan with your health coach in your last visit that you were going to walk to the park with your granddaughter 2 times each week. You haven't been going, because the park has kind of changed. There are some drug dealers hanging around, and you just don't feel safe there.</p>
<p>Your doctor put you on a new medicine last week – Simvastatin. You've been feeling achy all week. Ask your health coach: Is this associated with the medicine? Will it go away? If it won't, you want to talk to your doctor about trying something else.</p>	<p>You made an action plan with your health coach last week to take your cholesterol medication every night like it was prescribed (Atorvastatin). But honestly, you just forget. You've probably taken it 2 days in the last week.</p>
<p>You made an action plan with your health coach last week to stop eating snacks so that you can lose weight. But you just feel SO hungry in the afternoon that you always end up going to the convenience store and getting a Little Debbie snack. You don't want your health coach to be disappointed in you.</p>	<p>Last week during your doctor's visit, you and your health coach talked about your Hemoglobin A1c. You talked with your cousin after that and your cousin said that you should take herbs instead of taking the medicines your doctor gave you. You think that maybe you will try that.</p>