



Community Health
Workers &
Promotores
in the Future of Medi-Cal

Riverside Health - Health Coach Job Description

This resource outlines the roles and responsibilities for Riverside Health's Health Coaches who are CHWs with a college education.

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HEALTH COACH ROLE AND EXPECTATIONS

Role Health Coaches are an integral part of the patient care team. As such, you have a defined role that enables you to help patients improve their health. Health Coaches offer patients supplemental health education, engage patients to develop their self-efficacy to manage their chronic conditions, and bridge the communication between the patient and their clinical Care Team. Health Coaches are Expected to:

1. Work closely with the patient's Care Team to learn what the Care Team has recommended for the patient in order to supplement the recommendations of the Care Team. The Care Team usually consists of registered dietitians, nurses, primary care providers, and other clinical professionals. Health coaching is a component of the overall care plan and is meant to be supplemental support that is set by the Care Team.

- Communicate and consult regularly with the Care Team members on patients' progress and stated needs.
- Follow established protocols for providing educational information to patients in accordance with what was recommended by the Care Teams and RD. You are only allowed to use RUHS approved educational materials. If you would like to use a handout or educational material you found, you must get approval to use the materials before it is made available to the patient. Contact the RUHS Program Manager for more information on the approval process. 2. Work closely with patients to help them establish self-management goals based on what the patients chooses. Health Coaches support patients to activate their sense of ownership in lifestyle changes. 3. Work closely with patients and set up follow-up appointments that are convenient and practical for patients. Frequency of health coach follow-up visits will depend on patient's needs and level of interest.
- Coaches are expected to provide continuity of care for their patients. Continuity of care is a term that you will often hear in the clinic.
- There are different aspects of continuity of care, but for the purposes of the Health Coach role, continuity of care means providing caring, consistent, and dependable services and communication to your patients including, but not limited to following-up when you said you will and following through with what you said you would do for your patients. 4. Track patient progress in EPIC. Any interaction with patients must be documented in EPIC, which is an electronic health record system (see EPIC training handout for proper documentation for the Health Coach Template). If it is NOT documented, it did NOT happen and you will not get credit for that encounter. Furthermore, providers may also miss out on vital information that can inform them of their patient's progress if you do not document your encounters properly. 5. Be available by phone, text message, or in-office visits throughout shifts to promote and enable accessibility for patients to address questions and communicate concerns. 6. Assist with finding community resource and service in coordination with Care Team or other clinic teams (Behavioral Health, Health Homes, etc). 7. Establish presence and rapport with clinic management and medical staff to foster and promote a collaborative team environment. 8. Maintain regular communication with your provider Care Teams, Site Lead, and Clinic Management regarding any questions or concerns you may have.
- You should consider the Clinic Manager and Site Lead as your immediate supervisors.

- All HCP affairs as it pertains to RUHS appropriate person in your assigned clinic (such as the Clinic Manager, Site Lead, or Care Teams) AND/OR RUHS Program Staff. 9. Learn and understand the difference between your role and responsibilities as a Health Coach compared to other clinic staff. See Appendix A for a table on the differences between Health Coaches, Registered Dietician, and other clinic staff. 10. Follow program rules and clinic protocols in order to ensure that any questions or concerns from the patient are communicated to their healthcare team.