RN Health Coach – A Valuable Team Member

HealthTexas and Baylor Quality Alliance have created a new position, the RN Health Coach, to provide individualized care coordination to patients with chronic diseases. The RN Health Coach is a nurse who works with patients to help them manage their health and improve their quality of life.

Benefits of the RN Health Coach Program

As an extension of your practice, RN Health Coaches facilitate patient continuity of care during post-hospital transitions. They also augment medical management for your highest risk patients by coaching self-management skills, promoting meaningful use of health care services, and supporting the trusting relationship patients and families have with their providers. Through shared decision making and motivational interviewing approaches, the RN Health Coach’s goal is to empower patients to be in charge of their health. Working with the patient and the provider, RN Health Coaches provide patients with the tools they need to reach their individualized health goals and to enjoy an improved quality of life.

RN Health Coach Functions

RN Health Coaches collaborate with providers and patients through the following nursing interventions:

- Transitional Care: Telephonic follow-up with high-risk patients after discharge from the hospital or ED
- Chronic Disease Management: Telephonic coaching for patients needing additional self-management support for example, those with diabetes, heart failure, asthma and COPD
- Assessing current health status
- Performing medication reconciliation
- Health system navigation (facilitating access to appropriate levels of care)
- Creating and communicating to provider (within 24 hours) an evidence-based care plan

Meet the RN Health Coaches

Please welcome the following RN Health Coaches to the Care Coordination team:

- Robin Brown, RN, BSN, AE-C
  robin.brown@baylorhealth.edu
  469.800.8721
  Robin brings to the team many years of experience in asthma and pulmonary disorders. She is a Certified Asthma Educator and started in the Health Coach Program in July 2012. Before working at Baylor, Robin managed the asthma care coordination program at Children’s Medical Center. She graduated from the University of Delaware and has performed telephonic case management for many years. Robin looks at her role as an extension of the physicians. Robin is married, has five children and eight grandchildren. In her spare time, Robin enjoys being with her family, traveling and crafting.

- Sydney Nixon, RN, BS, CHC
  sydney.nixon@baylorhealth.edu
  469.800.8725
  Sydney has 15 years of recent experience in disease management and health coaching. She began her nursing career in coronary and medical intensive care and later worked in rehabilitation, public health and adult health education. She was a Geriatric Education Specialist as part of a grant project with the Alzheimer’s Association and Tulsa Community College. Of all the positions Sydney has held, health coaching is by far her favorite. She loves partnering with clients and working together toward positive outcomes. In her spare time, she enjoys fly fishing and the outdoors, art, music, travel and her family.

Diabetes Care to Focus on LDL Control

With the overall goal of improving the well-being of our patients with diabetes, the Best Care Committee has recommended that physicians focus on reducing patients’ LDL levels to below 100.

“There is much support in the literature that an LDL below 100 greatly reduces the risk of heart attack, stroke and early death,” said Michael Massey, MD, vice chair of the Best Care Committee. The committee is promoting this initiative through multiple channels, including education with physician champions, meetings with providers with a low percentage of patients with appropriate LDL levels, webinars to highlight methods for improving LDL levels, and resources in the EHR, including treatment algorithms for physicians and patient educational handouts.

HTPN Physician Pulse Website: Have you checked your Pulse today?

We are pleased to announce www.HTPNPulse.com, an exciting new resource for HealthTexas physicians. It’s your own physician-focused intranet web site where provider-specific information can be found in one convenient location.

We know our physicians need to get their hands on a plethora of information every day, and searching for these tools and materials, which help you in your practice can be time consuming. www.HTPNPulse.com is “one-stop shopping” for news and resources pertaining to the many initiatives under way at HealthTexas.

Website features include:

1. A HealthTexas-only provider directory that includes backbone numbers for administration
2. Calendar of events
3. HealthTexas and CMS initiatives
4. Payer Initiatives
5. Electronic Health Record
6. Physician Dashboard
7. Baylor Quality Alliance
8. Educational Resources

Resources