

WORKFORCE HEALTH | WELLNESS COACHING BY PHONE

Make the right call on workforce health



Making good long-term health decisions is now as easy as picking up the phone. Whether your employees are looking to lose weight, quit smoking, or reduce stress, Wellness Coaching by Phone can give them the support they need. There's no cost for members, and it's available to your other employees for a fee – putting better health within everyone's reach.

Making healthy habits more convenient

Lack of support, motivation, and the proper tools can keep people from taking steps toward a healthier lifestyle. Wellness coaches can help eliminate those barriers, allowing your employees to make positive changes with one-on-one expert guidance. Participants can gain the confidence to set new goals with:

- **Convenient telephone sessions** – Coaching takes place over the phone, so your employees can easily schedule calls around their work hours.
- **Skilled experts** – Participating health education professionals have received specialized training in lifestyle and behavior-change counseling.
- **Customized action plans** – Coaches work with your employees to create achievable steps that fit their lifestyles.
- **Medical record integration** – With access to member electronic medical records, coaches can support employees by identifying missed appointments, making medication reminders, and reinforcing physician recommendations.

Coaching works

73% of participants who had two or more sessions said coaching helped them achieve their weight goals. And 71% would recommend it.*

"In the first conversation, [my coach] asked a lot of questions and we talked about my goals. Then I would hear from her about every two weeks, then at three months, and again at six months. It was a nice check-in and [she] helped me develop short-term goals to reach my long-term goal."

– Kaiser Permanente member Louise, who lost 70 pounds over seven months with help from a wellness coach

Healthy support is a phone call away

Wellness coaching is available at no extra cost for your employees with Kaiser Permanente coverage. However, you'll pay a fee if you want to offer coaching to employees who aren't Kaiser Permanente members. English- and Spanish-speaking coaches are available, and there's no need for a referral. Your employees can simply pick up the phone and call to get started.

	Phone	Times
Appointment scheduling	866-862-4295	Monday through Friday

Building a trusting relationship with a coach

Coaching programs are designed to help your employees make small changes that will lead to lasting success. Participants stay with the same coach throughout all of their sessions so they can receive the one-on-one guidance and personalized attention they need to:

- manage weight
- eat a healthy diet
- exercise
- quit tobacco
- reduce stress



Employer reports, aggregated to protect the privacy of individual employees, are available for groups with 200 or more eligible coaching participants. To learn more about wellness coaching, contact your Kaiser Permanente representative or visit kp.org/choosebetter.

*Sara R. Adams, MPH, et al., "Patient Satisfaction and Perceived Success with a Telephonic Health Coaching Program: The Natural Experiments for Translation in Diabetes (NEXT-D) Study," Centers for Disease Control and Prevention, CDC.gov, October 31, 2013, http://www.cdc.gov/pcd/issues/2013/13_0116.htm.

Kaiser Foundation Health Plan, Inc., 1950 Franklin St., Oakland, CA 94612, 510-987-1000 • Kaiser Foundation Health Plan, Inc., 393 E. Walnut St., Pasadena, CA 91188, 626-405-5000 • Kaiser Foundation Health Plan of Colorado, 10350 E. Dakota Ave., Denver, CO 80247, 303-338-3800 • Kaiser Foundation Health Plan of Colorado, 1975 Research Pkwy., Ste. 250, Colorado Springs, CO 80920, 719-867-2100 • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Rd. NE, Atlanta, GA 30305, 404-364-7000 • Kaiser Foundation Health Plan, Inc., 711 Kapiolani Blvd., Honolulu, HI 96813, 808-432-5955 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., 2101 E. Jefferson St., Rockville, MD 20852, 301-816-2424 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Ste. 100, Portland, OR 97232, 503-813-2800.