**Feedback from Advisory Committee**

**Courses and Program**

**Integrative Health Coach**

On March 4, 2019, he members of the advisory committee were sent a link to a folder with all courses and program details. Their feedback was solicited. Below are their responses. All recommendations have been incorporated into submitted program.

On Mar 4, 2019, at 9:35 AM, Parker, Elizabeth <eparker@occ.cccd.edu<mailto:eparker@occ.cccd.edu<mailto:eparker@occ.cccd.edu%3cmailto:eparker@occ.cccd.edu>>> wrote:  
  
Hi All,  
  
Our team here at OCC has been working nonstop to prepare the draft of the curriculum for the new certificate, program, and to add on skills for an ‘extra’ opportunity for those enrolled and or completed the  MA certificate as well.  
  
To keep this moving forward in time to present this to our Curriculum Committee March 13th, Anna as asked if you can look at the draft that is on the dropbox:  
  
[https://urldefense.proofpoint.com/v2/url?u=https-3A\_\_www.dropbox.com\_sh\_dk28jzio1rs0419\_AAA11z0n0Iii3of96hmfqFmpa-3Fdl-3D0&d=DwIGaQ&c=dzukdOe-KyRBOwGgecHzPA&r=x8-eNyb9PLI9BgSJF-X2fIDzhLW7\_iVAJN9cCy7xBiA&m=uAiQGhbbRXS82B4z4Ogl\_uYKkNO1vvg0BSj16rzfYUc&s=aqjnCg6bbY\_kXG1s4o4P3VUeC2NbCXKeihDnK9TurAk&e<https://urldefense.proofpoint.com/v2/url?u=https-3A\_\_www.dropbox.com\_sh\_dk28jzio1rs0419\_AAA11z0n0Iii3of96hmfqFmpa-3Fdl-3D0&d=DwIGaQ&c=dzukdOe-KyRBOwGgecHzPA&r=x8-eNyb9PLI9BgSJF-X2fIDzhLW7\_iVAJN9cCy7xBiA&m=uAiQGhbbRXS82B4z4Ogl\_uYKkNO1vvg0BSj16rzfYUc&s=aqjnCg6bbY\_kXG1s4o4P3VUeC2NbCXKeihDnK9TurAk&e>=](https://owa.cccd.edu/owa/redir.aspx?C=d60hy-X65YDKy7XpQpT_sH_KhkZZu6s6COgK6wUifgClPVy6LMjWCA..&URL=https%3a%2f%2furldefense.proofpoint.com%2fv2%2furl%3fu%3dhttps-3A__www.dropbox.com_sh_dk28jzio1rs0419_AAA11z0n0Iii3of96hmfqFmpa-3Fdl-3D0%26d%3dDwIGaQ%26c%3ddzukdOe-KyRBOwGgecHzPA%26r%3dx8-eNyb9PLI9BgSJF-X2fIDzhLW7_iVAJN9cCy7xBiA%26m%3duAiQGhbbRXS82B4z4Ogl_uYKkNO1vvg0BSj16rzfYUc%26s%3daqjnCg6bbY_kXG1s4o4P3VUeC2NbCXKeihDnK9TurAk%26e%3chttps%3a%2f%2furldefense.proofpoint.com%2fv2%2furl%3fu%3dhttps-3A__www.dropbox.com_sh_dk28jzio1rs0419_AAA11z0n0Iii3of96hmfqFmpa-3Fdl-3D0%26d%3dDwIGaQ%26c%3ddzukdOe-KyRBOwGgecHzPA%26r%3dx8-eNyb9PLI9BgSJF-X2fIDzhLW7_iVAJN9cCy7xBiA%26m%3duAiQGhbbRXS82B4z4Ogl_uYKkNO1vvg0BSj16rzfYUc%26s%3daqjnCg6bbY_kXG1s4o4P3VUeC2NbCXKeihDnK9TurAk%26e%3e%3d)  
  
  
If possible, she has requested the following:  
  
1.       Review the document  
2.       She needs feedback specific for objectives and content of the curriculum  
3.       If you can provide the feedback and suggestions by March 11th she will have time to edit and provide copies for the committee’s approval  
  
Here is Anna’s email for input, feedback or questions.  
  
[ahanlon@occ.cccd.edu](mailto:ahanlon@occ.cccd.edu)

Thank you, in advance, for all of your expertise in support of launching this new program!  This is an exciting giant step forward in the process.  
  
Elizabeth Dorn Parker  
Foundation Development Specialist  
Orange Coast College

David Kilgore, M.D., FAAFP

**From:** Kilgore, David [dkilgore@uci.edu]  
**Sent:** Monday, March 11, 2019 3:02 PM  
**To:** Isabel Becerra; Parker, Elizabeth; Hanlon, Anna  
**Cc:** Anabel Arroyo; Karina Gomez; Kurt Henry, M.D.; Sharyn Konick; Rhonda Smith; gabriela.robles@stjoe.org; Gerald Solomon; Bennett, Doug; Ballinger, Kevin; McLaughlin, Jane; Knuppel, Lisa; Head, Sara  
**Subject:** RE: from Liz, OCC Foundation - input for the curriculum draft of the IHC

Hello Elizabeth and Anna -

Thanks for sending this out - Looks like your team has been working very hard to put together  a thoughtful combination of a number of key elements needed to function as health coaches. In particular, I was glad to see Motivational Interviewing, health literacy and health insurance issues included in the curriculum.

I did have a few thoughts to consider - briefly;

- I really think that they need exposure to the basic foundations of health and wellness for this position -  I was glad to see **nutrition** being covered, but I don't see basic information related to providing basic counseling on **exercise, healthy sleep or basic stress management/mind-body**tools such as breath relaxation techniques. These are the 4 pillars of health and wellness that I would hope a health coach would be able to address with our patients – along with knowledge of the health system/insurance, motivational interviewing and a basic understanding of some key aspects of chronic disease (see below)

- I would add some basic information re: treatment goals for common chronic disease: DM, Htn, obesity  - at the very least, terminology related to diabetes, general goals for Hemoglobin A1c levels, for BP targets and BMI targets.

- I would make medical terminology required – they need to be capable to interacting as a medical team member.

- If you’re running into hour limits with the curriculum (especially if you were to add the extra info I suggest above!), I don't think the overview of CAM would necessarily be helpful to them in their coaching jobs - they won't be learning enough about those complex whole systems to use them effectively in their day to day work - they could be “add on” information for future educational activities, but they won’t be as essential as providing guidance re: nutrition, exercise, sleep and mind-body tools, medical terminology and basic chronic disease treatment goal information.

Hope this makes sense, let me know if questions?

Thanks

David Kilgore, M.D., FAAFP

Director, Integrative Medicine Track

UCI Family Medicine Residency Program

Vice Chair and Clinical Professor of Family Medicine

UCI Department of Family Medicine

(714) 456-5171

[dkilgore@uci.edu](https://owa.cccd.edu/owa/redir.aspx?C=cXWvSbOvp0vGcW8hpThHR3Rlm66DHeW_RPDR1MkL0-9ito2mK8jWCA..&URL=mailto%3adkilgore%40uci.edu)

Gerald Solomon

**From**: Gerald Solomon [GSolomon@samueli.org]

**Sent**: Monday, March 11, 2019 5:19 PM

**To**: Kilgore, David

**Cc**: Isabel Becerra; Parker, Elizabeth; Hanlon, Anna; Anabel Arroyo; Karina Gomez; Kurt Henry, M.D.; Sharyn Konick; gabriela.robles@stjoe.org; Bennett, Doug; Ballinger, Kevin; McLaughlin, Jane; Knuppel, Lisa; Head, Sara; Michelle Freeman

**Subject:** Re: from Liz, OCC Foundation - input for the curriculum draft of the IHC

I fully agree with everything that DAVID has suggested. I especially find his comments around medical terminology and training on the four pillars of health and wellness to be critical components of any curriculum.  
And in addition, and I must acknowledge I did not read through everything as it is beyond my basic lay understanding... I think some level of internship should be required as well as an understanding of the social services being offered within the community. The latter can be accomplished by working with entities such as 311, the county department of health services, the orange county community foundation, and a variety of other entities.  
Thank you to all for such deep and difficult work. It is exciting to see progress!  
  
Gerald Solomon,  
Executive Director  
Samueli Foundation

Anabel Arroyo

**From:** Anabel Arroyo [mailto:aarroyo@coalitionoc.org]   
**Sent:** Monday, March 11, 2019 2:57 PM  
Hi Anna,

Hope you’re doing great.  The curriculum looks amazing. I had some thoughts:

-The section (225):  section on Tibetan Medicine (having been a community college myself, I personally don’t think I would have understood this section). I think incorporating this would be important in a general way.

-I would add components of providing culturally and appropriate health education

-Case coordination, case management

[**Anabel Arroyo**](https://owa.cccd.edu/owa/redir.aspx?C=IYWZ6s-G96DOKGEKBBFKcBns_ubV2BbSbl51HbhQlzQ3zQLMKsjWCA..&URL=mailto%3aaarroyo%40coccc.org)

*Director of Programs*

*OC-AHEC*

*Health Scholars Program*

# Additional feedback from Anabel Arroyo

**From:** Anabel Arroyo [mailto:aarroyo@coalitionoc.org]   
**Sent:** Thursday, March 07, 2019 2:57 PM  
**To:** McLaughlin, Jane; Hanlon, Anna  
**Subject:** RE: Followup from January meeting and OC-AHEC

Hi Jane and Anna,

What I meant with this statement: skills sets to be highlighted with either a certificate and or in their resume.

Is that our clinics would like this MA to have an IHC certificate attached to these additional skills and or they would like them to highlight the additional skills set that makes them Super MA’s in their resumes.

Hope this helps,

[**Anabel Arroyo**](https://owa.cccd.edu/owa/redir.aspx?C=IYWZ6s-G96DOKGEKBBFKcBns_ubV2BbSbl51HbhQlzQ3zQLMKsjWCA..&URL=mailto%3aaarroyo%40coccc.org)

*Director of Programs*

*OC-AHEC*

*Health Scholars Program*

**From:** McLaughlin, Jane [[mailto:jmclaughlin@occ.cccd.edu](https://owa.cccd.edu/owa/redir.aspx?C=ZznojglQlALG07r17vzNWpJ4rgTYXP6SBFdorceEsPo3zQLMKsjWCA..&URL=mailto%3ajmclaughlin%40occ.cccd.edu)]   
**Sent:** Tuesday, March 5, 2019 5:42 PM  
**To:** Anabel Arroyo <[aarroyo@coalitionoc.org](https://owa.cccd.edu/owa/redir.aspx?C=ZkqicPHX68xAtKCHwHIXupTIj3rhxTIX96hjO4LyuhI3zQLMKsjWCA..&URL=mailto%3aaarroyo%40coalitionoc.org)>; Hanlon, Anna <[ahanlon@occ.cccd.edu](https://owa.cccd.edu/owa/redir.aspx?C=cpXJEPsoxoEHhrtGL56MFiVazX_j9dIH9oRF9DFVDe43zQLMKsjWCA..&URL=mailto%3aahanlon%40occ.cccd.edu)>  
**Subject:** RE: Followup from January meeting and OC-AHEC

Dear Anabel,

Thanks for your response. I don’t understand a part of it:

our clinics and most mentioned that they would be interested in a “Super MA” and they would love for the skills sets to be highlighted with either a certificate and or in their resume.

The yellow part is what I don’t understand. Please elaborate and/or advise.

Thanks.

Jane

Jane McLaughlin, Ph.D.

Dean, Consumer & Health Sciences

Orange Coast College

**From:** Anabel Arroyo [[mailto:aarroyo@coalitionoc.org](https://owa.cccd.edu/owa/redir.aspx?C=ZkqicPHX68xAtKCHwHIXupTIj3rhxTIX96hjO4LyuhI3zQLMKsjWCA..&URL=mailto%3aaarroyo%40coalitionoc.org)]   
**Sent:** Tuesday, March 05, 2019 11:07 AM  
**To:** Hanlon, Anna  
**Cc:** McLaughlin, Jane  
**Subject:** RE: Followup from January meeting and OC-AHEC

Hi Anna & Jane,

Hope you both are doing great.  I have been able to speak to a few of our clinics and most mentioned that they would be interested in an Integrative Health Coach “Super MA” and they would love for the skills sets to be highlighted with either a certificate and or in their resume.

In regards to the health coaching, our volunteers participate in motivational interviewing workshops that Dr. Kilgore facilitates, group facilitation and we follow a book that Dr. K introduced us to.

[**Anabel Arroyo**](https://owa.cccd.edu/owa/redir.aspx?C=IYWZ6s-G96DOKGEKBBFKcBns_ubV2BbSbl51HbhQlzQ3zQLMKsjWCA..&URL=mailto%3aaarroyo%40coccc.org)

*Director of Programs*

*OC-AHEC*

*Health Scholars Program*

**From:** Hanlon, Anna [[mailto:ahanlon@occ.cccd.edu](https://owa.cccd.edu/owa/redir.aspx?C=cpXJEPsoxoEHhrtGL56MFiVazX_j9dIH9oRF9DFVDe43zQLMKsjWCA..&URL=mailto%3aahanlon%40occ.cccd.edu)]   
**Sent:** Thursday, February 21, 2019 4:01 PM  
**To:** Anabel Arroyo <[aarroyo@coalitionoc.org](https://owa.cccd.edu/owa/redir.aspx?C=ZkqicPHX68xAtKCHwHIXupTIj3rhxTIX96hjO4LyuhI3zQLMKsjWCA..&URL=mailto%3aaarroyo%40coalitionoc.org)>  
**Cc:** McLaughlin, Jane <[jmclaughlin@occ.cccd.edu](https://owa.cccd.edu/owa/redir.aspx?C=ZznojglQlALG07r17vzNWpJ4rgTYXP6SBFdorceEsPo3zQLMKsjWCA..&URL=mailto%3ajmclaughlin%40occ.cccd.edu)>  
**Subject:** Followup from January meeting and OC-AHEC

Anabel,  
I hope all is well. Things are hopping here at OCC as we ready for our external accreditation site visit next week!  
  
I wanted to follow up to see if you have any feedback from clinicians regarding the expected competences of integrative health coaches or "super MAs."   
  
Also, at our last meeting in January, you mentioned that the training for the Health Coaches is conducted by OC-AHEC. Is it possible to talk to someone about the curriculum that has been created for this purpose? I am developing our curriculum now and would like to compare to assure I am not missing anything. It would be great if I could set up sometime next week, even if it is by phone.  
  
Let me know what is possible.  
All the best,  
Anna Stiles Hanlon, MS, MPH, EdD

Sharyn Konick

**From:** Sharyn Konick [[sharynkonick@gmail.com](https://owa.cccd.edu/owa/redir.aspx?C=SMyt5bYax0gLGLNcAFJnCMy3iDUO2yuNEpvHrubwKHotOBUtKsjWCA..&URL=mailto%3asharynkonick%40gmail.com)]  
**Sent:** Saturday, March 09, 2019 10:38 AM  
**To:** Hanlon, Anna  
**Subject:** Feedback for the curriculum draft of the IHC

It is truly my pleasure to help shape this wonderful opportunity!  My responses are in BLUE

1) For Course PUBH IHC 100, Objectives 10-12 really are a better fit in the next course PUBH IHC 115 as they cover more of the clinical skill attainment.

**These objectives address the content that is under "lab."  Are you recommending that it all be moved to the A115 course?**

I was referring to the Course Objectives, numbers 10-12 be moved to the 115 course

2) I'd think it would be helpful perhaps in one of the classes to cover a basic introduction to Substance Abuse Issues and Mental Health diagnoses.  As IH coaches, these individuals may be one of the first points of contacts with patients who are demonstrating symptoms.  Also, I've often heard from our Health Scholars that patients who struggle with medication compliance are difficult to manage in groups and so gaining a specific understanding on best practice and crisis management for those patients is critical.

**I have included this topic in A100.  It is not detailed, but this would give the instructor latitude in how to approach the topic.  Does that work for you?  If not, would you provide a short outline of the topic's content for inclusion?**

**Ok got it!  I think this is a good way to start and once off the ground, it might need it's own section connected to mental health.**

3) In Course IHC230- It may be helpful to discuss the role of HERSA as well as HEDIS measures on patient outcomes and service delivery.

**Thanks - added!**

4) In Course IHC225- I think objectives and lecture content needs to include Sleep Hygiene, Food as Medicine and Yoga.  Also we are seeing many clinics/programs being to utilize technology in their health coaching (teaching older patients how to use their smart phonesfor nutritional breakdowns, managing medication online, getting to appointments etc..).

**I have included sleep hygiene and food as medicine in A225.  Yoga is already under Ayurvedic Medicine.**

**I added the technology in A200.  It is a good tool to help with behavior change - thanks for including.**

5) In Course PUBH IC250- It would beneficial if one of the objectives could include students demonstrating their writing ability in text and inter-office communications.

**I added an objective in more documentation language in A200 related to the interview/session.**

**I also added a communication objective to the internship (A250)**

6) In Course IHC220- I see that there will content covering group work.  I think it would beneficial for students to be able to explain and identify the different stages of group dynamics (forming, storming, norming and conforming) as they are such a critical part of effective group facilitation.

**I added a large section addressing working with groups in the A220; I also added a shorter section in the A100 as an introduction**

Two overarching suggestions I'd also like to make are that:

1) There be strategies/content/objectives introduced for specifically working with children/parents.  So many pediatric models are now using health coaching programs to address obesity, and behavior and there are certainly nuances in navigating the parent/child/coach interaction that need to be explored.

**So very interesting.  From the prior conversations it seemed that the IHC was used mainly with the senior populations, but as a community college instructor, my career has focused on influencing.motivating healthy behaviors and choices in the adolescent/young adult.    Do you think this should be a separate course to give it proper coverage?  Do you think it is something we could add once we get off the ground or should I add a short section to one of the practice classes now?**

**This is so interesting, I agree and very cutting edge.  We've begun to see health coaching being for pediatrics being used right now as part of a multidisciplinary team (MD, nutritionist, mental health, and coach) and I really think its a great model especially at the community level.  CHOC, especially seems interested in expanding their community programs using this idea.  So in a nutshell, I think the best approach is to add a short section to one of the practice classes now and once things get rolling and you can assess workforce need/readiness I think it might be a stand alone class...and probably a very popular one!**

2) . I think that it might be helpful to add a program objective around students being able to demonstrate basic knowledge, skill and applicable promotion in understanding the different Integrative Health Modalities available for patients.  One of the most important steps in clinic transformation we have seen (through Live Healthy OC) is that for a clinic/staff/program to full adopt a new way of providing treatment (integrative health), all staff need to understand what's being offered and be able to explain it to patients.

**Would this be part of team formation/ understanding of team?  Is there specific content that you feel should be added to one of the practice courses?**

**I think a valuable way to add it would be in the IHC225 class and the IH Internship course.  I see it as an interactive activity (in the IHC 225) class perhaps where the students have to demonstrate being able to explain benefits/risks etc.. verbally various IH modalities to patients and also get staff on board...kind of like a pitch. It could also be a role play exercise where the coaches have skeptical patients or co-workers.**

**In the IH Internship class maybe it's designing a flyer or other internal marketing materials that convey benefits and uses of the IH modalities for recruitment purposes.**

**These two hard skills are 100% required for this position and extremely valuable!**

On Fri, Mar 8, 2019 at 7:45 PM Hanlon, Anna <[ahanlon@occ.cccd.edu](https://owa.cccd.edu/owa/redir.aspx?C=qFZMVStfa6RUIw2_hJmnBML5-ltLXkOXYGA193QU9yQtOBUtKsjWCA..&URL=mailto%3aahanlon%40occ.cccd.edu)> wrote:

Sharyn,

Please see my response/questions below.  Again, I thank you for the time you have spent reviewing the courses.  They will be a work in progress as we start, so it is so important to recieve this type of feedback from the field.

All the best,

Anna

Anna Stiles Hanlon, MS, MPH, EdD

Professor, Public Health and Exercise Science

Orange Coast College

2701 Fairview Road

Costa Mesa, CA

[www.orangecoastcollege.edu](https://owa.cccd.edu/owa/redir.aspx?C=sqIuJz2eH9babOi14r9hWT32zTto8J-Ae-bORLVu__stOBUtKsjWCA..&URL=http%3a%2f%2fwww.orangecoastcollege.edu)

Pronouns: she, her, hers

**From:** Sharyn Konick [[sharynkonick@gmail.com](https://owa.cccd.edu/owa/redir.aspx?C=SMyt5bYax0gLGLNcAFJnCMy3iDUO2yuNEpvHrubwKHotOBUtKsjWCA..&URL=mailto%3asharynkonick%40gmail.com)]  
**Sent:** Friday, March 08, 2019 10:38 AM  
**To:** Hanlon, Anna  
**Subject:** Feedback for the curriculum draft of the IHC

Hi Anna,

I've had a chance to review the draft curriculum and had a few thoughts/suggestions:

1) For Course PUBH IHC 100, Objectives 10-12 really are a better fit in the next course PUBH IHC 115 as they cover more of the clinical skill attainment.

**These objectives address the content that is under "lab."  Are you recommending that it all be moved to the A115 course?**

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**So very interesting.  From the prior conversations it seemed that the IHC was used mainly with the senior populations, but as a community college instructor, my career has focused on influencing/motivating healthy behaviors and choices in the adolescent/young adult.    Do you think this should be a separate course to give it proper coverage?  Do you think it is something we could add once we get off the ground or should I add a short section to one of the practice classes now?**

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**Would this be part of team formation/ understanding of team?  Is there specific content that you feel should be added to one of the practice courses?**

Please let me know if you have additional questions about my comments/ideas as I'm happy to discuss them further!

Best,

Sharyn Konick

949-307-3117