

### Introduction

- **299,000** people in the US are living with a Spinal Cord Injury (SCI). **30%** require re-hospitalization within 1 year post discharge<sup>1</sup>.
- Individuals with SCI are at higher risk of developing **secondary health issues**, many of which can be prevented or managed by health management knowledge & strategies<sup>2</sup>.
- **SCI&U** is an online health management program for individuals with SCI (peers) to improve health self-management by receiving 1:1 coaching from a **Peer Health Coach (PHC)**.
- **Peer Health Coach (PHC)** is a person with a SCI who combines their training (in coaching techniques & SCI specific knowledge) with the value of their lived experience to coach peers.
- **2019-2022** iteration of SCI&U concluded with results demonstrating improvement in self-efficacy, quality of life, & ability to address secondary SCI complications<sup>3</sup>.
- SCI&U is starting a community based-program, **SCIPHC**, that will expand the target participant population from individuals **5+ years post SCI** to include individuals who are **≥1-2 years post SCI**.
- **Occupational therapists** have the knowledge & skills set to work with stakeholders to develop community-based programming that addresses & upholds the organization's **needs & values**.

<b>Levels of activation</b>	1. Believing the patient role is important. 2. Having the confidence & knowledge necessary to act. 3. Taking action. 4. Staying the course even under stress. <sup>4</sup>
<b>Equifinality in coaching</b>	Any given situation has >1 possible outcome and no single solution will work for all situations. There are multiple paths to positive coaching outcomes. <sup>5</sup>
<b>Trauma Informed Care (TIC)</b>	Approach to working with people that assumes that an individual is more likely than not to have a history of trauma. <sup>6</sup>
<b>Strengths-Based Practice</b>	Theory that emphasizes people's self-determination & strengths. It views people as resourceful & resilient in the face of adversity. <sup>6</sup>
<b>Brief Action Planning (BAP)</b>	Motivational interviewing tool taught to PHCs to support initiation & maintenance of behavior change for health & well being.

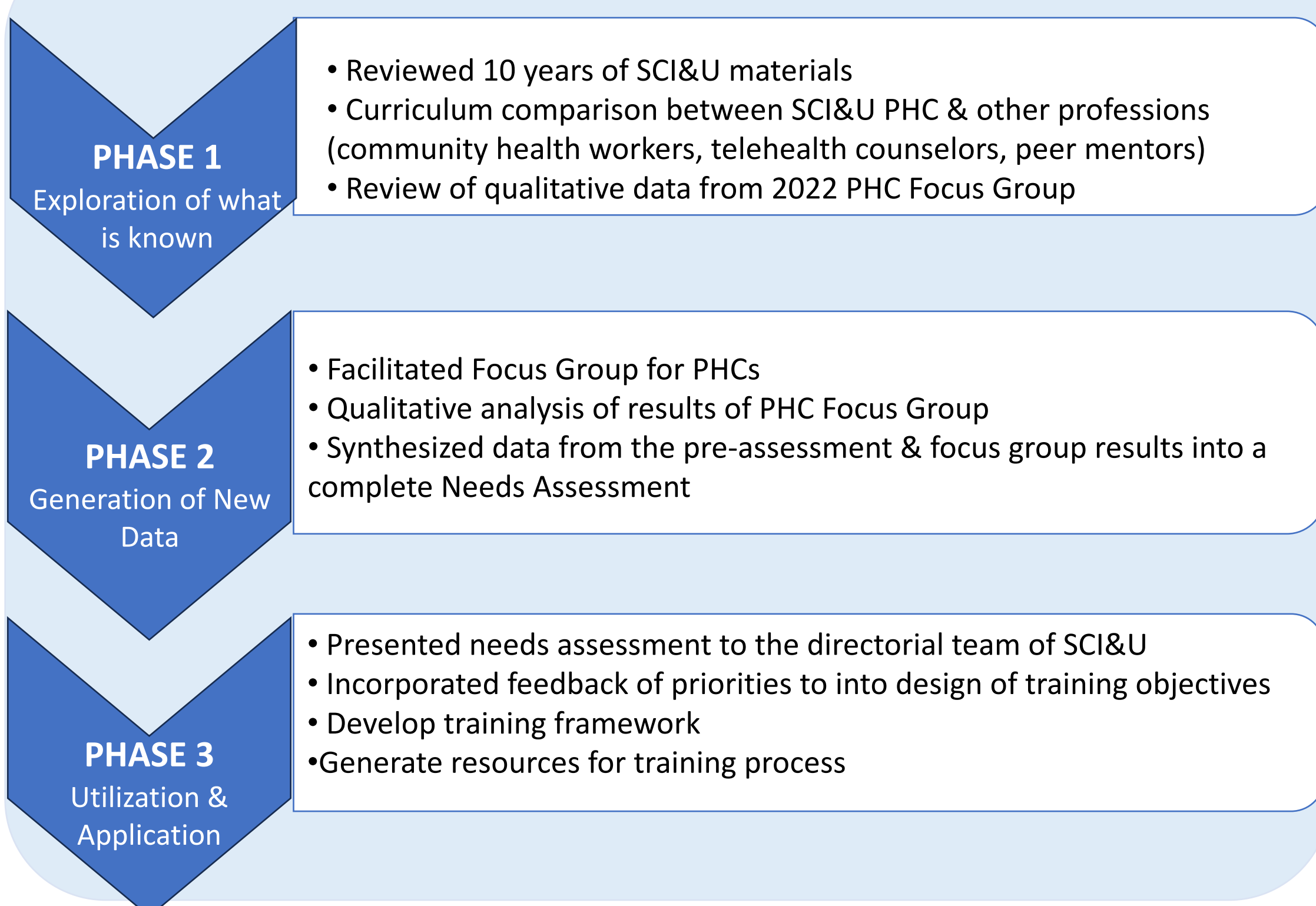
#### The Aims:

Complete needs assessment of PHC training process of SCI&U.

Develop training material for PHC training for the needs the PHCs & participants of SCIPHC.

### Methods

#### Witkin's Model of Needs Assessment



### Participants

#### Focus Group of PHCs

All completed SCI&U PHC training

All have >3 years of PHC experience

N=4

### Results & Discussion

#### Themes from Needs Assessment

<b>Trusting the PHC Training</b>	<b>Needs of the population</b>	<b>Common challenges from previous coaching experience</b>	<b>Setting expectations</b>
<ul style="list-style-type: none"> <li>• Trusting the value of (my) unique PHC style</li> <li>• Coach's perception &amp; trust that the training equipped (me) to deliver care across a range of familiar &amp; unfamiliar circumstances</li> </ul>	<ul style="list-style-type: none"> <li>• Trauma prevention for staff</li> <li>• Trauma informed care for participants</li> <li>• Low activation</li> <li>• Generational differences</li> </ul>	<ul style="list-style-type: none"> <li>• Slow to/not completing BAPs</li> <li>• Slow to/not engaging or attending</li> <li>• Expressing concern without pushing opinion</li> <li>• Managing feelings about peers</li> </ul>	<ul style="list-style-type: none"> <li>• Challenging &amp; rewarding</li> <li>• Unexpected challenges: Geographic, social, &amp; legal factors</li> </ul>

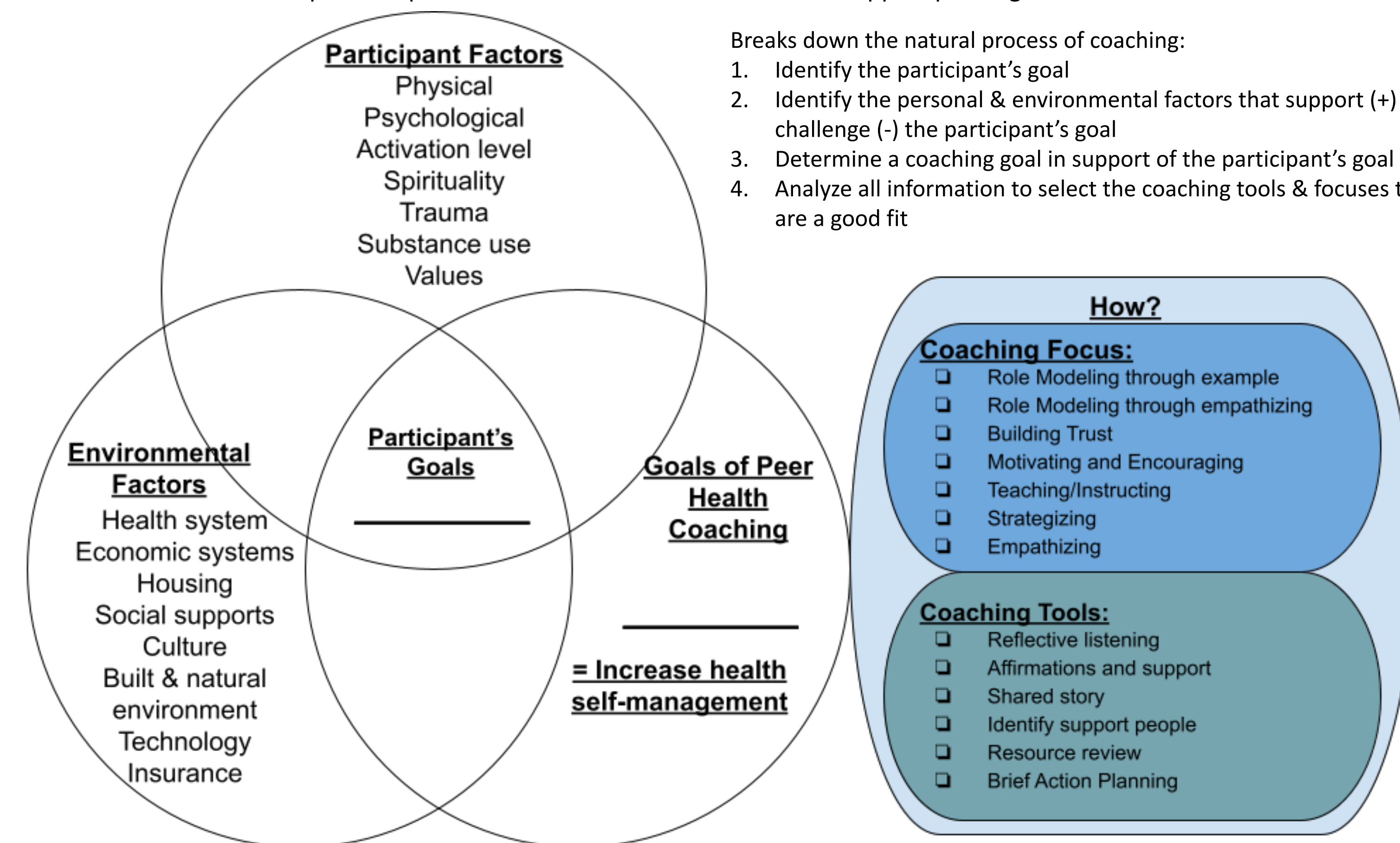
#### Training Goals

Building self-efficacy of coaches	'Not taking things personally'	Understanding participants holistically	Meeting participant 'where they're at' with goals & supports	Continuing to center the participant's goals & upholding autonomy/empowerment	Set expectations for potential challenges
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#### Training Materials:

PEG Approach Framework    Educational Resources    Practice Cases

The **PEG (Participant-Environment-Goal) Approach Framework** was adapted from the **PEO (Person-Environment-Occupation)** framework to be understood by non-occupational therapy professionals.<sup>7,8</sup> This model can be viewed as an assessment tool to create a holistic view of the peer's experience. Or as an intervention tool to support peer's goal attainment.



### Results & Discussion

- The PEG Approach
  - ✓ CAN be used to understand & analyze problematic areas that challenge participant's ability to achieve their goals.
  - ✓ CAN be used to understand & analyze strengths that support a participant's ability to achieve their goals.
  - ✓ CAN be used to identify what person or environmental factors can be changed
  - ✓ CAN be used to identify available coaching actions
  - ✓ CAN support your unique coaching style
  - X CANNOT provide one right answer as there are multiple paths to positive coaching outcomes
- In response to the themes of the needs assessment & training goals, the training materials & practice cases provide education & application opportunities for the PEG framework, common & uncommon coaching challenges, equifinality of coaching, tailoring coaching to activation, & TIC.

#### Training Materials are Designed to:

- Set clear expectations for potential challenges
- Thread values of strengths-based coaching & TIC through training
- Empower learners to take control of their coaching practices
- Reinforce the idea of equifinality of coaching
- Increase coach's feelings of self-efficacy, trust, & value in unique coaching style
- Provide evidence-based coaching options across a range of personal & environmental contexts

- The integration of these principles & training materials contribute to the **overall effectiveness of coaching** interventions, which will affect **participant outcomes & satisfaction**.

### Conclusion

#### Outcomes

- Completed needs assessment
- Developed training in response to the needs of the site

#### Limitations

- Focus group participants only included people who completed the training
- Training materials are untested

#### PEG Framework

- Increase efficiency of coaching to increase participant's outcomes & satisfaction
- Improve PHC perception of preparation for person-centered coaching
- Increase coach's feelings of self-efficacy, trust, & value in unique coaching style

#### Next steps

- Train SCIPHC coaches
- Assess impact on training
- Incorporate changes as needed

### Contacts & Acknowledgements

Special thanks to the SCI&U Team and the SCIPHC Peer Health Coaches.

#### Contacts

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#### Training Materials & References

