

STEP-PA protocol

Telephone Coaching Guide for physiotherapists participating in the STEP-PA project

As a preamble

Telephone calls are scheduled before the patient leaves the SSR department. Telephone appointments are agreed with the patient at compatible times

with its activities and negotiated to be the least disruptive in the organization of the care service. Experimental practice has shown that the 12:00 to 12:30 p.m. range is the best accentuated

Telephone appointments are noted on the patient's physical maintenance follow-up calendar.

Call conditions

The telephone calls are rehabilitative appointments with the patient chosen for this study.

The telephone call is a means of monitoring their level of physical maintenance at home, of reporting their difficulties in practicing certain exercises in the program, of reinforcing adherence to physical maintenance and of accentuating the practice of the most relevant exercises with regard to the

It is essential to have the M0 evaluation as a comparison and guideline to try to maintain this level of performance.

The average duration of each call is set at 20 minutes with a post-call time of 10 minutes to finalize the entry of interview data.

Each patient in the intervention group benefits from 5 calls (i.e. 1 call/month) between their discharge from the service and their assessment at M6.

Coaching concepts

“Professional coaching is the support of individuals or teams in the development of their potential and their know-how within the framework of professional objectives.” (Société Française de Coaching created in 1996).

Since then the term also covers operational or personal support for change. “Having passed from teaching to sport, and more recently to management, coaching is part of a long tradition of support and surpassing oneself. The hospital also cultivates the tradition of therapeutic support.” (“Coaching in the hospital, what new managerial situation for the healthcare executive?” Pascal Barreau Soins Cadres Vol 17, No. SUP66 - June 2008pp. 17-19)

- Telephone coaching in the STEP-PA project

Applied to our study, telephone coaching aims to support patients in their physical maintenance dynamic following the rehabilitation treatment carried out during hospitalization in the SSR.

The physiotherapist is a paramedical professional particularly experienced in supporting the development of the physical potential of elderly patients. This professional benefits from knowledge of the patient and their rehabilitation care pathway during their hospitalization.

The physiotherapist's telephone coaching is part of a "continuum" of support (M0-M6) in order to develop self-maintenance of the elderly person's physical performance at home (M6-M12).

- Terms of STEP-PA telephone coaching.
- Presentation of the professional
- Reminder of the context of the
- Confirmation of connection with study participation
- Ask about new or special events since the release or last call
- Empathy posture/event
- Make the connection with the
- Ask about interview practice: practice numbers / since last call or outing.
- Bring out the difficulty in practice, the organization to allow this practice to be as regular as possible.
- Ask about self-assessment:
- Connecting self-assessment with interview practice
- If necessary, based on self-assessment, reinforce the practice of certain exercises to try to maintain performance.
- Comfort the person in their maintenance effort.
- Return the next call and ensure that the person will be available, otherwise arrange a new appointment.
- Professional posture
- Listening Kindness Empathy Positive feedback Values efforts Concern about helping the person to empower themselves Stimulates potential
- Promotes the emergence of solutions by the person Strengthens the practice of physical self-maintenance
- Entering the telephone coaching report:

Patient Identification:						
Identification of the physiotherapist:						
Intervention reference:	M1	M2	M3	M4	M5	
Date of call:						
Date of release or previous call:						
Number of days since discharge or last call (A):	A=					
Events since release or last call?						
Number of physical interview practice since exit or last call (X)?	X =	Average weekly practice (Y) = (X * 7) / A =				
Can you get up from a seat without using your hands?	Yes	Non				
Can you get up from a seat without using your hands 5 times in a row in less than 15 seconds?	Yes	Non				
	How long :	How long :				
Did you fall again?	Yes	Non				
	How many times:					
Have you maintained or increased your weight?	Yes	Non				
		Loss of: kg				
Do you go outside alone?	Yes	Non				
Are you less afraid of falling?	Yes	Non				
Afraid of falling?	Not	A little	AVERAGE	Enough	Very	

