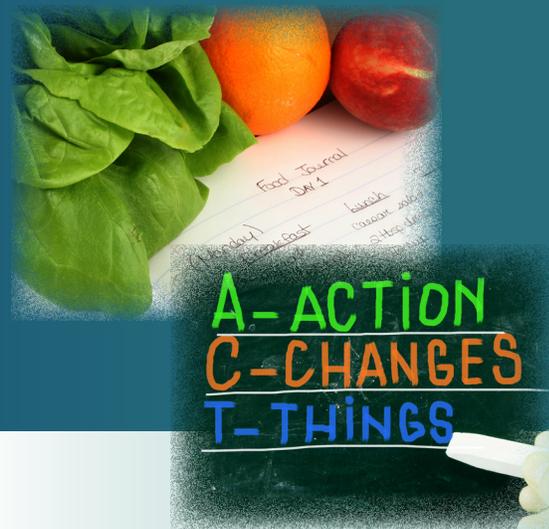


I give it 100%, but couldn't do it without my health coach



Robyn's Story

Prior to being with KishHealth System, part of Northwestern Medicine, I was a retail supervisor, on my feet and moving all day long. Today, as a Patient Service Representative, I am sitting 75% of the time. And, with sitting all day, it didn't take long before the pounds started piling on. My "aha" moment, was during an annual physical when my doctor said, "You are extremely overweight." It was hard to hear, but it got me going.

Once our health system started offering our MyHealthMatters wellness program by Strategic Health Services (SHS) nearly two years ago, Dawn, my SHS health coach contacted me. She began by asking me if I was interested in starting to watch my food intake? When I didn't really commit at first, she became more persistent in asking me, "How about we try this? How about we try that?"



We started slowly. Dawn asked me to keep track of my food for 2 weeks, so I could see what I was eating. What a reality check! I had no clue to how many calories I was taking in. My exercise was none. As a Mom, my post-work routine was home, laundry, dinner, bathing, homework, and repeat the next day.

I kept track of my calories for almost a year, but when the holidays came, it was hard. I've had my share of bumps in the road. I made a fresh start in January, purchased a fitness device, and then began keeping track of my steps.

As my health coach, Dawn goes far above and beyond her job requirements. We talk monthly and secure message about 3 or 4 times each week as well.

Robyn Schumaker

KishHealth System
Patient Service Representative

Robyn's health tips:

- **Document what you eat.**
Otherwise, it's too easy to stray. (I track all 3 meals and snacks, milk, juice, and tea, too. It's the only way to know when I've reached my calorie limit for the day.)
- **Exercise helps add to the calorie bank.** *(If I go on that walk I can have a rice krispy treat after.)*
- **You have to put in 100%, even with the best coach.**
- **Get your annual physical.**
It may be hard to see the numbers and hear what your doctor says, it might just be the jolt you need to get going.

Guidance and support

Dawn is right there with me on all levels. If I reach a plateau, she recommends I change things up because I am very routine. She'll say, "Let's try changing your breakfast and then lower your calories a little. Let's add some exercise, just another mile or block. Let's add some hand weights." She even asked what kind of sneakers I had and how old they were. She suggested a new pair of walking sneakers, and I followed her advice. And so did my husband. He is sporting a nice new pair and has a more pronounced spring in his step as a result.

"If I didn't have the little push she gives me I would not have pursued this program the whole way through. My husband is supportive too, and we walk every night. We talk about calories."

Other tools help me in my journey too

A I've lost 43 pounds, and I feel really good. I just had my physical in June and my numbers were drastically improved since my last physical. I moved from an emerging risk (6) to a healthy (2), as indicated on the MyHealthMatters wellness portal. Moving my risk score is so important to me. My brother has diabetes, and am aware of struggle he has with it. My blood glucose was 101 (considered prediabetes) but with my weight loss, my number dropped to 74. This was a huge relief for me.

I would like to lose 45 more pounds. We had a death in the family and going through a tragedy, and change in my routine, just threw me for a loop. As a result, I gained 2 pounds. But, Dawn took it in stride and said, "We got this" and helped me get right back on track.

I use other tools to support me in my continuous journey to improve my health. I read *New Paths* newsletter on the portal every month. I enjoy the recipes and interesting health tips. The stories are practical and useful, such as how to eat out at a restaurant. I found, "Are you drinking enough water?" especially beneficial, as I hadn't been paying close enough attention to staying hydrated.

I can look at my numbers and progress on the portal. I can see my food and calories, weight, steps, and even my blood pressure readings. All the information from my physicals is kept there too. It is helpful to have all my information in one place. I like that Dawn can see all the work I am doing, and it becomes more than just something I said I did. The proof is right there, and it helps her guide and lead me in the right direction.



More people need to understand the gift of health coaching

I talk about coaching with my coworker and her impression is that someone is nagging me. I find it hard to articulate the tremendous support that coaching provides. It is not about someone telling me what to do. And, often, people don't understand unless they give it a try. Dawn was there through 2 deaths in my family in the past year, simply talking to me. Coaching has made all the difference for me. Dawn has become more than just my coach. She is my friend. A friend who understands.