

THE NEED FOR A MINDSET SHIFT AND BEHAVIOURAL CHANGE IN THE SHADOW OF THE COVID-19 PANDEMIC

**Background:**

COVID-19 has had a significant impact on healthcare systems worldwide including services caring for young people (YP) with long-term conditions (LTC). YP experienced not only barriers to their daily functioning but also difficulties navigating healthcare facilities. In long-term conditions like rheumatic diseases, medical interventions are estimated to account for only 10-20% of the factors that impact on outcomes. Social determinants of health (SDoH), and health-related behaviours account for 80-90%.

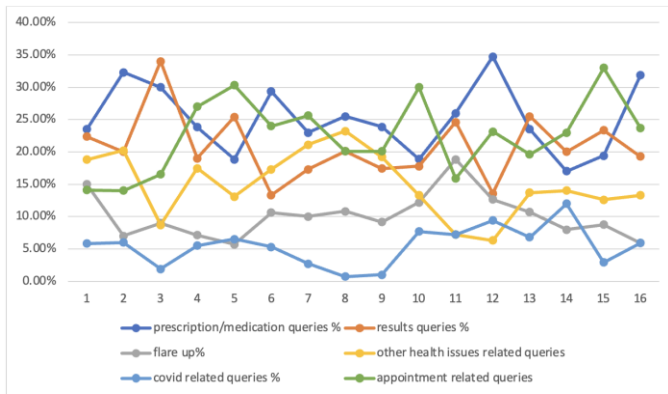
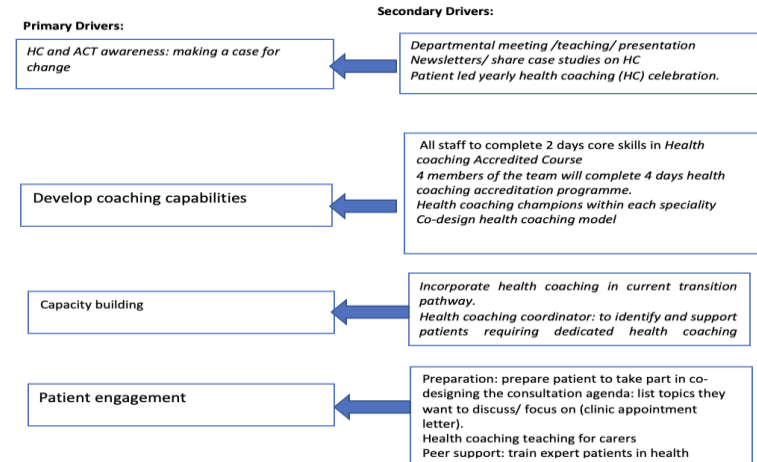
**Methodology:**

The helpline service at the adolescent and young adult (AYA) department, UCLH, was audited over 4 months capturing thematic issues facing Young people (YP). This informed an improvement strategy including the use of health coaching (HC) tools to support AYA attending our department and create opportunity for behavioural change.



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Project Driver Diagram



Weekly percentages of helpline queries since Oct 2021

**Capability building:**

All AYA team members undertook a HC course. Pre and post HC course surveys were completed by participants.

A pre course survey (10/ 12 responded) revealed that 70% of MDT members felt their consultations focused solely on YP medical/clinical care, 80% reported they advise on lifestyle choices such as sleep, and weight management and 40% felt that their consultation times were long enough to discuss resources that would support long-term management. Only about a third of the team (30%) reported they felt effective in enabling self-management and/or catalysing behaviour change.

A post course survey (11/12 responses) demonstrated 100% of participants were satisfied with the course content, delivery, facilitation, and opportunities to work and learn with colleagues and felt that the skills were applicable to their work to improve self-management and improve the use of helpline system.

**Conclusion:**

Health related behaviours in patients with LTC, have significant impact on health outcomes. Incorporating HC into clinical care is a promising tool which was considered as useful by all AYAD members. The next stage of this project will include embedding the techniques learned into clinical practice and measuring behavioural change over time including the use of the helpline system.