

Reaching Goals Through Health Coaching



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- **ROBIN HEBERT,**
VERA PATIENT



Robin Hebert has already tackled what many would call the challenge of a lifetime in turning her life around. A recovering heroin addict and alcoholic, she works full-time in adult probation for Coconino County Adult Probation. She’s also a mother and a full-time student working on her masters degree. Still, she knew she had health issues but she lacked the support to overcome her fears of confronting them.

There was no way she wanted to hear a doctor tell her what she already knew. “When I first got sober, I switched from heroin to Oreos. I gained almost a hundred pounds,” she says. Yoyo dieting and weight loss was the norm for her, on top of being a smoker.

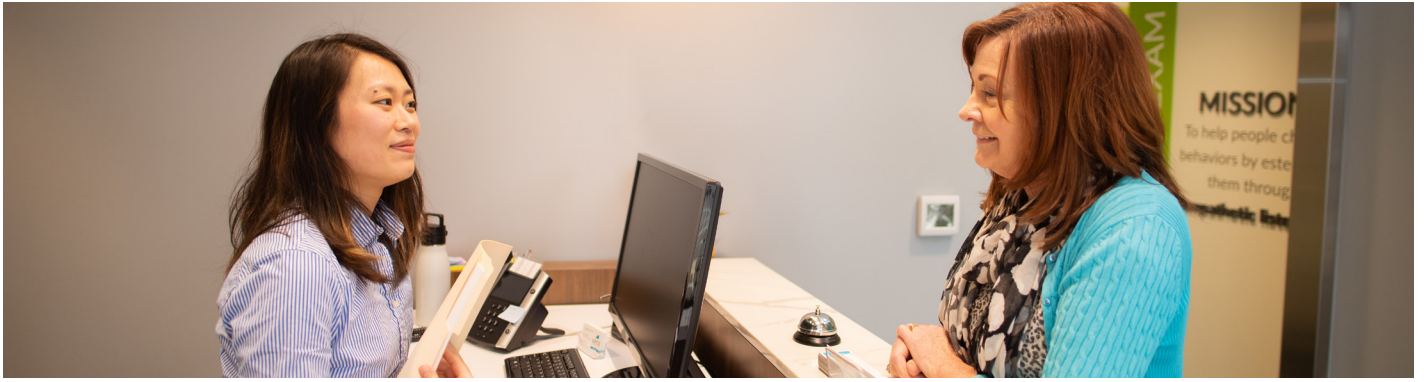
After a serious illness forced her to finally seek medical attention, Robin relented and had a physical, revealing she had high blood sugar and high cholesterol. “So [my doctor] asked me if I wanted to work with a health coach. And I said yes.”

Making new lifestyle changes in a manageable way

Fortunately for Robin, NAPEBT offers Vera for employee health coverage. That’s how she met Kira.

When they first met, Robin says, “My self-esteem was in the gutter. I was just eating garbage the whole semester, and I gained 30 pounds. I was really feeling totally defeated. I was low energy, I didn’t want to work out, I didn’t want to do anything. I just felt like crap.”

Kira helped shift Robin’s thinking and her behavior. Instead of trying to address Robin’s tendency for big-picture thinking to overwhelm any attempts at healthy behavior, Kira broke it down into manageable chunks. “If I could just stop having Oreos in the house,” Robin says, “I [thought] that would be a really good first step, you know?”



Patient checking into Vera clinic

“As soon as we started talking and setting these little goals,” Robin says, “I just got on board. I just stopped buying all the crap, and I started working out. Everything just kind of started falling into place.”

Within two months of meeting Kira, Robin had turned it all around, losing the recently acquired 30 pounds. Shortly after, she also quit her 25-year smoking habit. Together, they also began to set big-picture goals like saving money — enough to pay for the summer semester at school.

Robin says her experience with health coaching has completely changed her outlook on healthcare. “I’ve actually never really felt connected to a primary care physician. I’ve never gone to my doctor to talk about stuff. And now I do. Now I call them right away. Because I just like them. It feels like home. It feels like family. They’re just great, and they’re sweet, and they always remember me.”

Finding success with health coaching

It turns out seeing her doctor and her coach Kira has paid off in ways Robin never expected. **The success of their collaboration led to more than healthy habits and diet changes.** She even landed a promotion at work. “I still have goals to reach, but yeah, everything’s just so different.”

She plans to keep meeting with Kira to stay on track for setting new goals and reaching them. “She’s kind of become my friend and I really feel the accountability factor. I think for me it’s really important to stick with the stuff that works. My health is in this totally different place. My mindset is in this totally different place.”



Vera health coaches