

Peer Coaching

The purpose of the Peer Coaching Program is to serve as an integral part of the nursing home health care community to promote quality improvement and provide support among those participating and enrolled in the National Nursing Home Quality Care Collaborative.

Objectives of this training

- Define Peer Coaching and its outcomes
- Describe the role of a Peer Coach
- List competencies of an effective Peer Coach
- Describe how to serve as a Peer Coach

What is Peer Coaching?

A confidential process through which two or more professional colleagues work together to:

- Reflect on current practices
- Expand, refine and build new skills
- Share ideas
- Teach one another
- Solve problems in the workplace

The benefits of being a Peer Coach are to:

- Share knowledge and best practices with other nursing homes
- Foster Quality-centric nursing homes
- Gain recognition for participating as a coach
- Satisfaction of providing useful assistance and support to colleagues
- Assist Mountain-Pacific Quality Health to instill quality improvement methodologies

The Peer Coaching Program will be built on the following premises:

- Mountain-Pacific will recruit nursing homes to act as Peer Coaches for other nursing homes.
- The network of Peer Coaches will represent diverse levels of nursing home staff, both administrative and direct care and residents and their families.
- Peer Coaches will be matched based on areas of expertise, compatibility and location to provide support, encouragement and information to nursing home staff, administrators, residents and their families.

Peer Coaches expectations:

- Participate in brief trainings related to the following four (4) topics:
 - Coaching
 - Quality Improvement Methodology
 - Certification and Survey Provider Enhanced Reporting (CASPER)
 - Adult Learning Techniques
- Begin assisting nursing homes

What is coaching all about?

- Involves providing instruction, direction, and prompting
- Includes demonstrating, reinforcing, motivating, and providing feedback
- Requires monitoring and ongoing performance assessment
- Continues even after skills are mastered to ensure sustainment

Coaching is important. Effective coaching can result in:

- Clear and defined goals
- Aligned expectations
- “Just-in-time” knowledge transfer
- Increased individual motivation and morale
- Increased ability to adapt and react
- Early identification of unforeseen performance barriers
- Commitment to ongoing learning and improvement
- Movement toward superior nursing home performance

Effective coaching in nursing homes further aims to achieve:

- Successful integration of successful behaviors into daily practice
- Increased understanding of specific concepts
- Increased competence among staff
- Sustainment of improved performance over time
- Improved team performance and safer patient care

The role of a Peer Coach:

- Role model behavior
- Observe performance and provide feedback
- Motivate those you are coaching
- Provide opportunities to practice & improve

The coach as a role model

- Demonstrates effective use of behaviors, tools, or strategies
- As a respected member of the team, reinforces acceptance of behavior through performance

Coaches provide feedback that is:

- Timely
- Respectful
- Specific
- Directed toward improvement
- Two way
- Considerate

The coach as a motivator

- Helps those being coached see the bridge between new behaviors or concepts and patient safety and outcomes
- Encourages belief in those being coached and their abilities to succeed
- Expresses enthusiasm and commitment
- Communicates positive results and outcomes
- Validates current levels of accomplishment while advocating greater achievement
- Recognizes successful performance
- Identifies potential challenges, pitfalls, and unforeseen consequences
- Offers support, assistance, and empathy

Coaching Competencies (References handout “13 Competencies for Effective Peer Coaching”)

Implementing coaching

- Identify Peer Coaches
- Train and prepare Peer Coaches
- Prepare those being coached to receive coaching
- Ensure organizational support for Peer Coaches

Prepare staff for Peer Coaching

- Identify who the Peer Coaches are to the nursing home community
- Describe the goals and positive outcomes of coaching
- Explain the role and responsibilities of Peer Coaches
- Describe the expectations regarding nursing home staff interactions with coaches

Coaching tips

Do...

- Actively monitor and assess team performance
- Establish performance goals and expectations
- Acknowledge desired teamwork behaviors and skills through feedback
- Coach by example; be a good mentor

Do not...

- Coach from a distance
- Coach only to problem solve
- Lecture instead of coach

