

Peer Coaching: Leaders of Change

Part 1 - What is peer coaching?



Adapted from: **TeamSTEPS**™
By: QualityINC Sub-group

Objectives

- 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.

What is its purpose?

To serve as an integral part of the nursing home care community to **promote quality improvement** and **provide support** among those participating and enrolled in the National Nursing Home Quality Care Collaborative

What are the benefits?

- 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 Foundation to instill quality improvement methodologies in nursing homes

How will we build?

- Mountain-Pacific will recruit nursing homes staff, leaders, residents, and resident family members to serve as Peer Coaches for other nursing homes.
- The network of Peer Coaches will represent diverse levels of nursing home staff from leadership to 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.

What is expected?

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

What are we asking of you?

- Be included in a contact list of available Peer Coaches
- Participate in regional nursing home email Listserv
- Participate in quarterly regional Peer Coach calls to provide feedback to Mountain-Pacific
- Potentially be a speaker during a Learning and Action Network (LAN) event

Defining coaching

- 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

Why is coaching 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

Why is coaching important?

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

Role of a Peer Coach

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

Coach = Role model

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

Effective feedback is...

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

Coach = 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**
- Validates current levels of accomplishment while advocating greater achievement
- Recognizes successful performance
- Identifies potential challenges, pitfalls, and unforeseen consequences
- Offers support, assistance, and empathy
- Communicates positive results and outcomes

Exercise: Effective coaches

Think about coaches you've known or observed...

- What characteristics did those coaches have that made them effective?
- Are coaching characteristics innate or can they be learned?

Coaching competencies

Communication

Communicating instructions
Providing feedback
Listening for understanding

Performance Improvement

Setting Performance Goals
Rewarding Improvement
Dealing With Failure
Assessing Strengths and Weaknesses

Relationships

Building Rapport and Trust
Motivating Others
Working With Personal Issues
Confronting Difficult Situations

Execution

Responding to Requests
Following Through

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 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

Do not...

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

Questions?

Contact our Peer Coaching Coordinator:

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For more information

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