



# SPACE

**SOUTHERN PARTNERS**

**ACTION COLLABORATIVE FOR EXCELLENCE**



# Peer Coaching – Unit 1

## What is Peer Coaching?

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# 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

Adapted from:  
By: QualityINC Sub-group

*TeamSTEPPS*<sup>®</sup> 2.0

# 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 the purpose of the Peer Coaching Program?

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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 **SPACE** collaborative

# What are the benefits of being a Peer Coach?

- ▶ 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 Alliant Quality to instill quality improvement methodologies

# How will we build a Peer Coaching Program?

- ▶ Alliant Quality will recruit nursing home staff members to act as Peer Coaches for other nursing homes
- ▶ The network of Peer Coaches will represent diverse levels of nursing home staff (administrative & direct care), residents and their families
- ▶ Peer Coaches will be matched based on the following:
  - areas of expertise
  - compatibility
  - location

*to provide support, encouragement and information to nursing home staff, administrators, residents and their families.*

# What is expected of Peer Coaches?

- ▶ 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 as needed!



# Peer Coach Expectations

- ▶ Be included in a contact list of available Peer Coaches
- ▶ Participate in the regional, nursing home e-mail list serve
- ▶ Participate in quarterly regional Peer Coach calls to provide feedback to Alliant Quality
- ▶ Speak during a Learning and Action Network (LAN) virtual event if able

# We are also looking for non-NH staff to become involved in Quality

- ▶ Can you identify one *Resident, Family Member* or *Caregiver* from your Nursing Home who would be willing to:
  - Attend the Peer Coaching Training
  - Attend quality meetings in your Nursing Home

# 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 in Nursing Homes?

***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 and 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
- ▶ 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

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## 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 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



# Questions & Suggestions

[Link can go here...](#)

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