

PRACTICING

EXCELLENCE

CONNECT 2022

UNIFY, COACH, CONNECT

BREAKOUT SESSION: SKILLS AND SYSTEMS OF 1:1 CLINICIAN COACHING

PRACTICING EXCELLENCE/

CONNECT 2022

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“COACHING FOR ME IS FOREVER. JUST WHEN I THINK I HAVE IT FIGURED OUT, I REALIZE THERE IS SO MUCH MORE I NEED TO LEARN.
IMPROVING AND MASTERY FUELS ME.”

AT OUR CORE, WE BELIEVE THERE IS

INCREDIBLE POWER

IN COACHING CLINICIANS

Benefits of coaching clinicians include:

- **Support and engagement** of clinicians for patient connection skills that may have never been taught
- Clear message of **mission over metric** and reinforcement/establishment of culture
- Improved individual performance leading to **better results and outcomes**
- Increased patient connection **combats burnout and increases joy** in practicing medicine



WHAT SKILLS DOES A COACH NEED TO HAVE?

Relational | Communication | Analytical



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**NEIL GOKAL,
MD, FAAFP**

Practicing Excellence Faculty
Medical Director of Clinical
Education, OptumCare

What are the core components of a coaching system?

Pre-Coaching | Sessions | Post-Visit



Who do we coach?

Proactive

- High Performers
- New Clinicians
- Clinician Leaders
- Influential Clinicians

Reactive

- Clinician Requests
- Leader Requests
- Data-Driven Interventions

Focused Groups

- Specific groups of clinicians
- Entire divisions
- Regional interventions

Low Performers

- Clinicians in the bottom quartile
- Specific number of bottom performers
- Targeted interventions

PRACTICING EXCELLENCE

Tapping Practicing Excellence as a Coaching Mechanism



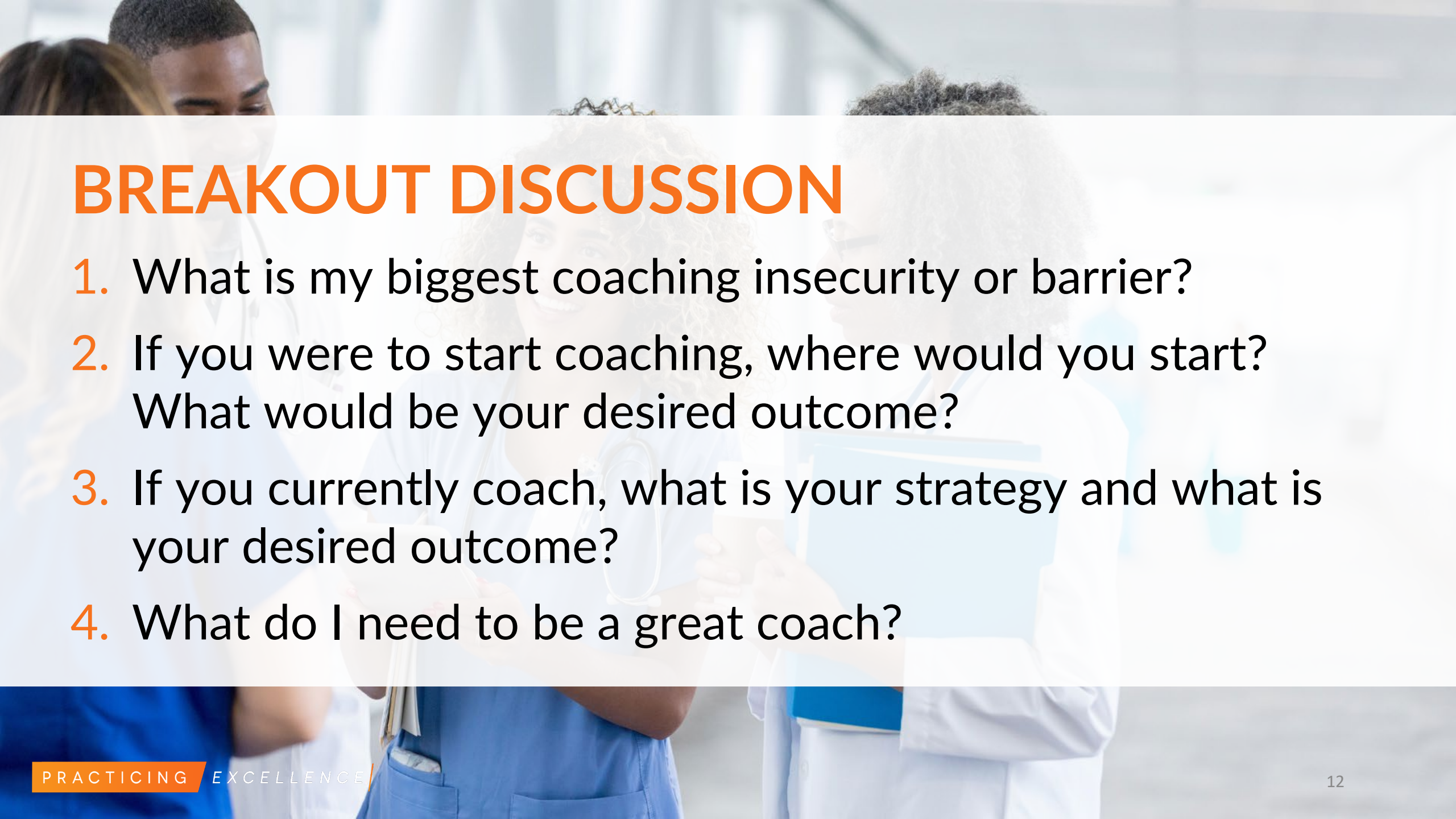
Tapping Practicing Excellence for Coaching

- Tap Practicing Excellence coaching tips in real-time.
- Craft coaching curriculum based on coaching interactions.
- Utilize coaching tips for follow-up and sustainment learning.
- Tap Practicing Excellence as your coaching partner- it can be where you can't when you can't.

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A question for you...

**What is your
coaching WHY?**

A background image showing several healthcare professionals in blue and white scrubs. They are standing in a group, looking down at something, possibly a patient or a piece of equipment. The image is slightly blurred and has a white semi-transparent overlay on the right side where the text is located.

BREAKOUT DISCUSSION

1. What is my biggest coaching insecurity or barrier?
2. If you were to start coaching, where would you start?
What would be your desired outcome?
3. If you currently coach, what is your strategy and what is your desired outcome?
4. What do I need to be a great coach?

PRACTICING *EXCELLENCE*

CLINICIAN COACH CERTIFICATION

A six-month certification course designed to prepare and certify your selected leaders to be **patient experience coaches** at your organization.



COACHING CERTIFICATION COHORT STRUCTURE

Monthly Coaching
Sessions

Targeted Clinician
Experience
Coaching
Curriculum

Clinician Coaching
Case Study

Data Analysis and
Intervention
Planning

Organizational
Coaching Strategy
Development

COACHING CERTIFICATION JOURNEY



Program Feedback

100% of participants found the program, sessions, and resources **valuable to their learning and development as a clinician coach**

100% of participants stated **they would recommend** the Clinician Coaching Certification program to prospective clinician coaches with or without previous coaching experience.

**25 respondents*

“Really liked having the playbooks and resources, then working collaboratively to practice the skills.”

“The real-life examples shared really brought the learning to life.”

“I am walking away with everything and then some to start my coaching program!”



“I love that we learned so much about the coaching process- we covered every aspect in great detail.”

“I had a great experience, keep this going!”

“It was great learning how to handle resistance and push-back, I was personally really worried about this.”

IF YOU WOULD LIKE MORE INFORMATION...



Please use this QR Code to navigate to our Clinician Coach Certification Landing Page.

Here you will find program information, registration instructions, and my contact information.

CONNECT 2022 BREAKOUT: COACHING WORKSHOP



REFLECTION & DISCUSSION:

What is my coaching "why?"

Why do we coach? Why should we coach?



STRATEGY PLANNING:

YOUR PRACTICING EXCELLENCE COACHING STRATEGY TO SUPPORT CLINICIAN COACHING AT YOUR ORGANIZATION:



WHO can we coach at your organization?



WHAT is the current system? What is working? What can you improve?



WHEN can we start?



WHERE can I make the greatest impact?



HOW do we establish a system to develop better coaches?