



**COACH**

# C.O.A.C.H

*“Taking people from where they are to where they want to be.”*



Connect tasks with vision and priorities

Observe normal routine

Assume a coaching style

Create a Care Plan (formerly Create a backwards plan)

Highlight progress with data



Patients are at the center of this work.

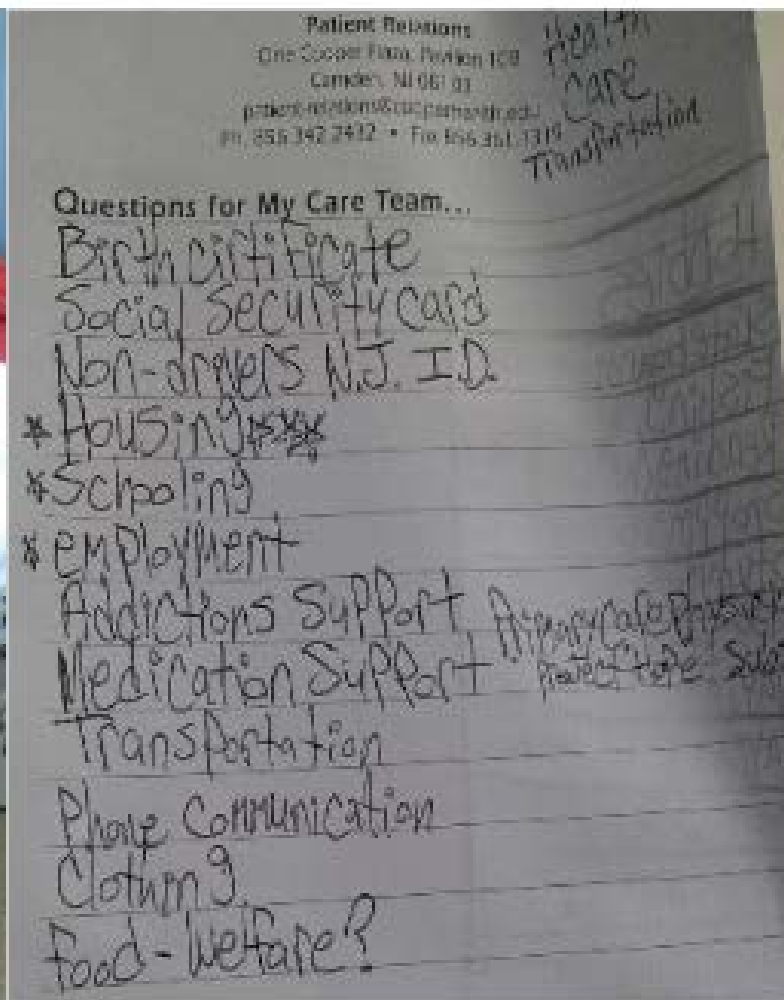


# We were fixing, not teaching.

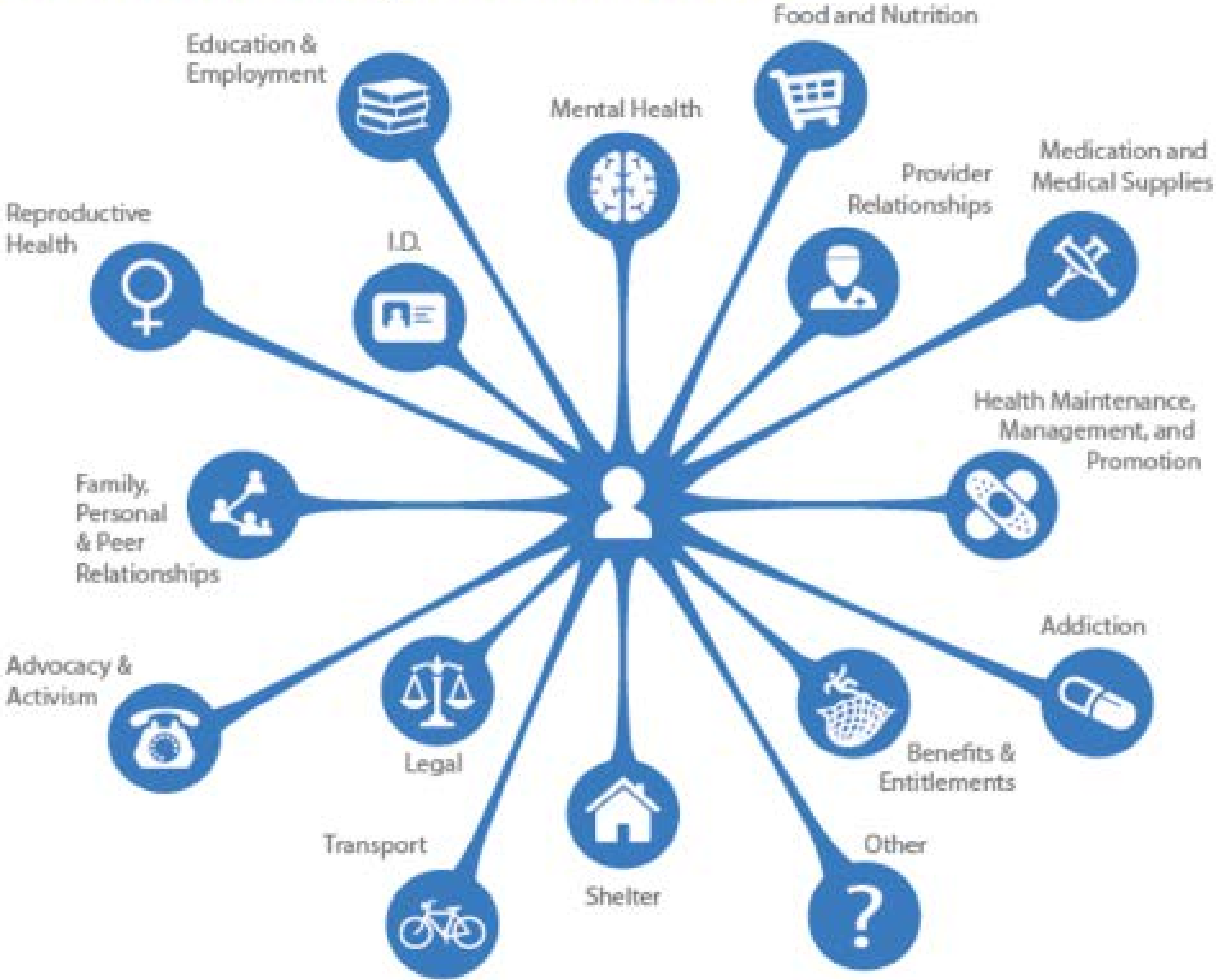
*“When they fell off, I kinda fell off. When they were there, I was more energetic maybe or persistent on doing what I was doing.”* Patient Quotation



# Backwards planning is a tool to highlight patient priorities



# Care Planning Domains





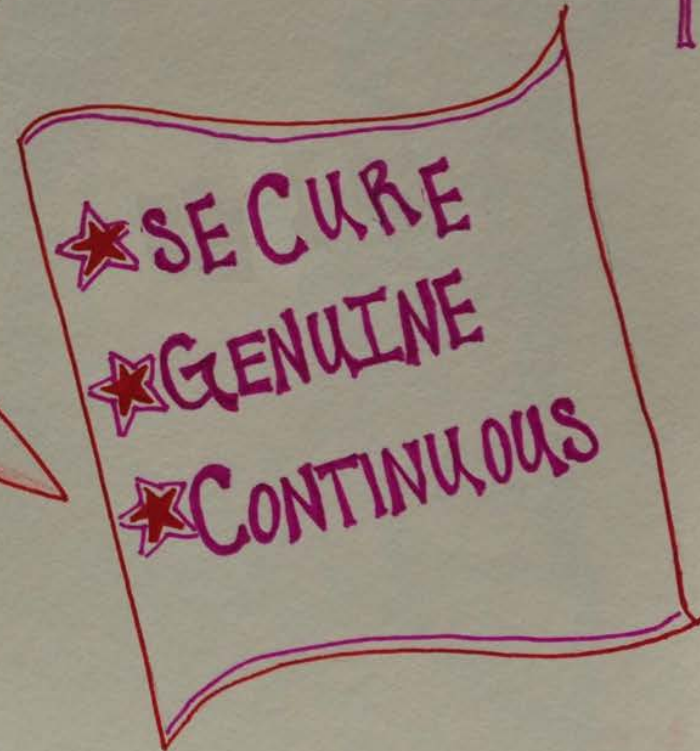
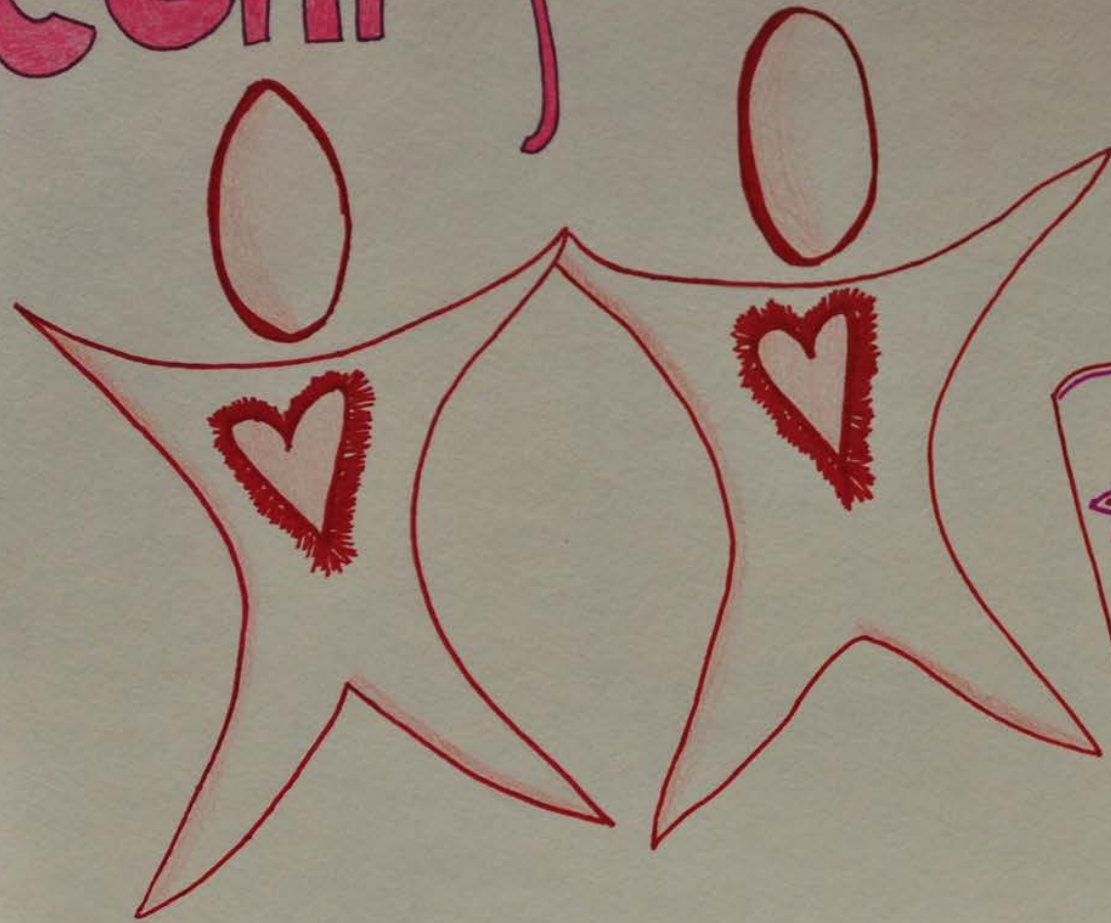


What makes people change behavior **During** our intervention?



# CCHP forms

authentic  
healing  
relationships



linked with motivation ...





IT'S **NOT**  
ABOUT  
THE  
NAIL





# COACH Reference Guide

FEBRUARY 2016

This guide identifies practices and techniques to be employed by Care Teams with patients to establish an Authentic Healing Relationship (AHR). It can be used to track progress in supporting patients to reach their goals. The practices and techniques below are not meant to be performed sequentially, and the timing may vary depending on the patient's unique needs.



The Care Team has a shared understanding of the following:

## C

### CONNECT Tasks with Vision and Priorities

Use reflective, empathic language & open-ended questions to understand what the patient truly wants for him/herself beyond being healthy and staying out of the hospital; Reflect on the patient's short-term and broader vision to motivate the patient throughout the intervention and understand how to address 'tug of war' scenarios.

- The patient's goals for the intervention.
- The patient's long-term vision for him/herself.
- The dominant core need for both the patient and Care Team members throughout the intervention.

## O

### OBSERVE the Normal Routine

Meet the patient where he/she is; Observe the patient without intervention or judgment and ask open-ended questions to understand how the patient manages his/her health condition, as well as social issues and barriers; Build on systems the patient already has in place.

- The patient's strengths, level of need, and level of independence for identified domains.
- The situations that are "high stakes" moments for the patient.
- The long-term support strategy identified by the patient.

## A

### ASSUME a Coaching Style

Choose a coaching style ("I do", "We do", "You do") and model behavior based on the patient's level of independence and social support to better equip him/her with the skills to promote long-term strategies.

- The patient's level of independence and coaching style to use for identified domains.
- Short-term goals for moving toward independence (moving to "You do") on identified domains.
- Long-term goals for moving toward independence on identified domains.
- Situations that are exception scenarios and do not require coaching.

## C

### CREATE a Backwards Plan

Use domain cards and motivational interviewing to conduct an active conversation with the patient to develop a care plan based on the patient's priorities and identify the steps necessary to achieving short and long-term goals.

- The domains that are long-term goals.
- The domains that may require motivational interviewing.
- "Backwards Plan" for client to achieve goals, both for the duration of the Camden intervention and beyond.

## H

### HIGHLIGHT Progress with Data

Monitor the patient's progress with Care Planning Domains identified as a result of the Backwards Plan; Use progress templates to actively discuss and highlight progress with the patient throughout the intervention. Highlight small wins towards larger goals to continually motivate the patient.

- The domains that are considered 'successes' for the patient.
- Patient progress in each of the identified domains that are priorities.
- Changes in the patient's medical and social status throughout the intervention.
- Appropriate language to use when praising the patient on progress (focus on process, not person).



# COACH Activity

## Directions

1. Look at the COACH one-pager with your team
2. Read and digest the essence of the assigned COACH- letter
3. Utilize chart paper and markers to create visual representation of what the behavior/letter means to you
4. Prepare to share with the larger group



Share out!



**Thank you!!**

