

## CARE TEAM COACHING

*Improving Communication with Patients*

### COMMUNICATION COUNTS

To be fully prepared for value-based purchasing, it's more important than ever to focus on patients' perceptions of their care experience. Reimbursement is increasingly tied to standardized survey tools (HCAHPS, CGCAHPS, ED PEC etc.), and the questions related to communication are the ones that patients most readily understand:

- Listen carefully
- Treat you with courtesy and respect
- Explain things in a way you can understand

DTA Associates can help care team members enhance their communication skills with patients, building competence and instilling confidence – without compromising clinical quality or productivity.

### OUR GOAL

To help care team members maximize their patients' perceptions of their care experience while improving the overall quality and efficiency of the clinical encounter.

### COACHING APPROACH

Our approach is to meet organizations where they are and build on what has been accomplished. That means we don't impose, we adapt to your preferred model of service culture. This one-to-one care team member coaching program is positive, discreet and does not interfere with patient care. The takeaway is a customized plan for each participant for how to improve their communication with patients based on their own personal strengths and opportunities.

### CAN THE COACHING BE DONE ON A CASE-BY-CASE BASIS OR DO ALL CARE TEAM MEMBERS HAVE TO PARTICIPATE?

We have had the greatest success in partnering with care team members who want to participate in the coaching. Those who self-select to do this are more engaged in their own development and are ready to hear and understand potential improvements to their current practice. It is these care team members who are really able to make lasting changes as a result of the feedback.

We recommend presenting coaching as an option to the entire group of care team members and moving forward with those who indicate they would like to participate.

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*"I liked the coaching with actual patients. I liked the immediate feedback and also the written feedback to follow. The positive feedback was helpful as well as the negative so that there can be work on increasing the positives as well as working on the negatives. The explanation for the feedback was helpful."*

– PHYSICIAN PARTICIPANT, MANKATO CLINIC

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*"I felt [the coach] was very compassionate and honest with observations and feedback to me. The observations I felt were excellent and the explanations and examples were very helpful for future interactions with patients, etc. I appreciate having the feedback from a professional to let me know how patients may view my interactions with them and ways to improve communication and their hospital stay."*

– NURSE PARTICIPANT, EL CAMINO HOSPITAL

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*"I appreciate how the coach helps me to build on my strengths with subtle but significant changes, rather than trying an entirely new approach or rhythm."*

– CARE TEAM PARTICIPANT, REGIONS HOSPITAL EMERGENCY DEPARTMENT

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DTA is a patient-centered quality improvement consultancy serving hospitals, clinics and health care systems. They have core competencies in process and technology improvement aimed at enhancing the patient experience and empowering physicians and other clinical staff to resolve quality shortfalls. Leveraging technology and analytics that engage physicians and drive process improvements, they help clients make progress on specific goals, ultimately leaving them with the skills they need to achieve goals independently and with confidence.

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### WHAT IS THE FORMAT AND TIME COMMITMENT?

The format is pretty simple; one of our coaches spends a morning or an afternoon with a care team member. We chat briefly before we get started, review the plan and discuss how best to talk to patients about the coach's presence in the room. Then we shadow the care team member through a variety of patient encounters. A minimum of 3-4 patient interactions is ideal.

We are very conscious of not slowing down a care team members practice. Notes are taken discretely and efficiently, and we debrief at the conclusion of the patient visits. Verbal feedback on key strengths and opportunities is followed up with a written report sent to the care team member.

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*"I found that the time we spent to sit down at the end pulled the whole thing together. You pointed out positive things that I do that I just take for granted and didn't realize the impact they make on the patient. Suggestions to purposefully incorporate more of them was very helpful. The summary was very nicely done and I will keep it stored somewhere safe for further reference."*

– NURSE PARTICIPANT, EL CAMINO

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*"I appreciated having someone with fresh eyes take a look at my interactions with patients and give me feedback."*

– PHYSICIAN PARTICIPANT, MANKATO CLINIC EMERGENCY DEPARTMENT

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*"The time was very helpful and will help me provide better service to many patients."*

– CARE TEAM PARTICIPANT, REGIONS HOSPITAL

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