

# ATHN DATA SUMMIT 2016

## NHPCC *Quality Improvement: the ATHN Coach Perspective*

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# Making the Best Care Even Better

National Hemophilia Program  
Coordinating Center



# ATHN QI Coach - Overview

- What is an ATHN coach (role and training)
- Advantages of having the coaching role for continuous quality improvement
- Future planned work as a coach within region

# What is an ATHN QI Team Coach and role in continuous QI?

# The ATHN QI Team Coach

- Completed 5 month introductory Team Coaching learning series
  - *The Dartmouth Institute Microsystem Academy (TDIMA)*
- Participated in NHPCC/TDIMA QI Collaborative
  - as a Coach in Training
- Coached/coaching an HTC (clinical microsystem)
  - Co-coaching with a TDIMA Senior Coach

# Microsystem Team Coaching

- Building fundamental skills at the front line of care to
  - create a **culture of improvement**
  - **cultivate improvement capabilities**
- Begins with a deep assessment of the HTC's system/people
  - *Purpose, Patients, Processes, Professionals, and Patterns (5Ps)*
- ONLY after understanding the HTC on a deeper system level are change ideas proposed

*Adapted from the TDIMA eCTC Training Series (Spring 2016)*

# The role of the ATHN QI Team Coach

- Coaching supports the TEAM to build skills to be able to independently continuously improve
  - helps the team better understand what's important in their work and how to improve it (**patient care AND working environment**)
- Coaching intensity/support fades over time
  - team learns to coach itself (6-24 month)
- **Ownership and accountability for the outcomes of the HTC lie within the members of the HTC**

*Adapted from the TDIMA eCTC Training Series (Spring 2016)*

# *ATHN QI Team Coach Training*

The Dartmouth Institute Microsystem Academy  
e-Coach-The-Coach Series



# eCoach-The Coach Learning Series

## The Dartmouth Institute Microsystem Academy (TDIMA)

- **A 5-month learning series**
  - 4 eSessions and a 3 day onsite workshop
- **The Team Coaching Model**
  - The *Art and Science of Coaching* based on research, theory, and literature
- **Development of knowledge and skills** necessary to successfully coach frontline clinical teams
  - Effective communication and building relationships

Adapted from <http://clinicalmicrosystem.org/ecoach-the-coach/>

# TDIMA eCoach-The-Coach Aim

**“Improve value and quality of healthcare through development of the art and science of coaching to help and coach frontline interdisciplinary clinical and supporting microsystems [HTCs] with knowledge, processes and tools including the Dartmouth Microsystem Improvement Curriculum.”**

*The Dartmouth Institute Microsystem Academy  
e-CTC (Spring 2016)*

# The ATHN Team Coach is not...

- **The Team Leader**
  - difficult tasks/decisions belong to the team
- **Influenced by existing group norms or thinking patterns**
  - models effective communication and humble inquiry
- **The team's solution to their problems**
  - problem solving belongs to the team
- **The eternal Coach**
  - over time, the team will learn to coach itself

*Adapted from TDIMA e-CTC (Spring 2016)*

# Advantages of utilizing the coaching role for continuous QI

# HTC Quality Improvement

## Team Coaching facilitates

- more holistic approach to Quality Improvement
- HTC's discovering new things about their practice
- cultural transformation within the HTC to practice improvement, reflect and learn
- engaging leaders to support the HTC to cultivate sustained improvement capabilities

***The Team Coaching Model can be individualized to the HTC to develop sustainable improvement capabilities***

*Adapted from TDIMA e-CTC (Spring 2016)*

# Team Coaching and Collaborative Insights

- The Coach
  - Facilitates accountability to continue to do the work
  - Provides a fresh/neutral perspective
  - Helps team stay on track within identified theme, global, and specific aims
- The new NHPCC/ATHN Action Guide
  - Customized for hemophilia
  - Supports improvement development across the regions



# Future planned work as a coach within region and beyond

- Continue to serve as a resource for current Team (fading over time)
- As resources allow, coach a new team(s)
- Utilize the *new* improvement resources (Action Guide and learning modules)
- Develop a national network of coaches to spread the quality improvement program across the regions

# Thank you