Shift Happens: Coaching as Innovative Practice

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Objectives

• **Examine** the Integrative Nurse Coach role for promoting healthy lifestyle behaviors.

• **Explore** the Integrative Health & Wellness Assessment tool for use with self and others.

• **Experience** the nurse coach process through demonstration and practice.
Examine

• Changing Landscape of Healthcare
  – Value Based Medicine
    • Providers are compensated for quality outcomes rather than fee for service
Define “Quality” from the perspective of an individual member of a defined population

The IHI Triple Aim

Population Health

Experience of Care Per Capita Cost

Health Care Public Health Social Services

Individuals and Families

Definition of Primary Care

Integration

Per Capita Cost Reduction

Prevention and Health Promotion

System-Level Metrics

Institute for Healthcare Improvement, 2012
From Triple to Quadruple Aim: Care of the Patient Requires Care of the Provider

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**Abstract**

The Triple Aim—enhancing patient experience, improving population health, and reducing costs—is widely accepted as a compass to optimize health system performance. Yet physicians and other members of the health care workforce report widespread burnout and dissatisfaction. Burnout is associated with lower patient satisfaction, reduced health outcomes, and it may increase costs. Burnout thus imperils the Triple Aim. This article recommends that the Triple Aim be expanded to a Quadruple Aim, adding the goal of improving the work life of health care providers, including clinicians and staff.

**Key Words:** primary health care,
Models of Healthcare Practice

Interprofessional

Consultative  multidisciplinary  Interdisciplinary

parallel  collaborative  Coordinated

multidisciplinary  Integrative
Interprofessional Collaborative Practice

When multiple health workers from different professional backgrounds work together with patients, families, carergivers, and communities to deliver the highest quality of care (WHO, 2010)

Functional Medicine Model of Healthcare

- Biomedical Model
- Assistive Model
- Integrative Model

Lifestyle Medicine could save $900 billion over 10 years

health promotion proactive participatory

partnering empowering repatterning

Future of Nursing:
Leading Change, Advancing Health
(IOM & RWJF, 2010)

- Practice to full extent of education & training
- Achieve higher levels of education
- Full partners with physicians
- Workforce planning & policies

A New Framework for Nursing Practice?
A New Framework for Practice: Coaching and Integrative Therapies

The Art and Science of Nurse Coaching

The Provider’s Guide to Coaching Scope and Competencies

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Health depends largely on conscious *choices and intention*

In western medicine, patient-centered care is often neglected in favor of physically based factors: physiology, anatomy, genetics, etc.

**Lifestyle Medicine**
takes a new approach
Integrative Nurse Coach Partnership

Connecting to the Story

Integrative Nurse Coach

Collaborative Healthcare Team
Integrative Nurse Coaching: Art & Science

Knowing  Doing  Being
Nurse Coaching assists with a *shift in consciousness*

Body-Mind-Spirit-Environment awareness and choices
Why are nurses interested in Nurse Coaching?

- To use new competencies/skills to promote healthy behaviors
- To discover a fulfilling new career path in hospitals, clinics, communities, and interprofessional collaboration
- To become leaders in health and wellness promotion & transforming healthcare
Foundations: Integrative Nurse Coach Role

- Draws from nursing history/theories and social science
- Integrates body-mind-spirit perspective of healing
- Acknowledges individual change begins from within before it can be manifested and sustained externally
What is Integrative Nurse Coaching?

• Relationship-centered interaction with patient, family & friends
• Interventions help clients reach their inner wisdom
• Skilled, purposeful, results-oriented, & structured
• Purpose of promoting achievement of patient’s goals

Integrative Nurse Coaching is a vehicle for moving the integrative health care paradigm forward.
What are we hoping for?
Functional Medicine
Physicians and Nurses

- Functional Medicine addresses the underlying causes of disease, using a systems-oriented approach and engaging both patient and practitioner in a therapeutic partnership.

🌟 The Root Cause
Integrative Nurse Coaching and Rituals of Healing

- Create a healing environment
- Reduce anxiety and fear
- Decrease helplessness, hopelessness
- Contain steps for recovery
- Offer settings for reflection, comfort, using inner wisdom
- Support a process for peaceful dying
- Evoke a sense of connection with a higher power or source
Health care empowerment construct is defined as:
- the process and state of being engaged, informed, collaborative, committed, and tolerant of uncertainty regarding health care.

Health care empowerment is influenced by:
- an interplay of cultural, social, and environmental factors; personal resources; and intrapersonal factors.
- Barriers?

“Nothing ever goes away until it teaches us what we need to know.”

Pema Chodron

self-careacademy.com
Core Focus Areas

- behavioral change
- patient goals
- patient strengths
- family goals
- cultural perspectives
- self-management
Stages of Change

- Pre-contemplation
- Contemplation
- Preparation
- Action
- Maintenance
INTEGRATIVE NURSE COACH

5-Step Process

1. Connecting to the story.

2. Deep listening and skillful questioning.

3. Inviting opportunities, potentials, and change

4. Integrating, practicing, and embodying change.

5. Guiding and supporting the transforming self.
Motivational Interviewing

Basic Principles
1. Express empathy
2. Develop discrepancy
3. Roll with resistance
4. Support self-efficacy

Basic Skills
- Ask open ended questions
- Listen reflectively
- Affirm
- Summarize (Echo Principle)
- Elicit change talk

Ambivalence

• Motivational Interviewing is particularly effective during the *Contemplation* and *Preparation* stages, when people start to consider more seriously their reasons to change.

• It’s common and normal to encounter *ambivalence* about changing longtime habits – that’s the essential dilemma of change. It’s often hard, stressful, and uncomfortable.

  “I want to ________, but I don’t want to ________.”

• Roll with the resistance!
Change Talk -- DARN

- **Desire**: Statements about preference for change, as in “I want to”...”I’d like to”...”I wish”
- **Ability**: Statements about capability, like “I can”...”I could”...”I might be able to”
- **Reasons**: Specific arguments for change – “I would probably feel better if I exercised...” or “I want to be able to play with my grandkids...”
- **Need**: Statements about feeling obliged to change, like “I ought to”...”I have to”...”I really should”
Change Talk

Change Talk Coaching Questions:

- **Desire.** “What do you want or hope for?”
- **Ability.** “What could you do?”
- **Reasons.** “What would be a benefit of doing that?”
- **Need.** “How important is this change to you?”
GOAL SETTING

Specific
Measurable
Achievable
Realistic
Timely
APPRECIATIVE INQUIRY

DISCOVER
“What gives life?”
appreciating

DREAM
“What is your world calling for?”
envisioning

DESTINY
“What will be?”
empowering, improvising, innovating

DESIGN
“How can it be?”
co-creating co-constructing
Nursing Process and Nurse Coaching Process

Nurse Coach uses a *shift in terminology* to understand the client’s subjective experience/s.

1. **ASSESSMENT**
   Establishing Relationship and Identifying Readiness to Change.

2. **DIAGNOSIS**
   Identifying Opportunities, Issues, and Concerns.

3. **OUTCOMES**
   Establishing Client-Centered Goals.

4. **PLAN**
   Creating the Structure of the Coaching Interaction.

5. **IMPLEMENTATION**
   Empowering and Motivation Clients to Reach Goals.

6. **EVALUATION**
   Assisting Client to Determine the Extent to which Goals were Achieved.
A New Framework:
Coaching & Integrative Therapies

• Because coaching:
  – provides the framework to deliver unique individualized care in a structured environment.
  – creates a safe space for sensitivity to trust and vulnerability
  – allows further exploration of self discovery & action planning
  – builds on client strength
  – allows time for reflective practice
As a Nurse Coach, I Provide:

• Advanced Health & Wellness Assessments
• Reflective Practice Techniques
  – Energy Therapy, Guided Imagery
• Stress/Anxiety Management
  – Clinical Meditation
  – Biofeedback
• Behavioral Change Goal Achievement
  – Smoking cessation
  – Weight management
  – Exercise and Movement
• Education
  – Engagement with disease and medication process
  – Environmental Health
  – Nutrition and Food Plans
  – Supplements
Explore
Integrative Health & Wellness Assessment (IHWA) Wheel

- Health Responsibility
- Life Balance & Satisfaction
- Environmental
- Relationships
- Physical (Nutrition, Exercise, Weight)
- Spiritual
- Emotional
- Mental
Experiential -- Dyads

“Is there anything you’d like to do for your health & wellbeing in the next week?”

**COACH:**
- Reflective listening (WAIT)
- Ask open-ended questions
- No ‘fixing’ or giving advice
- Listen for ‘change talk’ – where there’s no resistance
- Explore possible obstacles
- Facilitate SMART goal

**CLIENT:**
- What do you want to work on?
- Commit to (1) concrete, measurable goal for the next week
- What’s one thing you will commit to do today or tomorrow towards that goal?
- How confident are you that you’ll be able to do this goal?
Theory of Integrative Nurse Coaching©: Five Components

1: Integrative Nurse Coach Self-Development
   (Self-Reflection, Self-Assessments, Self-Evaluation, Self-Care)

2: Integral Perspectives and Change
   (Provides understanding of multiple perspectives of reality for the individual)

3: Integrative Health and Well-Being
   (Personalized approach of primary prevention and underlying causes)

4: Awareness and Choices
   (Becoming cognizant of vulnerability to change and loss; recognizing reactions/responses)

5: Listening with Heart©
   (Healing, Energy, Awareness, Resiliency, Transformation)
Component 1: Integrative Nurse Coach Self-Development

Nurse Coach Self-Development
(Self-Reflection, Self-Assessments, Self-Evaluation, Self-Care)

Patient Self-Development
Nurse Coach Self-Development

Nurse Coach Qualities

- Learn centering practices
- Presence and mindfulness
- Identify with intention
- Align with intention
- Practice self-compassion
- Recognize inner wisdom
Presence is everything...
Are you in the moment?
Is your client/patient mindful?
Shift Happens at All Levels

• **Individual** – identity, beliefs, behaviors

• **Nurse (health care practitioner)** – directive to collaborative, nurse-driven to client-driven health goals, allopathic to integrative philosophy, Self-development & Self-care

• **Health care system** – disease-focus to whole-person-focus, physician-driven to team approach
What seeds were planted today?
KEEP CALM AND SHIFT HAPPENS
Thank you for the use of some of the slides:

http://inursecoach.com
Questions?