



Staff Coaching in a Redesigned Case Management Program

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Our Lady of the Lake Hospital

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Introduction

Group education was not successful in helping staff meeting minimum billable hours.

Staff Concerns

- Too busy to provide CM services
- Continued uncertainty of CM scope
- Minimum billable amount is not attainable

Leadership Concerns

- Staff are 90% funded by RWHAP
- Lack of staff participation during group education
- “Hallway huddles” perpetuated negative talk

Description

Implemented individual coaching to focus on unique learning needs.

Set Clear
Expectations

Monitor and
Review
Performance
Regularly

Provide
Individualized
Coaching

Offer Training and
Peer Support

Adjust Workflows

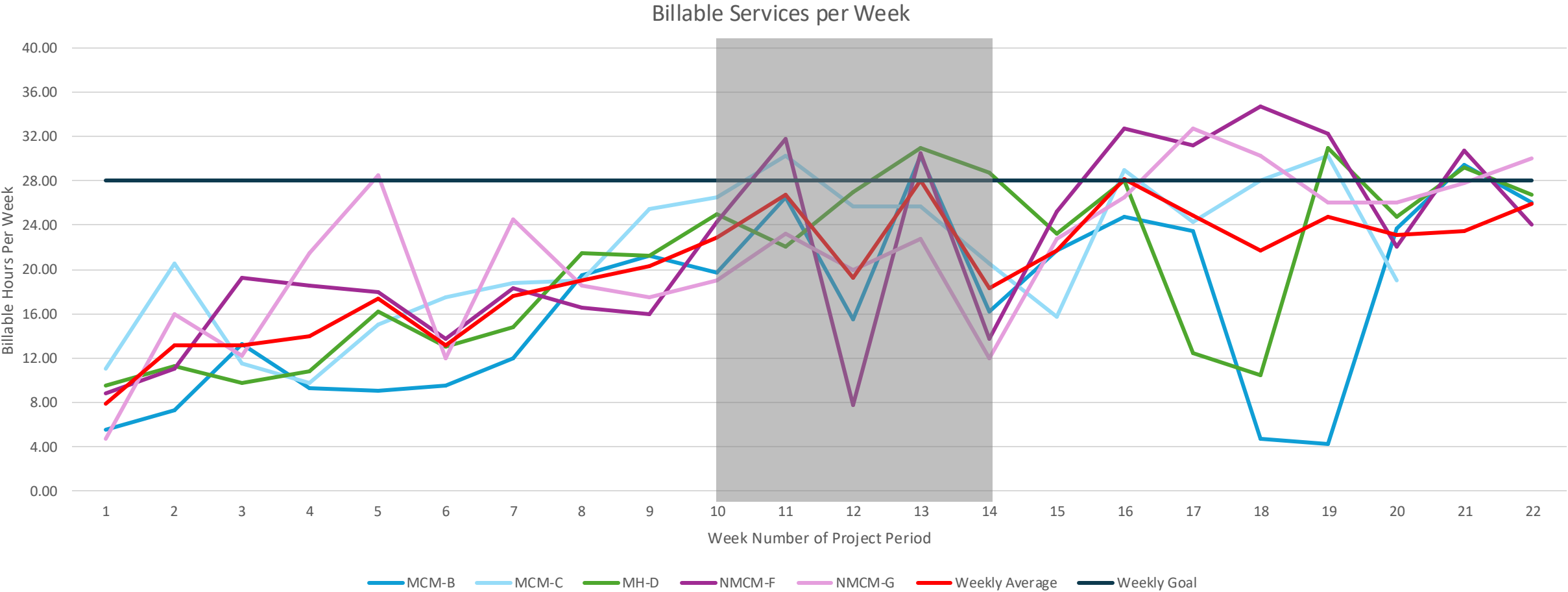
Recognize and
Reward Success

Address Persistent
Underperformance



Lessons Learned

Coaching helped staff identify how to meet weekly goals.



Grey area denotes coaching period.

Recommendation

To use individual coaching for comprehensive program revisions.

Coaching supports program goals through:

- Ensuring each team member understands the new processes correctly
- Providing a safe space to discuss roadblocks and work through potential solutions
- The ability to hold staff accountable and to praise staff on positive momentum
- The option for staff to set personal work-life goals

Thank You

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