Implementing Checklists for Quality Improvement: Coaching

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Webinar Functionality – Chat & Raise Hand
Panelists

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Poll 1

What is your professional background: (Select all that apply)

- Healthcare provider
- Public Health Professional
- Researcher
- Administrator
- Student
- Other, please specify ________
Our mission is to build and support a community of researchers and practitioners who create and drive scalable solutions that produce better care at the most critical moments in patients’ lives everywhere.
Webinar Series Recap: The Implementation Pathway
The WHO Safe Childbirth Checklist

- Childbirth is a complex process – it can be difficult to remember everything needed
- Checklists have proven to be successful in other industries to promote safety and quality
- 29 Essential Birth Practices across 4 Pause Points

The checklist can be modified to fit local context and guidelines
Webinar Series Recap: The Implementation Pathway
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Today’s Outline

1. What is coaching?
2. Deciding when and how to coach
3. How to give feedback and reflect on learning
4. Let’s practice
5. Question & Answer
Coaching is:

• Listening and watching
• Asking questions
• Getting the team to:
  o Reflect on their behavior and actions
  o Understand how to improve their performance
Coaching is not:

- Telling
- Criticizing
- Instructing/teaching
- Auditing
Characteristics and skills of an effective coach

• Coachable
• Respected
• Humble
• Patience
• Communication skills
• Demonstrate genuine curiosity
The BetterBirth Trial

- **Research Question:** Does the WHO SCC and BetterBirth Peer-Coaching Program improve care in childbirth facilities and decrease rates of maternal and infant mortality and morbidity?
- 60 control and 60 intervention health facilities

**Partnering with:**
- Population Services International (PSI)
- Government of India (GoI)
- Government of Uttar Pradesh (GoUP)
- World Health Organization (WHO)
- Community Empowerment Lab (CEL), Lucknow
- Jawaharlal Nehru Medical College (JNMC), Belgaum
- The Bill and Melinda Gates Foundation
- The John D. and Catherine T. MacArthur Foundation
BetterBirth approach

• Peer coaching model ensures comfort to expose gaps and gain trust for behavior change
• Closing the ‘know-do’ gap to improve the quality of care in facilities
BetterBirth coaching aspects

- Client-centered
- Collaborative
- Local resources
- Champions

Coach Team Leader: Saurabh; Coach: Parampreet; Champion: Roopa
Identifying the appropriate barrier to a problem

**Opportunity:**
Inhibitory environmental or contextual factors beyond an individual’s control

**Ability:**
Deficiency in skills, knowledge, or technical confidence

**Motivation:**
Internal belief barrier related to interest and willingness to change behavior

**Supply:**
Physical supply to perform the essential birth practice is not functional or available

Feedback from the field

“My coach helps to show me the path where the solution exists. Now I feel confident to bring up issues to the Medical Officer In Charge or Lady Medical Officer.”

“Now the birth attendants communicate more frequently with the pharmacist about the supplies we need for delivery. The birth attendants also keep closer track of the supplies and let the pharmacist know earlier when we will run out.”

“At first I didn’t think that this young BetterBirth coach could help me very much. But, she was very polite and pleasant to work with. The coach helps me to remember and learn to do each practice in a systematic and consistent way for every patient. I bring the skills, she brings the process.”
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1. What is Coaching?
2. Deciding when and how to coach
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Deciding when and how to coach

- Begin with individuals that you think will be receptive and open to feedback
- Share how you will be coaching
- Observe pause points when possible
- Find the appropriate time and place to share your observation
Use of an Observation Tool

- Stay organized
- Look for specific behaviors consistently
- Explain to team the purpose of the tool beforehand
- Avoid writing down personal identifiers

Observation tool available from WHO SCC Implementation Guide
Example from BetterBirth

• Build a good rapport with birth attendant

• Adapt to birth attendant’s schedule

• Keen observation and asking open-ended questions helps to assess the situation
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2. Deciding when and how to coach
3. **How to give feedback and reflect on learning**
4. Let’s practice
5. Question & Answer
Giving Feedback: Classic Supervision
Giving feedback: Coaching

Praise

Your observation: “I saw...”

Your thoughts: “I think it is important to...”

Your question: “I wonder...”

Praise
Example from BetterBirth

Coach Team Leader: Arti; Coach: Sandeep; Staff Nurses: Mira & Pooja

Coach Team Leader: Arti; Champion: Dr Asha Singh
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Let’s practice

At Pause Point 1, on Admission, the Nurse did not wash his/her hands prior to performing a vaginal exam.

How would you give feedback using the method described?

You can chat your response OR ‘raise your hand’ if you would like to respond by voice.
## Sample language

<table>
<thead>
<tr>
<th>Your Observation</th>
<th>Your Opinion</th>
<th>Your Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>“I saw”</td>
<td>“I think”</td>
<td>“Can you help me understand?”</td>
</tr>
<tr>
<td>“I observed”</td>
<td>“I believe”</td>
<td>“I am curious, what do you think happened?”</td>
</tr>
<tr>
<td>“I watched”</td>
<td>“It is really important to”</td>
<td>“How did that make you feel?”</td>
</tr>
<tr>
<td>“The team did”</td>
<td>“I am pleased because”</td>
<td>“What is your point of view?”</td>
</tr>
<tr>
<td>“The team didn’t”</td>
<td>“I am concerned”</td>
<td>“How did you experience that?”</td>
</tr>
<tr>
<td>“I noticed”</td>
<td></td>
<td>“I wonder what you think happened?”</td>
</tr>
</tbody>
</table>
Poll 2

What additional information about coaching would you find helpful to learn about in another session? (select all that may apply)

- How to integrate coaching into the flow of care
- Training my implementation team on coaching
- How to diagnose and solve ‘barriers’ appropriately
- I feel confident with the information I have received so far
- Other, please specify: ____________
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Questions from the audience
Online availability

The Checklist and Implementation Guide are available to download for the BetterBirth, Safe Surgery, and Serious Illness Care Programs on both the Ariadne Labs’ and WHO websites:

http://www.ariadnelabs.org
http://www.who.int

WHO Safe Childbirth Checklist: https://www.ariadnelabs.org/areas-of-work/childbirth/resources/

http://www.who.int/patientsafety/implementation/checklists/childbirth/en/

Serious Illness Care Program: https://www.ariadnelabs.org/areas-of-work/serious-illness-care/

Next steps for webinar series on Checklist implementation

• The next webinar in this series will be held in February.

• More information along with the resources from this webinar will be sent to you via email.

• Today’s webinar will be available in the BetterBirth Ariadne Labs Community:
  
  https://portal.ariadnelabs.org/ > BetterBirth Community

• If you have follow-up questions please contact:
  scc@ariadnelabs.org