Fistula Coaching Program

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COACHING
What is Coaching

- Inspires
- Encourages
- Challenges
Coaching Approach

- What does one want
- How to achieve goals
- Discover solutions on own
- Structured, supportive partnership
- Future focus
- Motivates behavior change
Key Elements of Coaching

- Awareness
  - Perception
  - Relevance

- Responsibility
  - Thoughts
  - Commitment
  - Actions
COACHING IN THE FACILITY
Fistula Coaching Program

- Benefits of peer support
- Benefits to patient coach
- Benefits to facility
- Can be a quality improvement project
Quality Improvement

- Change process regarding a fistula
- Understand and identify/remove barriers
- Improve treatment and outcomes
Quality Improvement Project

- Track patients without a fistula who
  - Talk to a patient coach
  - Accept literature regarding fistula
  - Talk to staff about a fistula
  - Schedule appointment with surgeon
  - Get a fistula
COACHING PROGRAM
Fistula Coaching Program

- Promotes best vascular access choice
- Uses peer-to-peer support
  - Education
  - Communication
  - Problem-solve
Fistula Coach Coordinator

- Designs program for facility
- Facilitates recruitment of coaches
- Trains coaches
- Coordinates referrals
- Provides supervision
Program Supervision

- Meet with patient coaches
- Reinforce confidentiality
- Be supportive and encouraging
- Document activities
- Recognition events
- Evaluate program
Implement Coaching Program

- New patient team
- Waiting room activities
- Individual meetings
- Phone meetings
Patient Coach Qualifications

- Patient for at least a year
- Working fistula
- Positive attitude
- Friendly
- Accepting of others
- Effective communication skills
- Compliant
- Boundaries
Recruiting Patient Coaches

- Talk to people individually
- Personal Invitation
- Sign up sheet on bulletin board
- Flyer about the program
- Meeting about the program
Patient Coach Responsibilities

- Attend training session
- Meet with patients referred in timely manner
- Refrain from giving advice
- Maintain confidentiality
- Share information and concerns with coordinator
Patient Coach Activities

- Visits patients
- Provides resources
- Helps with problem-solving
- Gives encouragement
- Provides emotional support
Patient Referrals

- Staff recommendations
- Part of team for new patients
- Poster / flyer on bulletin board
- Invitations
- Self-initiation
Training Program
Training Program Logistics

- Individual or group
- Date and length of time
- Supplies and resources
- Meeting space
- Frequency of training
Develop Training Program

- **Goal**: Provide participants with the skills and knowledge needed to be effective fistula patient coaches

- **Outcome Objective**: Participants will demonstrate effective use of coaching and communication skills
Training Program Process

- **Learning activities**
  - Lecturelettes
  - Discussion
  - Exercises
  - Role play
  - Handbook

- **Learning Objectives**
  - Identify 3 coaching techniques
  - List one way to communicate with a visually impaired patient
  - Identify 4 fistula resources
Training Fistula Patient Coach

- What to do
- What not to do
- Expectations
- Confidentiality statement
- Identify barriers and problems
- Brainstorm and problem-solve
- Resources
Good Communication Skills

- Establish rapport
- Verbal and nonverbal
- Listening
- Value of silence
- Open / closed questions
- Reflect
- Clarify
Reinforce Respect of Patient Choice

- Interest in a fistula
- Undecided about a fistula
- Decides not to get a fistula
Tips for Patient Coach Visits

- Visits prearranged
- Be on time
- Length of visit
- Number of visits
- Follow up
Patient Coach Identity

- Name badge
- Special folder
- Special bag to carry resources
- Volunteer ribbon or button
- Fistula First lanyard
- Certificate
Activities and Exercises

- Who Are You?
- Tin Can Relay
- Pantomimes
- Listening Skills
- Different ways people communicate
- Situations to Role Play
- Brainstorm activity
Tools

Patient Coach
- Coach Handbook
- Information Sheet: Coordinator information
- Documentation form of visits
- Problem-solving and brainstorming worksheet

Coordinator
- Vascular access survey
- Coaching program feedback form
- Materials order form
- Coach Handbook
Resources

- Access Care: Your Lifeline
- Arterial Venous Fistula
- DVD: Patients & Professionals
- Ease the Ouch
- How Do I Look
- Renal Outreach Articles
Additional Assistance

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