

Transforming Healthcare Through Innovative Partnerships

Integrative Health Symposium

February 22-24, 2018



Presenters

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Deborah McElligott, DNP, ANP-BC, HWNC-BC

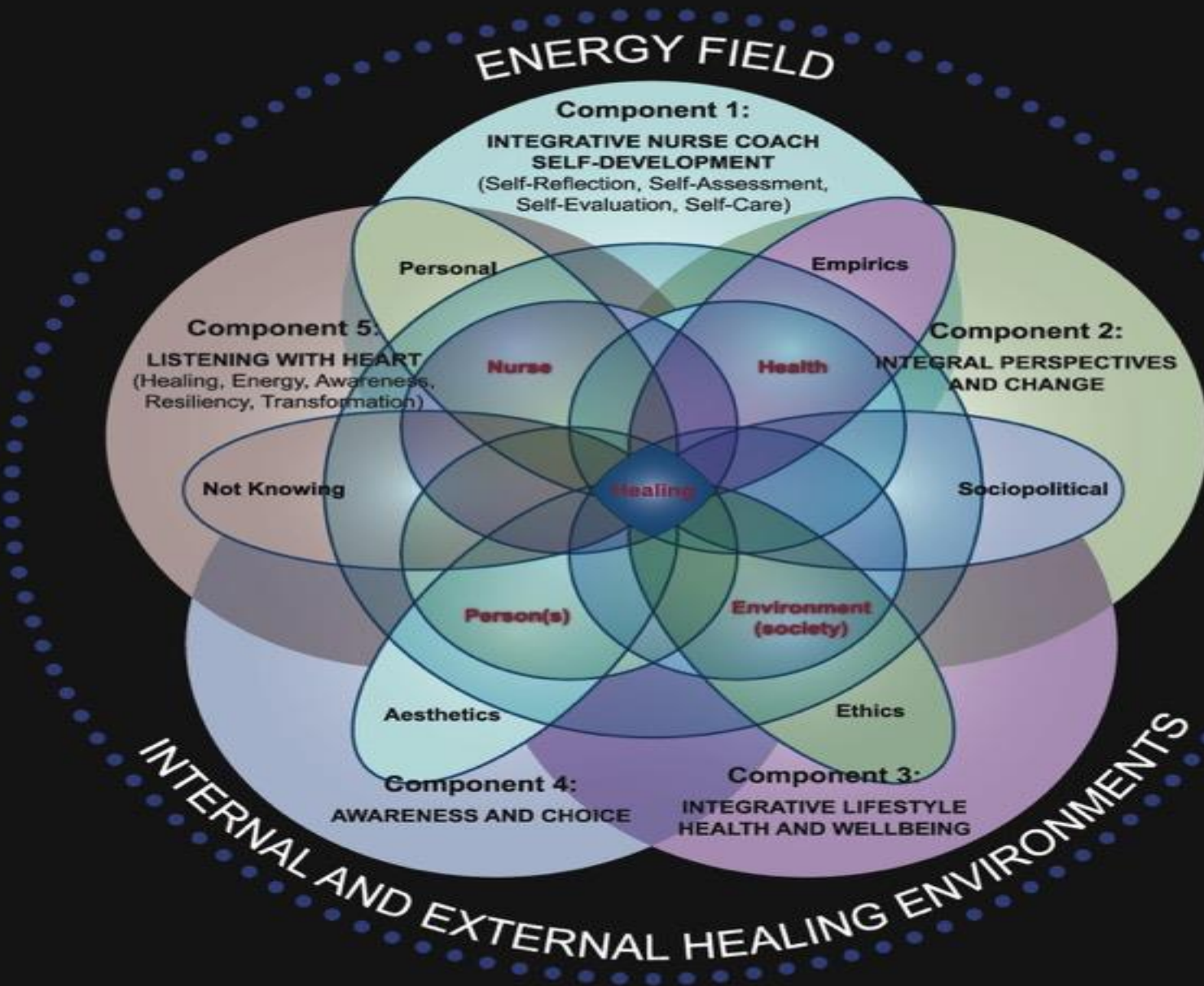
Susan Penque, PhD, ANP-BC, NE-BC

Dena Alberti, MSN, RN-BC

Objectives

The learner will:

1. Discuss the application of the Nurse Coaching Model for care of the patient and within a healthcare organization.
2. Experience personal reflection as a self-assessment strategy.
3. State the key elements of the Theory of Integrative Nurse Coaching.
4. Describe an implementation strategy from an administrative perspective of the six step process.



The Nurse Coaching Process

Heuristic Approach

The nurse coaching process aligns with the nursing process.

- ✓ **Assessment:** Establish Relationship and identify Readiness to Change.
- ✓ **Diagnosis:** Identify Opportunities, Issues & Concerns.
- ✓ **Outcomes:** Establish Client Centered Goals.
- ✓ **Plan:** Create the Structure of the Coaching Interaction.
- ✓ **Evaluation:** Assist the client to Determine the Extent to which goals were achieved.

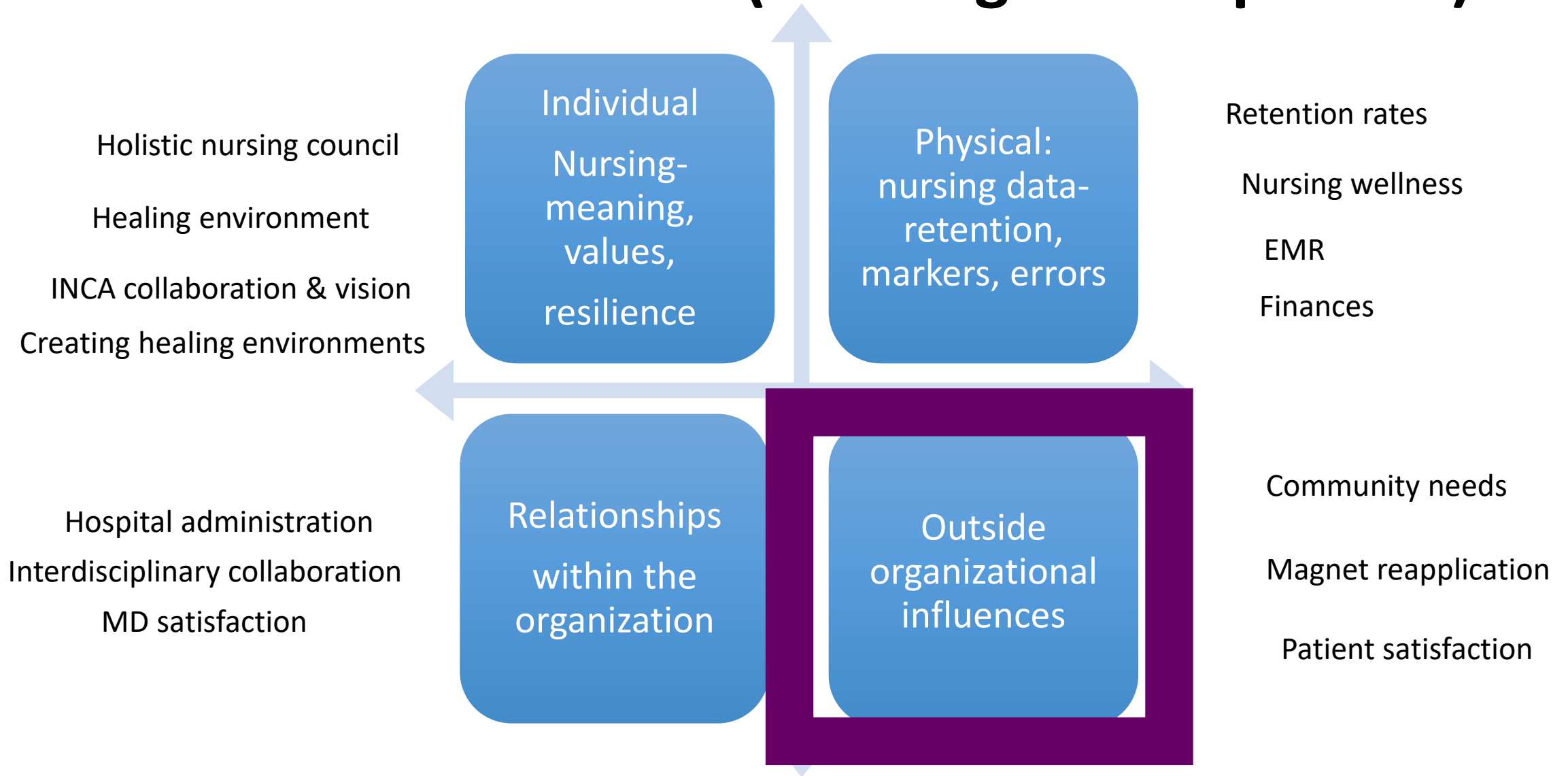
C
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she took a
deep breath
& let it go
~~~~~

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# Institutional Assessment (an Integral Perspective)





# A Brief History of Health-Care



The House Call



The Office Call



The 1-800 Call



The Conference Call

# The most important Issues in Health care

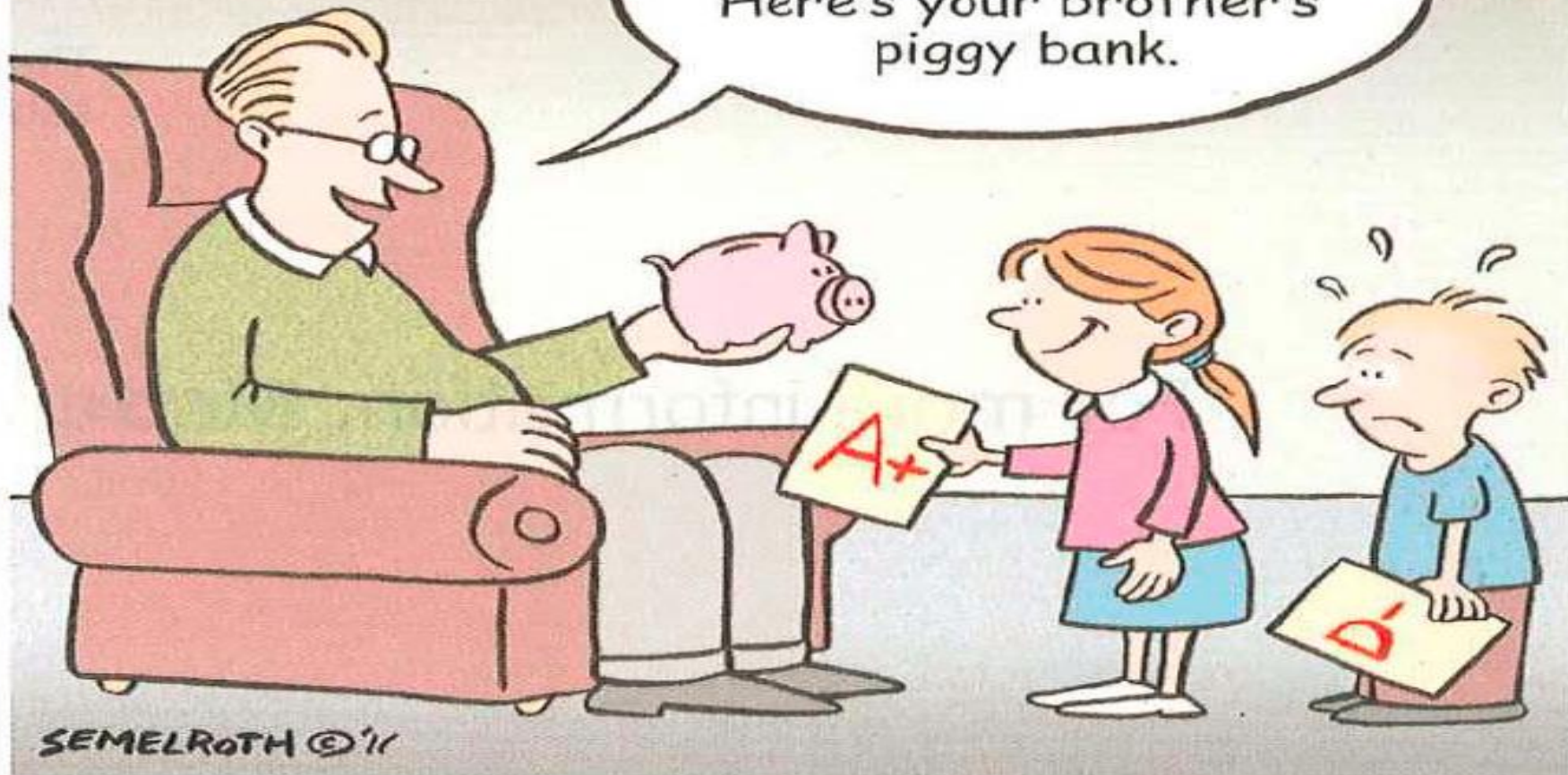
- Accountable Care?
- Meaningful Use (EMR)
- Healthgrades
  - Public/Consumer Information transparency
- HCAHPS
  - Inpatient Satisfaction Surveys
- Preventable hospital admissions and readmission rates
- Employee wellness
- Nurse Vacancy rates



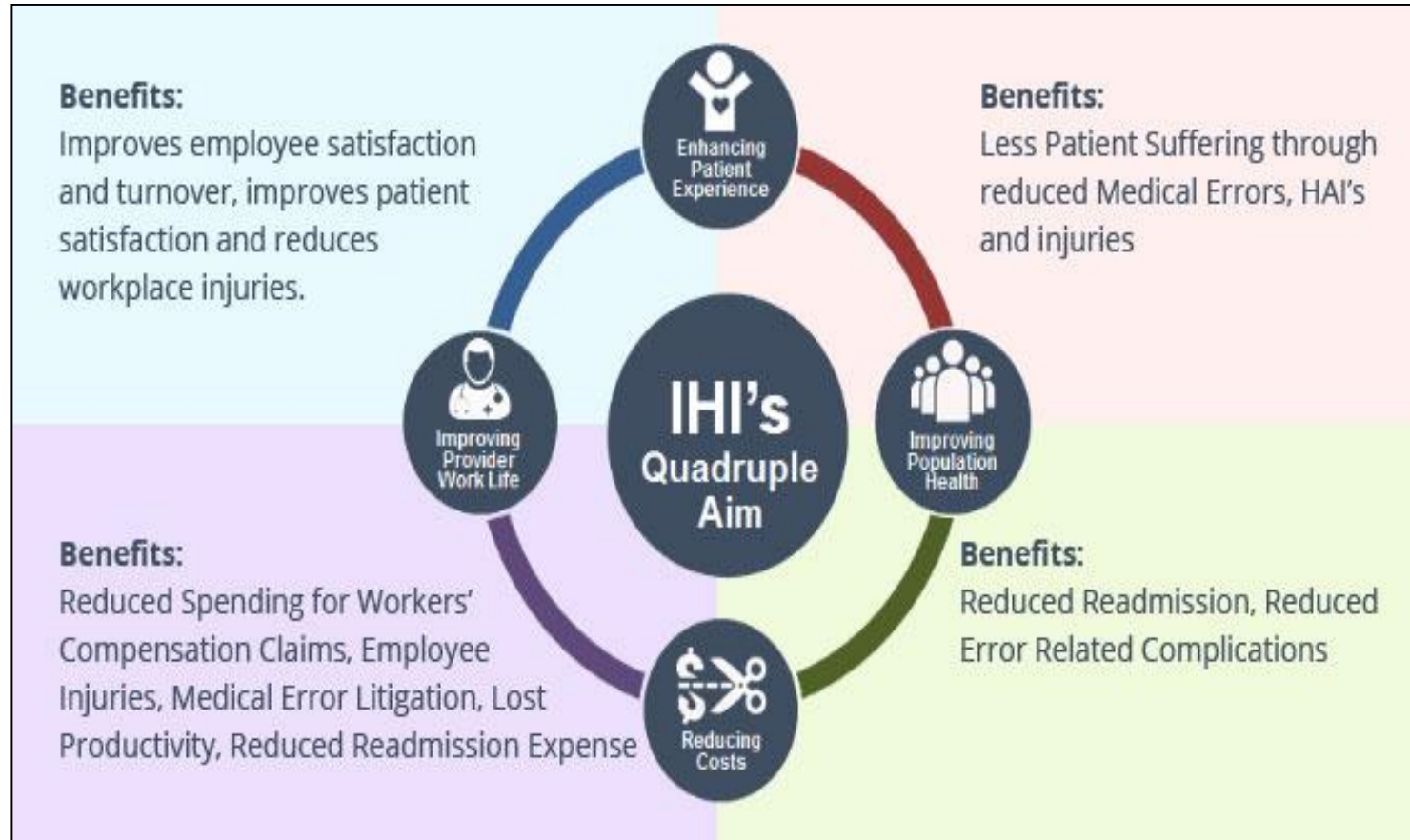


**CMS rewards hospitals based on meeting new Medicare measures**

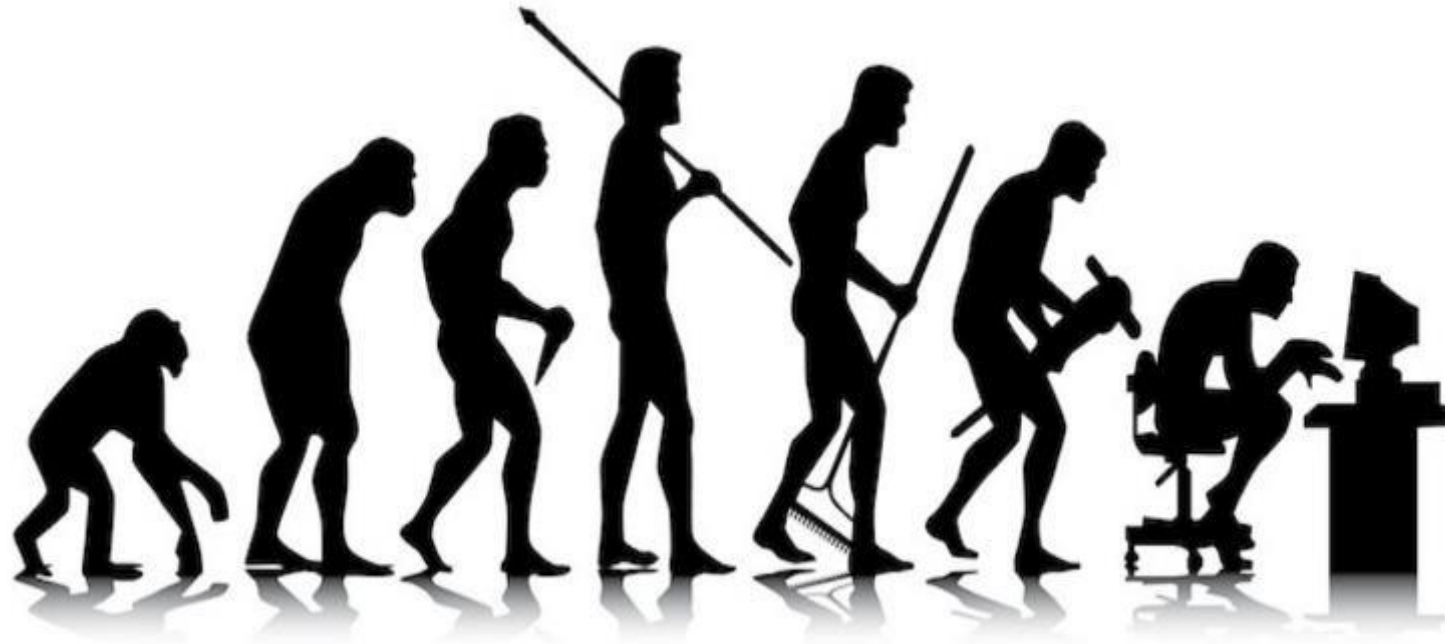
Well done, sweetie.  
Here's your brother's piggy bank.



# Triple Aim → Quadruple Aim



# The Evolution of Health Care.... Are We Better Off Now?





# LIFESTYLE HEALTH

An infographic consisting of a light gray circle with an orange arc on the right side, and the text "50%" in orange in the center.

50%

50% of adults have at least one chronic health condition.<sup>1</sup>

An infographic consisting of a light gray circle with a blue arc on the top right, and the text "25%" in blue in the center.

25%

25% of adults have two or more chronic health conditions.<sup>2</sup>

An infographic consisting of a light gray circle with a teal arc on the left side, and the text "86%" in teal in the center.

86%

Chronic diseases account for 86% of all healthcare costs (\$3.2 trillion in 2015 and growing).<sup>3,4</sup>

1. Ward et al. Prev Chronic Dis. 2014;11:130389.
2. Wang et al. Lancet. 2016;388(10053):1459-544.
3. Gerteis et al. Agency for Healthcare Research and Quality; 2014.
4. Centers for Medicare & Medicaid Services. NHE Fact Sheet.



# Healthy Nurse Healthy Nation Grand Challenge™



# \$900 billion saved over 10 years with lifestyle medicine



health promotion  
proactive  
participatory

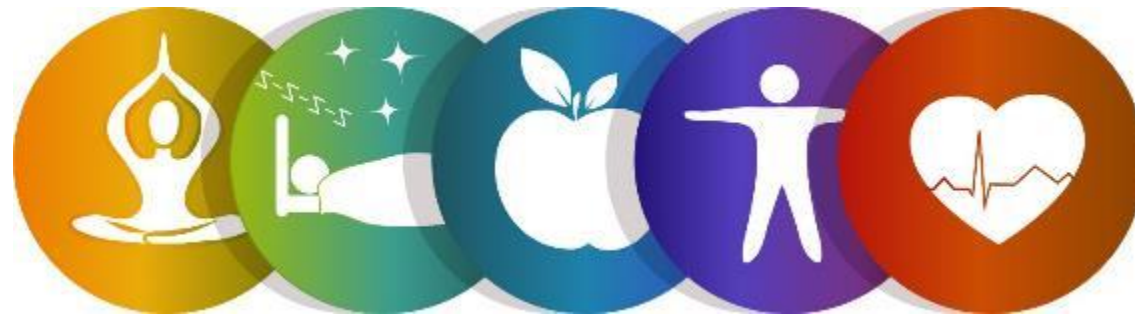
partnering  
empowering  
repatterning

# World Health Organization Global Goals





- Focus is on prevention.
- Integrative Nurse Coaches are aware of the integrative/holistic approach to health maintenance and disease prevention.

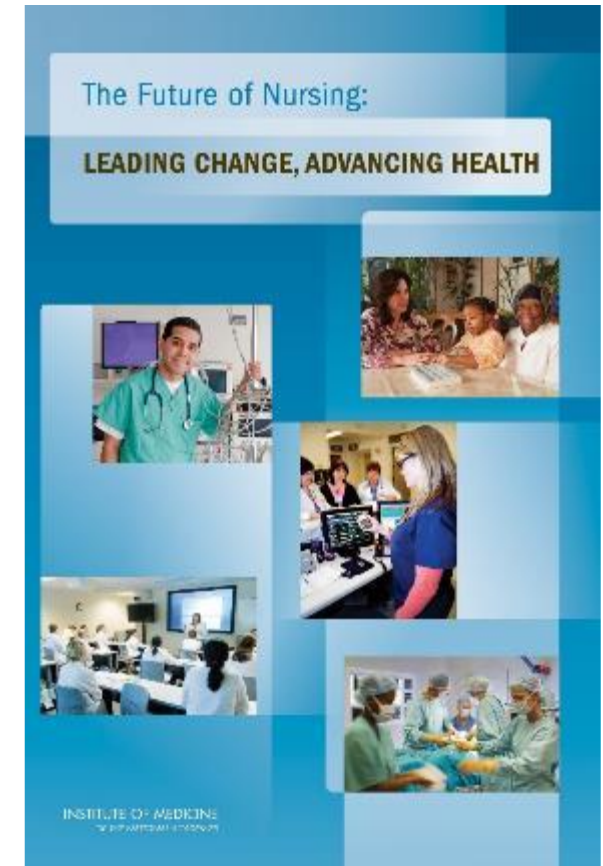




# IOM Recommendations Align with Nurse Coaching Leadership

1. Registered nurses should practice to the full extent of their education and training.
2. Expand opportunities for nurses to lead and diffuse collaborative improvement efforts.
6. Ensure that nurses engage in lifelong learning.
7. Prepare and enable nurses to lead change to advance health.

Committee on the Robert Wood Johnson Foundation Initiative on the Future of Nursing, at the Institute of Medicine, 2010







# Well Functioning Health Systems...







Where  
Quality  
Matters



South Nassau  
Communities Hospital

Where  
Quality  
Matters



South Nassau  
Communities Hospital

SOUTH NASSAU COMMUNITIES HOSP

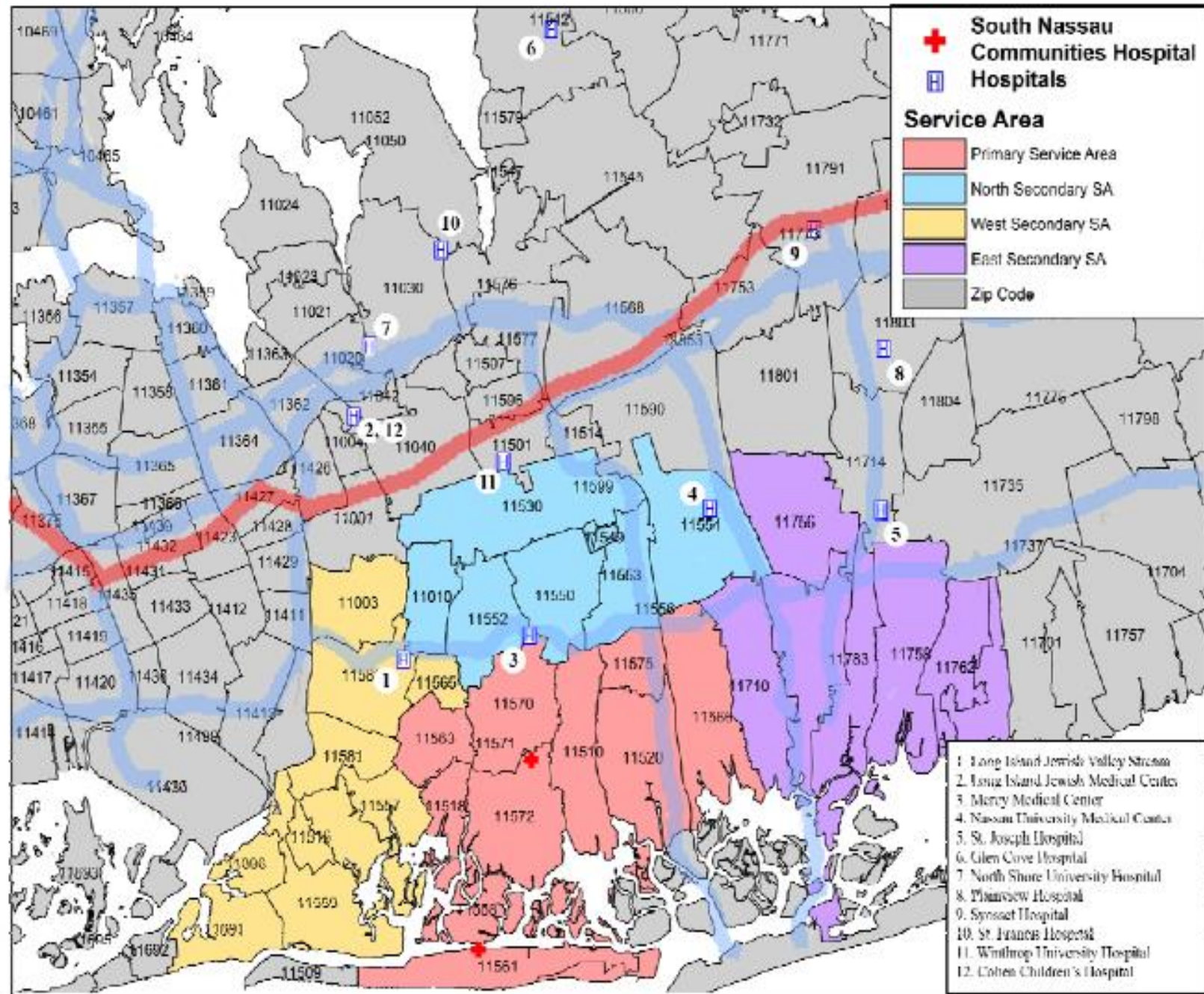




**Disease-Specific Certification in**  
Knee Replacement  
Hip Replacement  
Wound Care  
Bariatric Surgery  
Heart Failure  
End-Stage Renal Disease



- South Nassau is a 455-bed hospital
- 900 physicians
- 3500 employees
- Serves more than 450,000 residents in 33 communities
- Nassau County on the South Shore of Long Island.





# Nurse Coaching at South Nassau Communities Hospital

## CNO's Vision

- Change our patient education process to partner with patients and families through coaching
- Provide coaching skills for nurse leaders
- Support our nursing staff through integrative therapies



# Professional Practice Model





# The Nurse Coaching Process

## Heuristic Approach

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# Assessment:

## Establish Relationship & Identify Readiness to Change

### Assess the Institution

- National influences
- Hospital specific mission & vision
- Current state of affairs
- Professional Practice Model & nursing theories
- Nursing's vision

### Assess Nursing

- Nursing statistics on vacancy and turnover, self care workflow, patient education & satisfaction; national statistics
- Patient centered care and the healthy nurse

# Establish Relationship & Identify Readiness to Change

- Magnet hospital-reapplication process
- Nursing leadership with holistic nursing skills
- Grant writer available to assist in requesting funding
- Administration supporting Nursing leadership
- **Collaboration**
  - Nursing Leaders and INCA Faculty



# Diagnosis:

## Opportunities, Issues & Concerns

- Task Oriented versus Caring
- Self-development & Self-care of the nurse
- Patient-centered care with emphasis on improving patient education





# Outcomes:

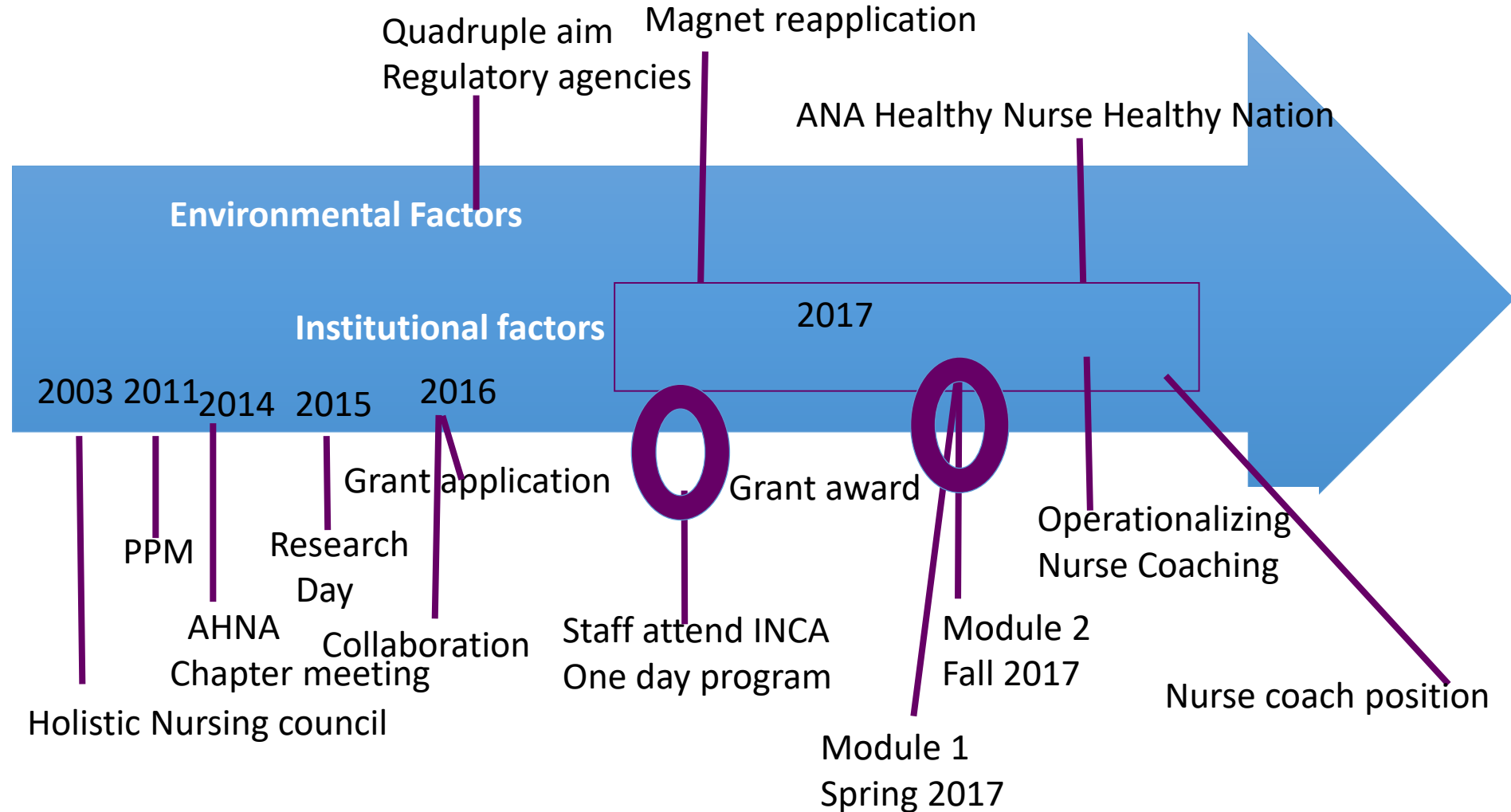
## Establishing Client-centered Goals

- Align the assessment and diagnosis of the institution, to the story surrounding the goals.
  - Self-care
  - Patient education
  - Coaching for nursing leaders



# Plan

## Turning Points



# Implementation:

## Empower & Motivate Client to Reach Goal

- Living the process of implementing Nurse Coaching in various areas of the institution.
- Mentor nursing leaders & reawakening the heart of nursing as the institution evolves.
  - Through the use of Story Theory
  - Through a timeline
  - Through Motivational Interviewing, Positive Psychology & Appreciative Inquiry



# Evaluation:

## Assist Client to Determine the Extent of Goal Achievement

- Self-care
  - Nurse
  - Reevaluation of nurse role change
- Patient Education
  - COPD/Heart Failure
- Program Completion:
  - 10/11 completed
  - 1- left organization to enter leadership role
- Holistic Council







“Nurse Coaching changed me personally & professionally”

# Integration of Nurse Coaching in Nuclear Testing for Heart Failure Patients



# Integrative Nurse Coach E.H. shares her experience...





Nurse Manager L.S. shared her experience...







The only way to make sense out of change is to plunge into it, move with it, and join the dance. ~ Alan W. Watts





**time for** **questions**