Coaching Public Health Nurses within the SafeCare Program: A Different approach to developing Home Visitor Potential

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Learning Objectives of Session

- Describe the characteristic of a respectable coach
- Explain the roles of a SafeCare coach
- Discuss the positive effects of coaching in an evidence-based program
What is SafeCare?

- SafeCare is an evidence-based program for preventing child maltreatment.
  - Visits take place in the home
  - Total of 18 sessions
    - 6 sessions per module
      - Safety
      - Health
      - Interaction (child/infant)
      - Problem Solving

- The National SafeCare Training Reach Center (NSTRC) is the governing body of the program.
SafeCare 4 Process

- Staff members conduct observations of parental knowledge and skills for each module by using a set of observation checklists.

- Service providers and parents are trained using the SafeCare 4 process:
  - Explain
  - Model
  - Practice
  - Feedback
Three levels of training

- **Home Visitor**
  - Four-day workshop
    - Didactic presentations
    - Use of videos of sample sessions
    - Modeling of skills
    - Role-play exercises
    - Feedback
- **Coach**
  - One to two-day workshop
    - Didactic presentations
    - Modeling of coaching skills
    - Practice role-plays
    - Feedback by the Trainer
- **Trainer**
  - Two-day workshop
    - SafeCare training methods
    - Teaching adult learners
    - Setting up role-plays
    - Providing feedback
    - Supporting SafeCare Coaches
Roles and Responsibilities

- Advocate of SafeCare Standards
- Fidelity Assurance
- Supporting Home Visitors
- Facilitate SafeCare Meetings
- Certify Home Visitors
- Maintain Skills
Goals for Coaching in the SafeCare Program

- To review fidelity
  - Use a checklist that matches the home visitor session outline
- Discuss concerns and issues observed during fidelity monitoring
- Discussing the home visitor's concerns and questions
- Develop a plan to address issues or concerns
1. Open session with a greeting
2. Provide an overview of coaching session
   - Followed by asking if the Home visitor has any questions or concerns
   - Inquire about the Home visitor’s perception of the session
3. Post visit
   - Ask if there any specific questions or concerns
   - Ask how the home visitor felt the session went
4. Discuss the fidelity
   - Without providing the score
   - Provide constructive and positive feedback
5. Discuss at least one issue observed during the fidelity monitoring using GROW
   - G = Goal
   - R = Reality
   - O = Options
   - W = Who, what, when, where
6. Follow the end-of-session sequence
   - Summarize the session
   - Set a plan to resolve any issue
   - Answer questions
   - Provide positive feedback
   - Set date and time of next coaching session
Characteristics of a Coach

- Is willing and able to master the SafeCare Home Visiting model
- Able to master communication skills
- Has interpersonal skills
- Understands the importance of program fidelity
- Committed to ongoing work with Home Visitors to ensure the model is conducted properly
Benefits of Coaching

• A good coach:
  • Will build trust
  • Develop productive relationships
  • Hold themselves accountable for the outcomes of EBI implementation
  • Offer support based on the professional developmental level and competence of the provider
Key Characteristics of a Successful Coach

- Trustworthy
- Confident
- Good Listener
- Provides Accountability
- Delivers Behavioral and Actionable Feedback
- Cheerleader
- Probing
- Empathetic
- Realistic
- Consistent
Five Coaching Strategies

1. Get to know your staff on a personal level and maximize their strengths
2. Let staff know how they fit into the work of the organization
3. Don’t overlook poor performance
4. Reward good performance and let staff know that their performance matters
5. Teach, Develop and Train
   - Coaching in nursing today matters now more than ever. Our younger nurses seek it in their employers. Above all, coaching is the process of letting people know that what they do matters to you. So the next time you look at a leader who is not succeeding – perhaps the reason is that they are not coaching their team.
Common Coaching Challenges

- Knowing the difference between coaching and supervision
- Coaching peers
- Balancing different roles
- Home visitors
  - Not passing a session
  - Skip steps
  - Need refreshers
What Coaching in the Workplace is Not

- Coaching is not a disciplinary action
- Coaching is not a training session
  - Should be a method to reinforce what an employee learns in training courses
- Coaching is not counseling
  - At times, coaching conversations can venture into personal issues
    - People's personal and professional lives impact one another
Coaches Shall Not...

- Criticize
- Over step boundaries with home visits or clients
- Be late for visits
- Leave a visit without providing a home visitor feedback
- Provide contradictory feedback
- Act as supervisors
Activity

- Role Play Coach Session
Conclusion

- Coaching is a different approach to developing home visitor potential.
- Coaching provides home visitors the opportunity to grow and achieve optimal performance through consistent feedback and mentoring.
- Rather than relying solely on a review schedule, a coach can support home visitors along the path to meeting their goals.
- Done in the right way, coaching is perceived as a roadmap for success and a benefit.
- Positive feedback strengthens performance.
- When corrective feedback is handled well, home visitors will experience the positive effects and performance is strengthened.
Questions?

“Coaching is releasing a person’s potential to maximise their own performance. It is helping them to learn rather than teaching them.”
References