

FEATURED SPEAKER



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A story of peer-to-peer physician coaching to create Human Understanding

Carl Goolsby, MD
Family Physician and Medical Director, Patient Experience



NRC Health Symposium | Rhythm of understanding | #NRCSymp 2

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Nashville, Tennessee
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About Wellstar Health System

A Not-for-Profit Health System

**PEOPLE CARE WHERE
AND WHEN IT'S NEEDED**

OUR MISSION

To enhance the health and well-being of every person we serve.

OUR VISION

Deliver world-class healthcare to every person, every time.

OUR VALUES



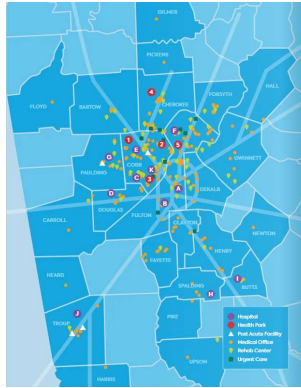
We serve with compassion.



We pursue excellence.



We honor every voice.



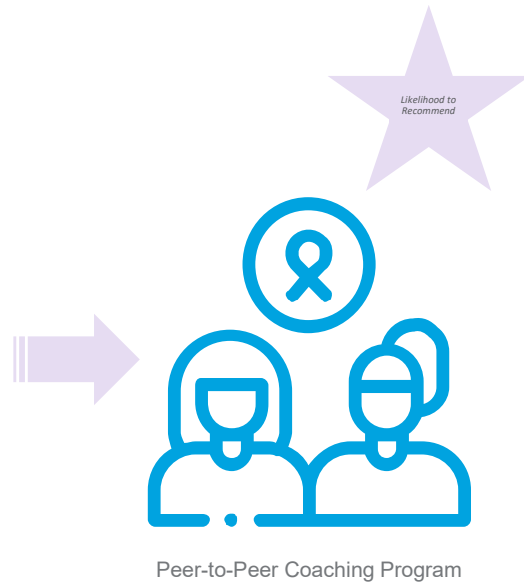
11 inpatient hospitals	A Wellstar Atlanta Medical Center B Wellstar Atlanta Medical Center South C Wellstar Cobb Hospital D Wellstar Douglas Hospital E Wellstar Kennestone Hospital F Wellstar North Fulton Hospital G Wellstar Poudre Hospital H Wellstar Spalding Regional Hospital I Wellstar Sylvan Grove Hospital J Wellstar West Georgia Medical Center K Wellstar Windy Hill Hospital		
5 health parks	1 Acworth Health Park 2 East Cobb Health Park 3 Winings Health Park 4 Cherokee Health Park 5 Ardson Health Park		
1 pediatric center	2 senior assisted living facilities	3 inpatient hospice units <i>Aurora, Marietta, Lawrenceville</i>	9 cancer centers
16 urgent care facilities	300+ medical office locations	34 imaging centers	74 rehabilitation centers



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Our Service Excellence Journey

We ascribe to the quadruple aim as a health system	We recognize that the human experience is relational
We leverage tools and partnerships for continuous improvement	We empower our consumers by delivering on our brand promise



Peer-to-Peer Coaching Program



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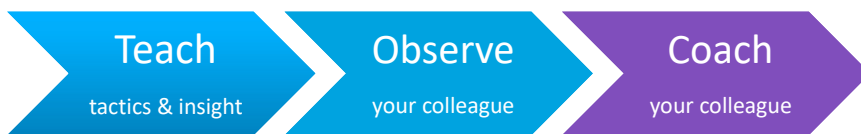
Peer-to-Peer Program Planning



- Assess if this program was for all providers regardless of setting (Inpatient or Outpatient)
- Explore data governance, oversight and management logistics
- Chose coaches, both physicians and APP's, based on a set criteria
- Create training program for coaches
- Identify criteria for who to coach
- Promote the program internally
- Celebrate success for steady improvement

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Core Elements of Being a Coach



Why, What, How

Shadowing Rounding Log

Date: _____ Provider/Resident/Type: _____

Observer: _____

Behavior Observed:	Orals best response
ADIT skills:	None Fair VeryGood
Addressing/Response:	None Fair VeryGood
Duration:	None Limited VeryGood
Explanation:	Some Fair VeryGood
Use of medical jargon:	Frequently Occasionally None
Threat and/or expectation:	None Fair VeryGood
Overall First impression:	Fair Fair Good VeryGood
Overall Approach:	Useful to Yes No
Eye Contact:	Some Intermittent Consistent
Time of visit:	Good Neutral Worst
Body language:	Strong Neutral Engaging
Continuity:	Good Neutral Worst
Linked subject to visit/next visitation:	No At times Throughout
Time permitted to answer:	Pushed Not Pushed
Use of Touch: handshakes or other:	None Appropriate
Managing to Self, Staff or Practice:	No Yes
Ending/Shared Care Plan:	Weak Fair Strong
Perceived Patient Expectations:	Unmet Met Exceeded

Overall Performance: 1 (Very Poor) 2 (Poor) 3 (Fair) 4 (Good) 5 (Very Good)

"Shadowing"



Mentorship



Certified Coach



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Peer-to-Peer Coaching Program Logistics



- Introductory phone call from the coach to the provider being coached.
- Coach will review the provider profile and comments prior to call.

- Provider being coached will come to the coach's practice to observe the coach with patients for 2 hours.
- The goal is to develop rapport, observe patient communication and best practices.

- Coach will go to the provider's practice for 3 to 4 hours to observe the provider with patients and provide verbal feedback, support, recommendations.
- Coach will recommend two behaviors for improvement.

- Coach will go to the provider's practice for 3 to 4 hours to observe the provider with patients and provide verbal feedback, support, recommendations.
- Coach will discuss progress on identified behaviors from previous visit.

- Coach will receive the provider's scores for three months and will contact the provider once a month for three months as a touch point. After three months the coach will contact the provider PRN.

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5 – 10 minutes of introductory conversation



Reverse Shadowing

- Share expectations for the day
- Provider shadows + Coach demonstrates best practices
- Elicit feedback (optional)

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Reconnect!

Coach will recommend two behaviors for improvement.

For example:

- Knew Medical History
- Knock and Sit
- No Medical Jargon
- Other Recommendation

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WGM Peer-to-Peer Coaching – Shadow Rounding Log
 Date: _____ Coach: _____ Provider Coached: _____

VISIT #2 Instruction: Clinician best response after observing provider

Overall First Impression	Poor	Fair	Good	Very Good
Acknowledgment/Introduce	None	Fair	Good	Very Good
Sitting	Unable to	Yes	No	
Eye Contact	Scarce	Intermittent	Constant	
Use of Touch, handshake or other	None	Appropriate		
Duration	None	Limited	Very Good	
Explanation	Scarce	Fair	Very Good	
Tone of Voice	Cool	Neutral	Warm	
Body Language	Distant	Neutral	Engaging	
Invited Patient to talk/ask questions	No	At Times	Throughout	
Use of Medical Jargon	Frequently	Occasionally	None	
Thank you / Appreciation	None	Fair	Very Good	
Closing (Did Not, Or Openly Answered)	Poor	Fair	Good	
Managing Up, Staff and/or Practice	No	Yes		
Overall Performance	Very Poor	Poor	Fair	Good
Consider for Provider Resiliency Program?	Yes	No		

Other Notes:

VISIT #2
 1 to 2 Best Practices to work on: _____
 Suggestions: Sitting, no jargon, know medical history, not look at computer, closing visit

Clinician-Patient Communication Program: Peer-to-Peer Coaching: Shadowing Log Revised: 3/25/19



Check-in with Provider

- How are they doing?
- How have they progressed on the identified behaviors from previous visit?

VISIT #3 DATE: _____
 Progress on 1 to 2 Best Practices: _____

Other Notes:

Clinician-Patient Communication Program: Peer-to-Peer Coaching: Shadowing Log Revised: 3/25/19

Pre and Post Survey Questions for Providers

Providers are invited to participate in a survey before and after coaching visit on a Likert Scale of 1 "Strongly Disagree" to 5 being "Strongly Agree".



I am confident in my ability to communicate effectively with my patients.



I am confident in my ability to communicate effectively with my team members.



I feel I am supported by my colleagues in the WellStar Medical Group.



I enjoy my work-day and feel fulfilled at the end of the day.

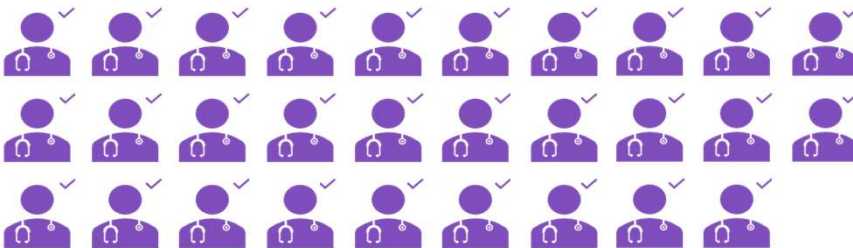


I am confident in my ability to improve my patient experience scores.

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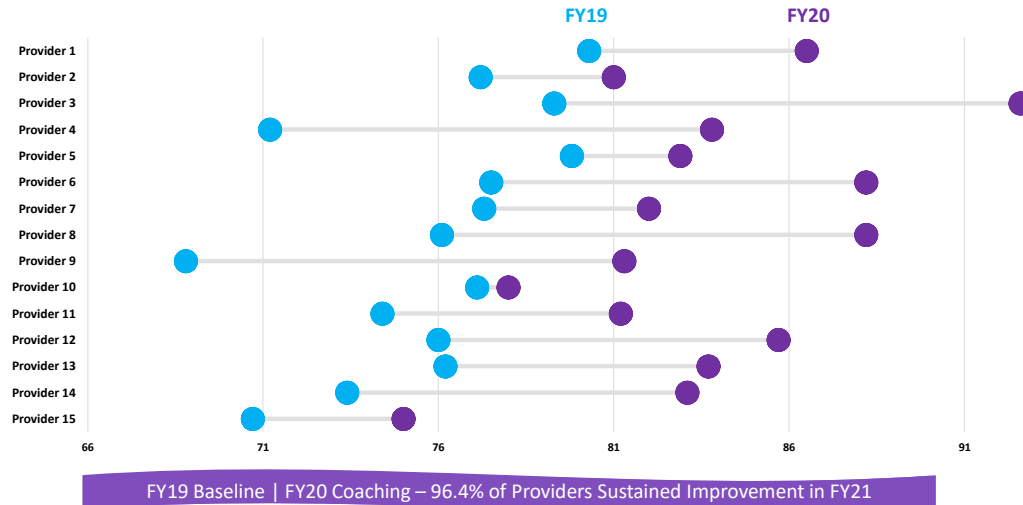
Peer-to-Peer Coaching Feedback

- 29 out of 30 providers (96%) found the coaching visits to be useful.
- The overall impression of the peer coaching experience was positive.



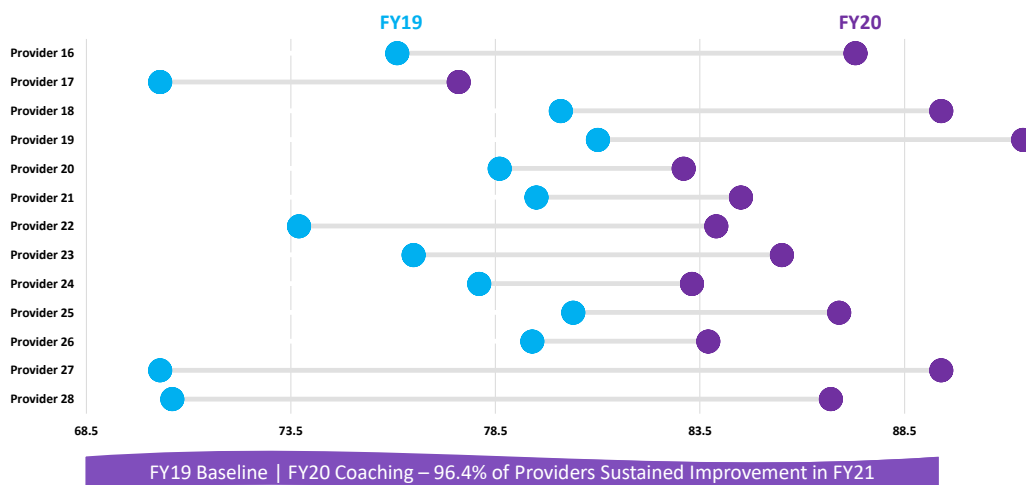
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Peer-to-Peer Coaching – Success and Sustainment



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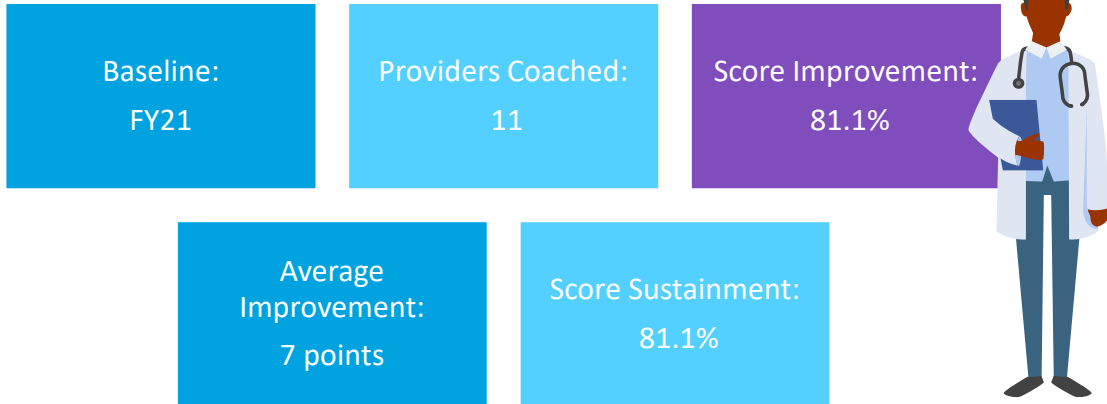
Peer-to-Peer Coaching – Success and Sustainment



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Peer-to-Peer Coaching – Success and Sustainment

During Covid Pandemic



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Questions?

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