



PATIENT EXPERIENCE

## Supervisor's Skills



# Coaching and Mentoring for Patient Experience Excellence



PATIENT EXPERIENCE  
تجربة المريض

مؤثران  
MUATHIRUN

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



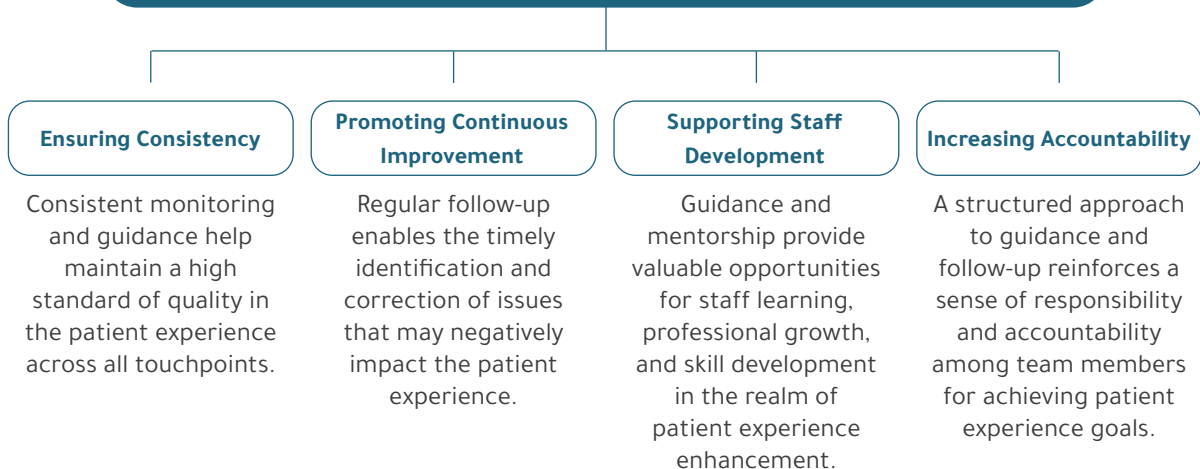
## Skill Definition and Description:



**Effective guidance and follow-up in patient experience involve the ability to consistently monitor team performance and provide ongoing support and coaching to enhance the quality of the patient experience.**

- In the context of patient experience, this skill includes:
  - Regularly monitoring the implementation of patient experience improvement strategies and initiatives.
  - Guiding staff members towards achieving patient experience goals through continuous coaching, mentoring, and support.
  - Adapting plans, procedures, and interventions based on performance data, feedback, and emerging trends.

### Importance of Guidance and Follow-up:



## Behavioral Indicators:



### Beginner

- Regularly reviews key patient experience metrics and performance indicators to assess progress and identify areas for improvement.
- Provides basic guidance and support to staff members on how to enhance their interactions with patients and improve communication.
- Monitors the implementation of straightforward corrective actions and provides positive reinforcement for progress.



### Intermediate

- Develops a comprehensive system for monitoring various aspects of the patient experience, including patient feedback, satisfaction surveys, and performance data.
- Provides individualized guidance and mentorship to each staff member, tailoring their approach to address specific strengths, weaknesses, and learning styles.
- Utilizes data analysis to identify performance trends, areas of excellence, and opportunities for targeted improvement efforts.



### Professional

- Cultivates a culture of self-accountability, continuous learning, and a shared commitment to improving the patient experience at all levels of the organization.
- Develops and implements advanced coaching and mentoring programs to nurture future leaders in patient experience and foster a pipeline of skilled professionals.
- Integrates monitoring, guidance, and feedback mechanisms into all aspects of daily operations, ensuring that patient experience considerations are embedded in every process and interaction.
- Leverages technology and advanced tools to enhance the effectiveness of monitoring, guidance, and follow-up activities, such as real-time data dashboards and performance tracking systems.

## Practices to Avoid:



- » Conducting irregular or superficial monitoring of patient experience indicators, leading to missed opportunities for improvement and a lack of awareness of emerging trends.
- » Providing generic or one-size-fits-all guidance without considering the individual needs, learning styles, and professional development goals of staff members.
- » Focusing solely on negative results or areas for improvement without acknowledging and celebrating successes, achievements, and positive contributions.
- » Neglecting to follow up on the implementation of improvement plans and failing to provide ongoing support and resources to staff.
- » Adopting an authoritarian or overly critical coaching style that discourages staff initiative, creativity, and a sense of ownership.
- » Failing to provide the necessary resources, tools, and infrastructure to support the implementation of suggested improvements and facilitate positive change.

## Practical Activities for Development:



### 1. Developing a Comprehensive Monitoring System:

- Create a user-friendly dashboard that visually displays key patient experience performance indicators, enabling easy tracking and analysis of progress.
- Implement a system for generating regular reports, such as weekly or monthly summaries, to monitor trends, identify areas of concern, and celebrate achievements.



### 2. Improving Coaching and Mentoring Skills:

- Attend training courses, workshops, or conferences focused on professional coaching, mentoring, communication, and leadership development in the context of patient experience.
- Practice coaching and mentoring techniques with colleagues, seeking feedback and refining your approach to provide effective guidance and support.



### 3. Strengthening a Culture of Continuous Learning:

- Establish "communities of practice" where staff members can connect, share best practices, learn from each other's experiences, and collaborate on patient experience improvement initiatives.
- Organize regular learning sessions, such as journal clubs, case discussions, or presentations, to explore patient experience challenges, discuss innovative solutions, and promote knowledge sharing.



### 4. Enhancing Technology for Monitoring and Guidance:

- Implement digital tools and platforms for real-time data collection, analysis, and visualization of patient experience feedback, enabling timely interventions and data-driven decision-making.
- Utilize e-learning platforms or online modules to provide continuous learning opportunities, deliver targeted training, and offer ongoing guidance and support to staff members.

## Additional Tips:



- » Conduct regular "leadership rounds" or walkarounds to connect directly with staff members, observe their interactions with patients, and provide in-the-moment feedback and encouragement.
- » Utilize an "in-the-moment coaching" approach to provide immediate, constructive feedback and guidance to staff members, reinforcing positive behaviors and addressing areas for improvement.
- » Encourage staff members to set personal and professional development goals related to their contributions to the patient experience, fostering a sense of ownership and empowerment.

## Resources and References:



Book: "The Coaching Habit:  
Say Less, Ask More & Change  
the Way You Lead Forever" by  
Michael Bungay Stanier

Website: "Institute for  
Healthcare Improvement (IHI)":



Course: "Effective Leadership  
in Patient Experience  
Improvement" on FutureLearn

