Empowering Your Holistic Practice through Nurse Coaching

NO DISCLOSURES
JUST ACKNOWLEDGEMENTS

NURSE COACHES
A profession of helping people
- education
- experience
- competencies

“It’s that interpersonal connection, that we as nurses cherish—in the realization that we are helping another human being.”
Coach Jan P.
“When I get to heaven, the first thing I’m going to do is tell Jesus how much you helped me.”

Wilbert W.

**NIH Survey Findings**

“RESULTS OF A NATIONAL SURVEY OF CERTIFIED NURSE COACHES WITH IMPLICATIONS FOR ADVANCED PRACTICE NURSES” JAANP, MAY, 2018

**Survey Respondents Cite Reasons for Becoming a Nurse Coach**

- To gain skills for enhancing their practice
- Deliver care that fits with their values/philosophy
- Meet personal needs (starting a private practice)
- Attain credentials/validation
- Empower others

**Survey Respondents Agreed/Strongly Agreed Since Becoming a Nurse Coach**

- 80.3% cited improved *interpersonal relationships*
- 84.8% cited improved *health* and *health behaviors*
- 70.7% cited improved *job satisfaction*
Improved Interpersonal Relationships

The biggest communication problem is we do not listen to understand. We listen to reply.

Improved Health and Health Behavior (Self-Care)

“TOM AM MY OWN PRESSURE AGENT”
Coach Jan P.

“We are our own thought factory.”
Carla H.

The Never-Ending TO DO LIST

Improved Health and Health Behaviors (Self-Care)

S - Smile
T - Take a deep breath
O - Ommmmmm
P - Peace

Compassion Fatigue
Improved Job Satisfaction

Cherishable Comments

“I’m really glad I came in and talked to you today.”
Camilla W.

“You’re a good coach.”
Delia O.

“Special care giver.”
Sherry H.

National Certification Nurse Coach (NC-BC)
Validating the role of Nurse Coach through credentialing
Nurse Coaching is a theory-based practice applicable in all areas of health and all settings.

Knowledge of nursing is knowledge that everybody needs to have in order to put the body in a state of health.

Nurse Coaching is a theory-based practice evolving from past and present theorists’ contributions.

It is an emerging integrative health model to reflect a new kind of nursing—Nurse Coaching.
AHNA Core Values = The essence of holistic nursing

The essence of nursing = Nurse Coaching

We all resonate with the core values of AHNA which is the essence of holistic nursing – since nurse coaching is practicing the essence of nursing it follows logically we all resonate with the role of the nurse coach.

Nurse Coaching

Reflects a shift to a holistic, evidence-based model with a focus on facilitating clients to:

- take control over their lives
- experience a sense of well-being and
- enjoy a quality of life irrespective of disease or condition

AHNCC article “Important Discussion Points Regarding Nurse Coaching”, Beginnings Magazine, June 22, 2015
PERSON
Interconnection

It’s the person’s perception of being helped that allows and opens them up to the possibilities through insight that leads to change.

Most frequent conditions seen by Nurse Coaches

- Anxiety/Stress 27.1%
- Cardiometabolic conditions 16.7%
- Pain 13.9%

NIH Survey

Nurse Coaching is applicable to all areas of

- Lifestyle Management
- Stress and Anxiety
- Coping with Chronic Illness

PRACTICE SETTINGS

Nurse Coaching is applicable in all settings:

- Private practice 25%
- Hospitals 25%
- All of nursing areas, clinics, outpatient departments, hospice, home health and insurance companies 50%
Goal of Nurse Coaching

**EMPOWERING THE CLIENT**

Assist the client in realizing their full health potential

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PRESENCE – necessary for genuine, empathetic communication

- Attending
- Connectiveness
- Co-creating awareness
- Bi-directional feedback loop
- Interaction in the moment
- Collaboration-Shared experience
- Mutuality

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Role of Nurse Coach

**DEVELOP A TRUSTING RELATIONSHIP**

Create a Safe Space
Free from judgment

"Let me be honest with you. You make me comfortable to talk to. I can say what I think and feel."
Onesimo Q.

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Nurse Coaching Through a Nursing Lens: The Theory of Integrative Nurse Coaching

By BARBARA DOSSEY, PhD, RN, AHN-BC, FAAN, INHNC-BC & SUSAN LUCK, MA, RN, INHNC, GN, INHNC-BC
Interventions Frequently Used in Integrative Nurse Coaching Practice

Deep Listening

Silence

Open-Ended Questions

“Open-ended questions allow for wider responses.”
Probing Questions

Motivational Interviewing: Agent for Change
- Open-ended questions
- Affirmations
- Reflections
- Summary

Self-Reflection
- What matters most is how you see yourself

Self-Care Intervention
- You can't pour from an empty cup. Take care of yourself first.
Relaxation Modalities

Prayer

Stories

Visioning
The Nurse Coach empowers the person to develop their own insight which increases their resilience and leads to change.

The Nurse Coach affirms the person’s insight to solidify it which enables change.
Nurse Coaching for Lifestyle Management

“What I need to do is PAUSE before I react, read the situation, and then react.”

James P.

Nurse Coaching for Anxiety/Stress

• “I’ve got too many thoughts in my head at once”.
  Christopher O.

• Cluttered mind?

Insight:

• Like a closet with too many clothes…..clean it out

Nurse Coaching for Coping with Chronic Illness

“Learning to Live With a Chronic Illness and Your “New Normal”

“I am much more able to manage my diabetes by not thinking about the past or future but concentrating on what I need to do now.”

Beverly U.

Nurse Coaching for Health Promotion

“I realize that my health is my wealth”.

Juanita T.
TELEHEALTH

Electronic communication
“The new frontier in health care”

TELEHEALTH

- Telehealth enables an extension of practice settings
- Provides value-based care = ↑ high quality of care + ↓ cost of care
- Same standard of care as an in-office visit

TELEHEALTH

- 70% prefer audio video visit over face-to-face or e-visit

TELEHEALTH TECHNOLOGY REQUIREMENTS FOR A VIRTUAL CLINIC

Real-time HIPPA compliant audio video conference
- Zoom
- VSee
- Doxy.me
- Chironhealth
- BloomText
- Clocktree
**Advanced Practice Nurse Coaching**

Janice L. Patluk, NC-BC, FNP, GNP, CDE, MSN, RN

cjan.see.me/u/clinic

**Coaching for Resilience, Insights, and Change**

- Lifestyle Management
- Stress and Anxiety
- Coping with Chronic Illness

**TELEHEALTH REIMBURSEMENT**

Cash option with no billing payment through Paypal, Zelle, Stripe
Use of electronic billing service for reimbursement from

- Medicare
- Supplemental insurance
- Commercial insurance

DOCUMENTATION

Utilize the counseling/education section of EHR
Utilize minimal concise documentation

CLINIC
VIRTUAL CLINIC

- Any place
- Flexible time
REFERENCES


