The Healthcare Coach Role and Its Impact on Healthcare at Palomar Health

Background & Purpose

- PH developed a Community-Based Care Transition Program (CCTP), in order to reduce readmission rates and to help patients navigate through the inpatient and outpatient healthcare system. The Healthcare Coach (HCC) role was developed to facilitate these transitions.
- Palomar Health and California State University San Marcos School of Nursing were co-awarded a community engagement grant by CSUSM. The purpose of this study was to determine the satisfaction with the HCC role among the PH hospitalists, staff RNs, and case managers. In addition, we surveyed the HCCs regarding their experiences with their newly formed role.

Methodology

Quantitative measure of level of satisfaction
Qualitative Open Ended Questions using Survey Gizmo Questionnaire Focus Prompts:

<table>
<thead>
<tr>
<th>Expectations</th>
<th>Responsibilities</th>
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<tbody>
<tr>
<td>Experiences</td>
<td>Challenges &amp; Benefits</td>
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<tr>
<td>Characteristics</td>
<td>HCC Helpful Skills &amp; New Knowledge</td>
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Sample

24 Staff Nurses
- Average years RN experience - 10
- 7 ADN; 15 BSN; 2 MSN

4 Hospitalists
- 3 Case Managers
- 3 Healthcare Coaches
- 2 MSN; 1 BSN
- Years as HCC = 2
- Certifications: CNL-1, CCRN-1

Themes with Sample Quotes

Helpful Skill Sets
“ensuring relevant patient information communicated”
“knowledgeable on the care you provide”

Personal Qualities
“positive and encouraging to patients”
“honest and to the point when addressing problems”
“empathetic” “personable”

Care Navigation
“assess lack of resources at home”
“catch med errors before discharge”

System Perspective
“help fill in the gaps at the inpatient level”
“bridging inpatient and out patient encounters”

Collaboration/Teamwork
“good communication with rest of the care team”

Role Confusion
“role confusion by patients and families”
“many do not understand the difference between DC planner & HCC”

Themes & Subthemes

CARE NAVIGATION
Assessment
Discharge
Transitional Care

ROLE CONFUSION

COLLABORATION/TEAMWORK

SYSTEM PERSPECTIVE

Quantitative Results

Mean Levels of Satisfaction- on a Scale of 1-5
- Staff Nurses: 3 (neutral)
- MDs: 4 (satisfied)

Conclusions

- We were pleased to see the satisfaction scores were 3-4 given that this is a new role. We consider this important especially considering the limited number of role improvement recommendations by the non-HCC participants.
- Several participants cited examples of HCC’s catching med errors at the time of patient discharge. In addition, the HCC was able to help another patient get medications thus avoiding ER visit and possible readmission. This exemplified ways in which the HCC role contributed directly to patient safety and avoidance of readmission.

Contact: pkohlbry@csusm.edu