

## Questions To Be Asked by Coaches to Develop Skills

### CRITICAL THINKING

- To help you determine that orientee can synthesize data and label problems, ask orientee the following questions about assigned patients:
  - What are the treatment goals for this patient?
  - What complications could occur?
  - What clinical data would lead you to believe this complication is/would occur?

### INTERPERSONAL COMMUNICATION

- To encourage positive communication with MD:
  - Give multiple opportunities to call physicians.
  - **Before having orientee call MD, . . .**
    - **Have orientee observe you calling MD on at least one occurrence**
  - Before orientee calls MD, ask employee the following questions:
    - What data are you going to give the physician?
    - What orders will you hope/expect to get from the physician?
    - Why are these orders needed?
    - Which questions do you anticipate the physician asking?
      - Ensure orientee has necessary information readily available to answer MD questions (logged in to Cerner, paper chart available)
- To encourage positive communication with coworkers/other disciplines:
  - What expertise/skills does this person have to help you?
  - When would you consult/ask for assistance from this person?
  - What is the appropriate way to communicate with/consult this person?
- Discuss incidents describing **either negative or positive outcomes**. Include:
  - Who was involved?
  - The issues or conflict
  - The intended or desired outcomes
  - Whom can you consult to help with this particular issue?
  - Results of the strategy
  - If negative outcome, discuss alternative strategies or responses

### PROVIDES RATIONALE TO SUPPORT ACTIONS

- Ask new employee the following questions about patients assigned:
  - Why are these particular interventions relevant for this patient?
  - Are there any other interventions you could consider/recommend?

### URGENCY

- Ask new employee the following questions for patients assigned:
  - What clinical data would indicate the patient needs immediate intervention/why?

## Questions To Be Asked by Coaches to Develop Skills

### **UNACCEPTABLE INTERVENTIONS TAKEN BY ORIENTEE**

- If action(s)/intervention(s) taken by the orientee are irrelevant/have caused or have potential for harm, ASK:
  - What makes your action unacceptable/undesirable?
  - What action **should** have been taken?
  - What will you do next time?

### **NEEDS AS DETERMINED BY ORIENTEE/COACH (TO BE DISCUSSED DAILY)**

- What makes you most uncomfortable? Why?
  - Coach, make an effort to gain exposure and offer orientee assistance with areas of discomfort
- How can I better help you?
  - Use information to meet learning needs of orientee
- Discuss areas where orientee needs further exposure/improvement (orientation goals)
- Discuss areas where you are seeing improvement
- Discuss orientee's strong points
  - Very important for orientee to be aware of their strengths