

TQIP Coaching Relationship Guidelines

Please note that this document was created to provide a suggested structure for coaching relationships; centers may diverge from these guidelines as the coaching pair deems appropriate.

Discovery and Initial Project Planning Meetings

- Initial project planning and discovery meetings should be facilitated collaboratively by the coach and the center being coached (“coachee”) to establish a relationship
- During this meeting, the coach and coachee should set a realistic, clear goal for the coaching process given the expected timeframe.
- The agenda for these meetings could include:
 - Introduction of Key Stakeholders
 - Presentation of Key Metrics and Opportunities for Improvement
 - Coachee presents the areas they are struggling with as presented in their TQIP report and where they hope to improve.
 - Includes outcomes/cohorts where they are an outlier.
 - Presentation of Current Action Plans
 - What has the coachee done so far to address this issue? What were the results?
 - Presentation of Current State of Metrics
 - What is the current measure and how far is there still to go?

Meeting Frequency

- Meeting frequency and cadence should be determined after the initial discovery meeting; TQIP would suggest no less than once per month for the relationship to stay on target.

Transparency and Collaboration

- Commitment to transparency and collaboration is necessary from all stakeholders to support an optimal coaching relationship.
- Both parties will commit to respecting time commitments and maintaining focus on the TQIP project.

Confidentiality and Protection

- TQIP is not facilitating the exchange of PHI nor is it suggested by TQIP for participation in this program.
- Any data and information sharing must comply with hospital policies and be done in a manner that satisfies hospital information security policy.
- All applicable peer review protection policies will be followed by the coach and coachee.

Action Plans and Accountability

- The coachee is ultimately responsible for holding stakeholders and project team members accountable for action plan execution.
- The coach is responsible for drafting meeting agendas with input from the coachee center and driving the meeting to stay within scope.
- Action plans and work done related to the project should be maintained in a written project portfolio to ensure appropriate documentation of the initiative. Items to include in a project portfolio include: meeting agendas, summary of meeting minutes, drill down results, focused reports for review, etc.

Termination of Relationship and Project End

- Termination of the coaching relationship is not suggested prior to the completion of 2 TQIP report cycles, and not more than 4 TQIP report cycles.
 - If both centers want to continue their relationship beyond 4 TQIP cycles, they may do so without oversight by the ACS.
- The coaching relationship may be terminated at any time at the discretion of the coach or coachee center.