



Stanford
HEALTH CARE

Physician Partnership Program



Coaching is a customized, one-on-one process designed to support physicians in expanding their capabilities through observation, discussion and reflection. Focused on non-evaluative, relationship-centered communication, coaching is for all care providers who desire to improve their practice. You and your coach will identify your strengths and develop plans to achieve goals such as: greater attention to the patient experience, enhanced interpersonal skills, and improved personal wellness.

Building a relationship-centered journey

CONTACT US:

To learn more about our program, email us at: physiciancoach@stanfordhealthcare.org



ACES 2.0: Relationship-Centered Coaching

How will coaching benefit you, patients, colleagues, and teams?

- Increase patient experience scores. Providers at SHC have statistically significant +5.1% Likelihood To Recommend Care Provider top box improvement post coaching ($p < 0.001$)
- Increase patient adherence to medical plan

Patients

- Increase provider wellness and professional fulfillment, decrease burnout
- Increase awareness of communication behaviors

Self

- Increase leadership communication skills
- Increase team performance

Teams

Colleagues

- Increase collaboration and consultation through perspective taking
- Increase skills in giving and receiving feedback

Coaching Details

Format: 1:1 sessions with a seasoned coach

Frequency: 6 virtual coaching sessions every other week for 3 months

Scheduling: Sessions are reserved through the Stanford Health Care Physician Partnership Program online scheduling system.

Platform: Coaching conducted via preference of Zoom, WebEx, phone call, or FaceTime

CME Credit: 6 hours

Completion of 1 session equates to 1 hour of CME credit

Coaching Journey

SESSION 1

Building Trust & Connection

Meet & Greet

- Get to know each other
- Review the coaching journey
- Discuss visions and goals

SESSION 2-6

Coaching

Each session will begin with a 15-minute check-in, followed by 30-minutes of work towards your goals. The last 15-minutes will be to discuss next steps, commitments, and coaching plan.

DATA DEBRIEF

Review & Reflection

About 6 months after your final virtual coaching session, meet to discuss changes in patient satisfaction scores. This allows time for your coaching-related improvements to have an observable impact on your patient satisfaction scores.

Coaches

Coaches are assigned based on scheduling availability.



Barbette Weimer-Elder, PhD, RN
Physician Coach



Lisa Miller, EDD, RN, CPHQ
Physician Coach



Judy Passaglia, CNS, RN, ACHPN
Advanced Practice Provider Coach

Participant Feedback

"I really enjoy the strengths approach to coaching and building my self-awareness as a physician leader. Thank you also on helping me be more balanced in my life and support in building our team."

"I was an athlete and always had a sports coach but never had a coach for my practice. I love the coaching you provide and the feedback with your strengths approach."

"I rarely take time to debrief my day and reflect about what I received from my patients. This debrief was very helpful and made me think about reflecting on what brings me joy that I receive from my patients; for me joy is really spending time developing relationships with my patients."

"Your tips are wonderful and making a big difference. Thank you."

REGISTRATION

To get started with coaching, email physiciancoach@stanfordhealthcare.org with your interest in coaching.