

Coaching Exercise

Directions:

1. Pair up with someone at your table.
2. For scenario one, one person should be the coach and the other will read the parts of the surgical team members.
3. Read through scenario 1 to practice coaching.
4. Once you are done you will move on to scenario 2. The person who played the coach in scenario 1 should now play the surgeon. The person who played the parts of the surgical team should now be the coach.
5. Read through scenario 2 to practice coaching.

Scenario 1

Coach: Okay before everyone leaves I wanted for us to reflect for a few minutes as a team about the WHO Checklist and how using it in that last case went.

The team nods in agreement

Coach: First, how do you think everything went in the last case?

Surgeon: I think that it went well. Everything went smoothly in the last case and we remembered to do the debriefing.

Coach: I also thought that the last case went well. It was great that you remembered to trigger the debriefing and that you took the time to talk about all of the items in that portion of the checklist. I have really noticed that your team's use of the checklist is improving. Let's spend a few minutes talking about what I saw as a coach. I noticed that the team didn't read from the checklist poster in the room. I think that it is important to read the items from the poster so every item is discussed for every patient, every case. Can you tell me what happened?

Anesthesiologist: Oh, well we use the checklist for every case and we have it memorized by now.

Circulating Nurse: I tend to get in a hurry and I don't think to look up at the poster, but I have noticed that sometimes we forget to talk about certain things when we rely on our memory.

Coach: It is really easy to rely on our memory instead of reading from a hard copy. Is there anything that we can do to make it easier to read from a hard copy of the checklist?

Surgeon: I have to admit, that I have a hard time reading the poster so I tend to memorize it. It might help me if there was a copy of the checklist that someone could hold up in front of me.

Coach: Let me talk to the implementation team about this, but I think that we can figure out a way to get some copies of the checklist in the room that you would be able to read better from the field. After I talk to them, would you mind if I ran some ideas by you and asked you to test some ways of displaying the checklist?

Surgeon: Sure, that works for me.

Coach: Thank you so much for allowing me to observe in your OR today and for spending a few minutes with me talking about the checklist.

Scenario 2

You just observed a team in the operating room and one of the things that you noticed was that the surgeon didn't say anything during the before skin incision briefing. You decide that you want to talk to the surgeon about what you saw one on one at the end of the day. You asked the surgeon if you could meet for 15 minutes after his last case and s/he agrees.

Coach: Dr. Jones, thank you so much for taking a few minutes to talk to me today. I really enjoyed being in your OR and I wanted to talk to you more about how you used the checklist today.

Surgeon: Okay, that sounds good.

Coach: In the cases that I participated in today I noticed that you didn't share the plan with the team and participate in the before skin incision briefing. It seems to me that talking about the plan might have been helpful, but I could be wrong. Can you tell me what happened?

Surgeon: Now that you mention it, I guess I didn't. Today we had straightforward cases and there really wasn't anything to share.

Coach: I hear what you are saying. Even though the case is straightforward it can help the team be better prepared if you say that so everyone is on the same page.

Surgeon: My team always knows what I want and I don't even really believe in the checklist thing. I went along with it at the beginning, but I don't think that it makes a difference or has helped with anything.

Coach: You aren't the only surgeon that has these concerns. I have been talking to the nurses and they really appreciate that you are a good surgeon and want to help you with your cases. What I have heard is that it really helps them be better prepared when you share the details of the case with them. Even if it is confirming that it is a straightforward case and that you don't have concerns. You can really help them, help you.

Surgeon: That is interesting I never thought about it in that way.

Coach: It might be good for you to go and talk to some of the nurses that you work with and ask them how the checklist makes them feel. Would you be willing to that?

Surgeon: Yeah, I'll talk to a few of the nurses that I work with.

Coach: Good, if it is okay with you I would like to talk to you again after you do that to see how you feel, so we can decide what to do next.

Surgeon: Okay, sounds good.

Coach: Thank you so much for taking the time to talk to me today and for letting me be part of your cases.