

# COACHING FOR QUALITY



*Preparing leaders to be ahead of the curve in the shift from volume to value*



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Jackie Conrad is a healthcare leader with over twenty five years of leadership, quality improvement and staff development experience. She has served as a CNO for ten years, and recently completed a two year contract as a National Improvement Advisor on the Partnership for Patients Program, improving safety by reducing hospital acquired conditions and readmissions in 1500 hospitals across the country.

## Leadership Coaching Topics

- Transformational Leadership
- Employee Engagement
- Physician Engagement
- Communication
- Performance Management
- Conflict Management
- Time Management
- Prioritization
- Team Building

## Quality Improvement Coaching Topics

- Model for Improvement
- Designing an Aim
- Small Tests of Change
- Using Data for Decisions
- Displaying Data
- Managing Change
- Achieving Reliability
- Creating Sustainable Results
- Engaging Up & Down

## Harm Reduction Coaching Topics

- Adverse Drug Events
- Falls
- HAPU
- CAUTI
- Vent Associated Pneumonia
- Early Elective Delivery
- OB Harm
- VTE
- SSI
- Readmissions

## Methodology / Approach

*A coaching for quality plan is designed specifically to meet the needs of the client. Coaching topics can be focused around leadership development, quality improvement and / or a specific clinical improvement topic or any combination of topics.. Methodologies include coaching and group facilitation to focus on self-discovery and internal knowledge, presentation of didactic content to build new knowledge, and group collaborative meetings to apply and spread new knowledge and learnings.*

### Coaching to uncover internal knowledge and strengths

- Telephonic 1:1 Coaching
- Telephonic or in person Group Coaching
- Focus on goals, action planning, removing perceived barriers

### Didactic Content to build new knowledge

- Group Webinars
- In person presentations or workshops
- Leadership, Quality or Harm Topics

### Collaborative sessions to apply and share new skills

- Group meetings to share learnings and progress around individual or group goals or project
- Sharing data / results



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