



Impact of Nurse Coaching on Patient Satisfaction- Pilot

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Background

- Nursing care delivery is shifting towards greater collaboration, patient autonomy and a focus on patient self-efficacy to identify health behaviors and goals
- There are gaps in individualized care planning

Purpose

- Does coaching patients with chronic illness enhance care and lead to improved patient satisfaction?

Interventions or Methods

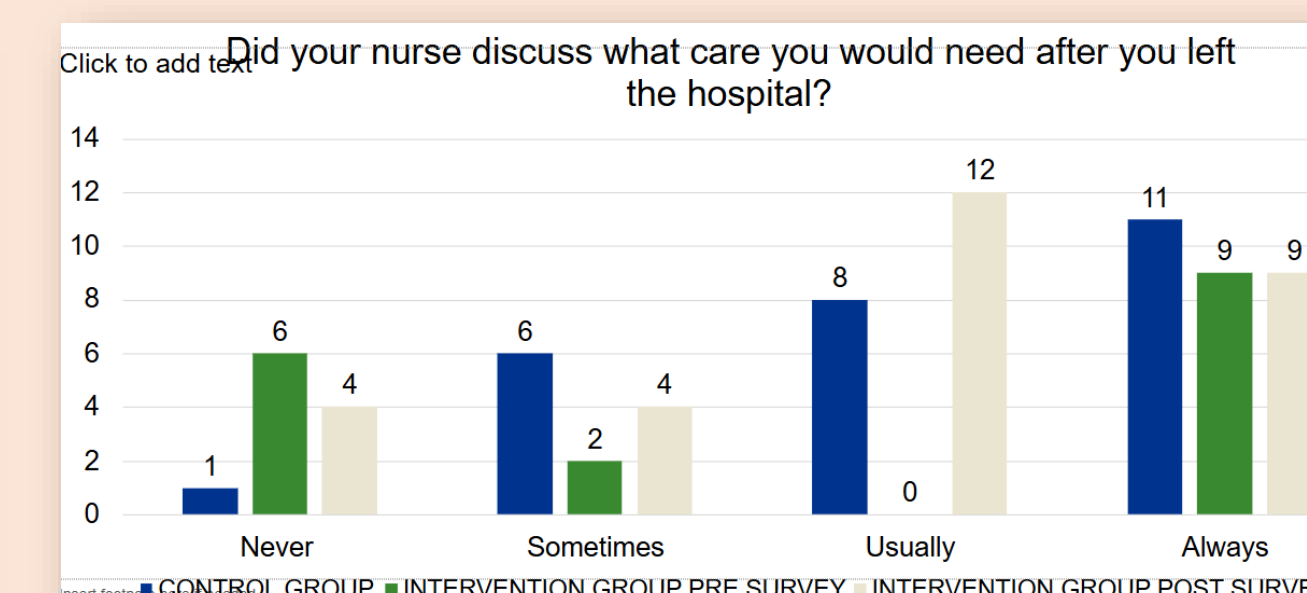
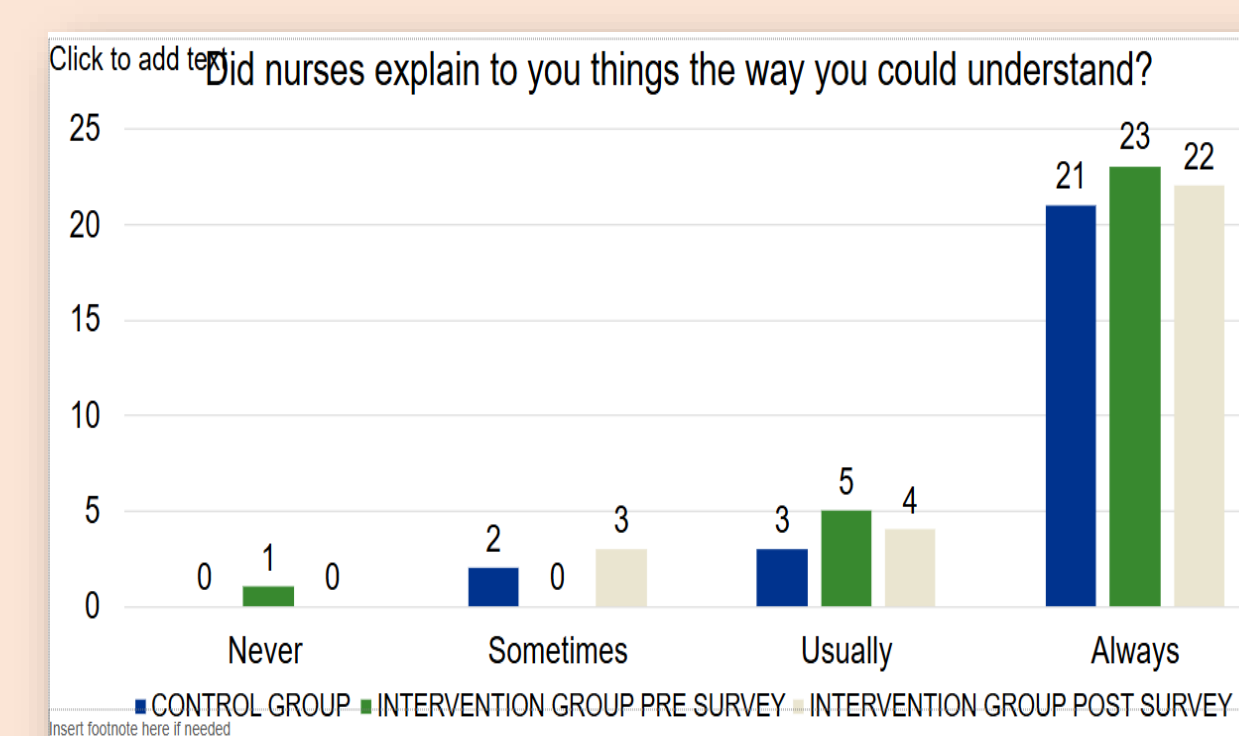
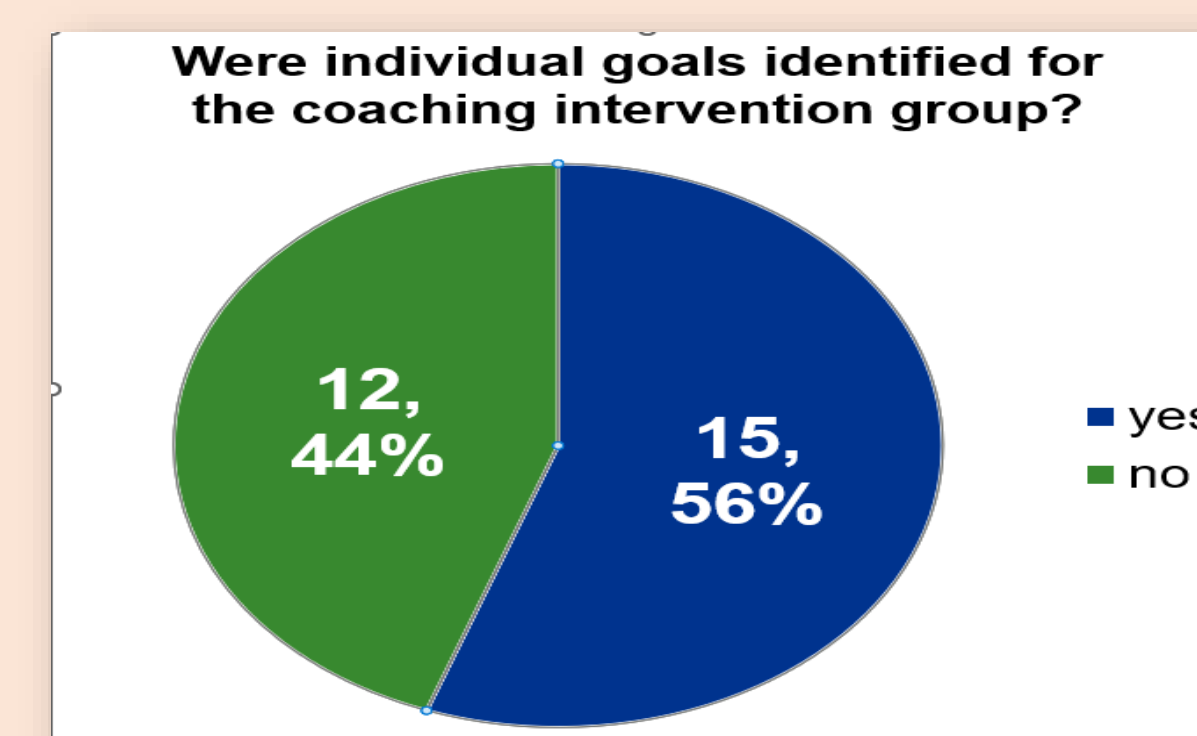
- Coaching provided to the intervention group n=27, and control group n=30
- A pre survey was administered to both control and intervention groups n=54 Post survey to the intervention group.

Measures Targeted Outcomes

- Post intervention chart audit conducted to identify gaps in care plan documentation compared to individualized goals stated during coaching
- Press Ganey scores on the intervention group

Results

Patient Group	Timeframe	Total number of patients	Total excluding deceased patients
Coaching pre-survey	Dec 2024- Jan 2025	29	27
Coaching post-survey	Dec 2024- Jan 2025	29	27
Control group survey	Dec 2024- Jan 2025	29	29
Press Ganey Questions	Dec 2024- Jan 2025	4	N/A



Discussion

- Of the control and intervention groups n=4 Press Ganey surveys were completed
- **Top three gaps** in care planning documentation per patient report
 - 1) Physical activity
 - 2) Dietary
 - 3) Cancer navigation

Limitations

Limited amount of participants

Next Steps

- Coach at least n= 100 to have n=30 complete Press Ganey survey
- Nurse education to promote documenting individualized care plans

Acknowledgements

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References available upon request