

## **Doctors of BC Practice Improvement Coaches: Top Coaching Tips**

1. Seek opportunities to be nimble and responsive to what is happening in the clinic setting with huddles so your team can build confidence to be nimble and adjust based on the environment or needs that are arising. It increases the change acceleration at the same time developing as a team.
2. Seek opportunities for continuous improvement, keep it simple and scope small to develop a culture of continuous improvement at the clinic level, with all roles equally involved.
3. Find opportunities to build in protected time to be intentional about hearing from all the perspectives, voices, and roles on the team to address a complex changing environment. Keep change normalized and expected in the role, especially with MOAs. Support them in the change experience with PMH/PCN.
4. Promote interprofessional collaboration by emphasizing effective communication among healthcare professionals from different disciplines to foster an environment that facilitates better understanding of each other's roles and scope, and its relation to patient-centered care, which enhances overall team communication.
5. Develop leadership styles that encourage accountability and support while fostering an understanding of appropriate team culture.
6. Promote an environment that encourages an eagerness to learn new things and adapt to change.
7. Foster a psychologically safe environment with open communication and curiosity by being deliberate in your questions and having conversations where you look to learn and hear everyone's voice at the table. This helps to create a culture of continuous improvement and connection.
8. Don't be afraid to challenge the status quo and create a culture of continuous learning and curiosity. It can result in better team functioning and higher quality care for patients.

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