

**Situated Coaching: Research-Based Method to Teach Clinical Thinking, Reasoning, & Judgment**

<p><b>Good questions begin with:</b></p> <ul style="list-style-type: none"> <li>◆ What...</li> <li>◆ How...</li> <li>◆ Talk about...</li> <li>◆ Tell me....</li> <li>◆ Describe....</li> <li>◆ Discuss...</li> </ul>	<p><b>Avoid or Use sparingly Questions that throw the learner into <u>disengaged</u> stance:</b></p> <ul style="list-style-type: none"> <li>◆ Why...</li> <li>◆ Explain...</li> <li>◆ Justify....</li> <li>◆ [Analytical questions]</li> </ul>
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**Competencies from Benner (+Tanner, Chesla, Kyriakidis) research that are essential for Practice**

<b>*Engagement</b>	
*Clinical grasp/recognition of what’s relevant	Caring practices
Knowing the patient + continuous assessment	Collaboration
Clinical knowledge	Negotiation
*Clinical thinking & reasoning	Moral agency/advocacy
Clinical forethought/anticipation	Ethic of care & responsibility
*Clinical judgment	Moral &/or Ethical dilemmas
*Skillful interventions/performance	Clinical leadership
Skillful involvement/interactions	Role of emotion
Managing breakdown	<b>*Learning</b> <b>* Key Competencies to Coach</b>

**General Coaching Questions** (anyone can prompt less experienced nurses to clinically think) Ask the bolded questions every day in every patient. Note that some questions ask the same thing in a different way.

Examples of good coaching questions plus the targeted competency you are trying to develop include:

- **What are your concerns about this patient?** [Engagement]
- Talk about any worries you have about this patient at this time? [Engagement]
- As a nurse, what difference are you hoping to make for this patient today? [Ethic of care & responsibility]
- What is your notion of what a good nurse needs to do for this patient today? [Ethic of care & responsibility]
- Can you briefly familiarize me with this patient? [Know the patient]
- Tell me about your patient. [Know the patient]
- What did you learn about the patient from your first discussion with him/her today? (e.g., energy, pain, distant, LOC change, engaging, cheerful, sad, upset, worried, different than yesterday?) [Know patient]
- How are things going with the family? [Know the family]
- Talk about the family’s major concerns. How might you address them? [Know the family]
- What are you noticing in this situation? [Grasp]
- Tell me about anything you particularly noticed in the patient’s clinical presentation, labs, discussion, etc. that led to your concerns. [Grasp]
- **What stood out as important** (salient) or struck you as unusual/abnormal/atypical? [Grasp]
- What hunches do you have about what’s going on with this patient? [Grasp]
- Is this situation familiar to you? In what ways? [Grasp]
- Talk about any early warning signs you noticed and are tracking that may be cues of problems. [Grasp]
- How is this situation similar to other situations you have experienced? How is it different? [High level Grasp – Compare & Contrast]
- Compare and discuss the key characteristics or clinical manifestations in this patient’s presentation with those in a similar patient (Mr/Ms. \_\_\_\_\_). [High level Grasp – Compare & Contrast]

- What was your primary source of learning about interventions like this? *[Clinical knowledge]*
- Talk about how you find answers to questions when you are in doubt. *[Clinical knowledge]*
- What are your best and most accessible resources when you need to know something? *[Clinical knowledge]*
- Were there things you learned from books/lectures that guided you with this problem? *[Clinical knowledge]*
- Talk about what you've noticed and what that means. *[Clinical Thinking & Reasoning]*
- What are you thinking about in this situation? *[Clinical Thinking & Reasoning]*
- What is going on with your patient at this point? *[Clinical Thinking & Reasoning]*
- Tell me what you are thinking about, based on your concerns. *[Clinical Thinking & Reasoning]*
- How is this patient similar/different from patients you've cared for with this medical condition? *[Clinical Thinking & Reasoning]*
- How has your patient responded to the care you provided? *[Grasp + Clinical Thinking & Reasoning]*
- What would you prefer to see happen in this situation? *[Clinical Thinking & Reasoning]*
- What questions do you need to ask or assessments do you need to complete to better understand the situation? *[Clinical Thinking & Reasoning]*
- Talk about your highest priorities at this time or What are your most urgent concerns and what do you plan to do? *[Clinical Thinking & Reasoning + Clinical Judgment + Interventions]*
- Describe anything you may need in order to accomplish what you must do today. *[Clinical Thinking & Reasoning + Clinical Judgment]*
- Have your priorities changed during this situation? How? *[Clinical Thinking & Reasoning + Clinical Judgment]*
- If you have a back-up plan, can you share that with me? *[Clinical Judgment & Interventions]*
- What do you anticipate with this patient? *[Clinical Forethought/Anticipation]*
- Is there anything particular that you expect may happen today with this patient? *[Clinical Forethought/Anticipation]*
- Based on your grasp of the situation, were there particular things you were looking for or watching out for? *[Clinical Forethought/Anticipation]*
- Is the situation going as you expected? *[Clinical Forethought/Anticipation]*
- Identify and discuss the nursing interventions needed in this patient to prevent any "never events" (complications that should never happen – e.g., CAUTI, pressure ulcer). *[Clinical Forethought/Anticipation]*
- Discuss any particular precautions you need to take with this patient. *[Clinical Forethought/Anticipation]*
- In this situation, what do you expect this intervention to do for this patient? *[Clinical Forethought/Anticipation]*
- How do you prepare this patient for discharge? What education is needed? *[Clinical Forethought/Anticipation]*
- Talk about what you may need to do if the patient does not respond well to your interventions. *[Clinical Forethought/Anticipation + Interventions]*
- What complications or worries do you anticipate could occur and what might you do to prevent them? *[Clinical Forethought/Anticipation + Judgment + Interventions]*
- I noticed that you did \_\_\_\_\_. Tell me about this. *[Interventions]*
- What interventions do you anticipate needing for this patient? *[Interventions]*
- What are the typical interventions for patients like this? *[Interventions]*

- In this patient, what evidence-based practices are you implementing or conferring with the HCP about? *[Interventions]*
- What do you understand from the patient that is the most important thing you can do to be helpful or comforting to him/her today? *[Caring Practices]*
- Talk about the caring practices you have provided and how the patient responded. *[Caring Practices]*
- Discuss anything that the patient/family is distressed about today? How did you provide (or do you plan to provide) support? *[Caring Practices & Skillful Involvement]*
- Talk about how you may interact with your patient who is crying?
- How did you respond to \_\_\_\_? *[Skillful Involvement]*
- The family is upset. How are you going to approach them? *[Skill of involvement]*
- The patient is withdrawn. Talk about how you will interact. *[Skill of Involvement]*
- Are you on shift today with peers you feel comfortable asking for assistance if needed? *[Agency]*
- Talk about any risks that you feel you are or may need to take today in caring for this patient? Do you feel prepared to take it? What support might you need? *[Agency]*
- You are calling the HCP. What is your SBAR? *[Collaboration]*
- If the HCP disagrees with your SBAR recommendation, how will you respond? *[Collaboration]*
- Talk about how the physician is working with you to care for this patient? What support do you need provided to help improve collaborations? *[Collaboration]*
- I noticed the HCP chewed you out today. How will you approach the HCP again? *[Collaboration]*
- Talk about how you are feeling about this situation? *[Role of emotion]*
- Talk about how you best cope with heavy emotional situations. *[Role of emotion]*
- It's sometimes scary when you first care for patient. Talk about what you can do when you are afraid about a situation. *[Role of emotion]*
- Discuss what you typically do when you are angry or upset. *[Role of emotion] [Role of emotion]*
- **How are you feeling about taking care of this patient today?** *[Role of emotion]*
- What did you learn from shift report that helped you care for the patient? *[Learning]*
- **Is there anything specific that you learned about the patient today?** *[Learning]*
- How will what you learned today influence the care you provide to this patient or others? *[Learning]*
- What have you learned or come to understand about the patient as a person that has guided how you care for him/her? *[Learning]*
- What, if anything, was most demanding about the situation? *[Learning]*
- Talk about anything you would or might do differently if you had it to do over again? What do you expect may have happened differently? *[Learning]*
- What did you learn from collaborating with peers in this situation? *[Learning]*
- Were there things you learned in other patient situations that guided you in managing this situation?
- What guidelines would you give other nurses for managing this situation?
- What was most satisfying about the situation? *[Learning/Reflection]*
- What, if anything, was the most important or notable thing you learned? *[Learning]*
- Tell me about any difference you believe you made in this patient's situation or care. *[Learning/Reflection]*

[If/when you round again later]

- How has the patient responded to the interventions/care you have provided?
- Was this what you expected or how were the responses different?
- Just curious if your concerns about this patient changed since I last talked with you. If yes, please tell

me about that.

- What additional actions did you need to take and how did that go?
- Has anything surprised you regarding the patient's situation or responses?
- If not, what have you noticed that signals the patient's improvement or stability?

[If a problem is occurring]

- What are you thinking as this situation unfolds?
- What are the markers in your mind that trigger your need for additional resources or help?
- What do you believe you need to do next in this situation? After that?
- Talk about any back up plan you have thought about. At any time during this situation, did you come to see things in a different way?

[If an emotionally stressful situation occurs]

- What were you feeling during and after the incident?
- Are you scared about anything? If yes, talk about that. What support might you need?
- Talk about anything that happened that you still feel uneasy or regretful about or feel responsible for.
- Can you talk with me about how you are coping with this emotionally heavy situation?
- Talk about how you cope with emotionally laden situations.
- What can I do to support you?
- Has anyone shared some of the ways of coping that resonate with you?

\* Questions Adapted from Benner, P., Hooper-Kyriakidis, P., & Stannard, D. (2011). *Clinical Wisdom and Interventions in Acute and Critical Care: A Thinking-In-Action Approach*, 2<sup>nd</sup> edition, pp 550. New York, NY: Springer.

#### References

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- Benner, P., Kyriakidis, P. & Stannard, D. (2011). Clinical Wisdom & Interventions in Acute and Critical Care: A Thinking in Action Approach. New York, NY: Springer Publishing (essential competencies - expert)
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