

Patient Safety Coach Job Description

Patient Safety Coach

Summary of Job Functions

Patient safety coaches observe the safety performance of their peers in patient care teams, engage in coaching conversations about patient safety issues and concerns by asking open-ended questions, praise good safety behaviors, provide feedback to correct poor safety behaviors, and follow-up to ensure the consistent and competent use of safe care practices and error prevention techniques. Patient safety coaches constantly increase staff awareness of potential risks and hazards to avoid complacency. They provide regular reports of their safety observations and interventions, attend monthly patient safety coach meetings, and encourage others to report close calls and safety events.

Primary Responsibilities

1. Participate in training to enhance coaching knowledge, skills, and abilities and expertise in error prevention tools and techniques, effective communication, and safe care practices.
2. Observe, reinforce, and provide real-time feedback regarding the safety behaviors of staff and safe care practices.
3. Serve as a role model and champion for patient safety, error prevention tools, and safe behaviors and provide coaching to team members on how to improve their safe behaviors.
4. Encourage staff to report close calls and serious safety events to the organization's event reporting system.
5. Disseminate information to staff to aid their adoption of safe care practices and error reduction tools and techniques.
6. Conduct regular evaluations of safety competence of the patient care unit.

7. Attend monthly patient safety coach meetings to discuss safety observations, share information about successful coaching interventions and failures, and discuss how to resolve existing barriers to coaching teams to improve safe behaviors.
8. Encourage team members to adopt and consistently apply error prevention tools and safe behaviors.
9. Prepare and submit “Good Catch” and “Safety Success Stories” on a regular basis.

Requires Competencies, Knowledge, Skills, and Abilities

1. Exhibit a passion for patient safety and service excellence and a commitment to the goal of zero events of preventable patient harm.
2. Exude a caring, empathetic, respectful, and patient-centered attitude.
3. Demonstrate the ability to communicate clearly, including good active listening skills and appropriate assertive communications.
4. Complete required training and demonstrate superior competence in safe care practices, error reduction techniques, and safe behaviors.
5. Ability to identify crucial conversations and how to engage in a crucial conversation when needed.
6. Possess an understanding of medical errors, their causes, human factors, latent system weaknesses, and the importance of barriers, safeguards, defenses, and controls.
7. Demonstrate the ability to recognize safety and service concerns and emerging threats to patient safety and take appropriate action to reduce or eliminate the risk of harm to patients.
8. Demonstrate the ability to use critical thinking to proactively solve safety-related problems.
9. Knowledge of the clinical environment and experience as a doctor, nurse, or other clinical provider in order to provide credible peer coaching to patient care teams.

Education & Experience

1. Demonstrated expertise and knowledge of patient safety principles, error prevention tools and techniques, and safe care practices.
2. Superior coaching skills such as effective communication, the ability to build trusting relationships, appropriate assertion, providing meaningful feedback, mentoring team members to improve their safety behaviors, modeling safe behaviors, and effectively resolving conflict and minimizing resistance.
3. Degreed and licensed as a doctor, nurse, or other clinical provider.