

Peer Coaching (OLAAP)

When to use: Active peer coaching helps patient care teams consistently apply safe care practices that they have previously learned.

The peer coach:

- Observes team safety performance objectively (Using a Behavioral Observation Tool).
- Listens actively during the coaching conversation paying close attention to the discussion and confirming what they hear.
- Asks open-ended questions using 3-part question formula: explain your observation; share why you are focusing on a specific behavior or action; and ask a question that will prompt the team to reflect on how to improve its performance.
- Advocates for patient safety and the consistent use of safe care practices.
- Provides respectful, constructive, and non-threatening feedback that builds the team's confidence and motivation to improve – describe the facts and results of the observation rather than generalizations.