

# How Outcome Data Strengthens Your Role as a Coach: A Case Study Approach

*Alice M. Moore MPA, MSN, NHA, ANP-BC  
Kendal Outreach, LLC  
Elizabeth P. Howard, PhD, RN, ACNP- BC  
HSL, IFAR  
Doug Zimmer, CEO CIM*

# Goals of Training

- How to translate the outcomes of the Assessments for Coaches
- Translate information to support life goals

**OUTCOMES  
SUMMARY REPORT  
REVIEW**

# NATALIE

*Video*

*Assessment Summary*

*Life Goals*

# Natalie

Meaningful conversation1.MP4

# PROCESS FOR UNDERSTANDING OUTCOMES





- REVIEW FLAGS FOR COACHING CONSIDERATION*
- WHAT IS THE DEPTH OF THE CONSIDERATION*
- HOW DO THE FLAGS CORRELATE*
- DO THEY AFFECT THE LIFE GOAL*

## COLLAGE Assessment Summary

Resident Name: Natalie Vitality

Assessment Date: 1/11/2013

Age:                      Marital Status: Widowed

Outcome Measure	Result	Range	Coach Flag	
<b>Social Life</b>				
Risk Models:	Driving	0 - Not candidate for driving risk discussion	0-1	
	Participation in Social Activities	0 - Not candidate for increased participation	0-2	
<b>Cognitive/Mental Health</b>				
Risk Models:	Loneliness	1 - Lonely, without any functional or clinical risk factors	0-2	
	Mood Improvement	0 - Not candidate for mood improvement	0-2	
	Cognition	1 - Cognition intact – candidate for memory improvement program	0-3	
Scales:	Cognitive Performance	1 - Borderline intact	0-6	
	Communication	0 - Intact	0-8	
	Mood	None		
	Depression Rating	0	0-14	
Other:	How satisfied with life as a whole	2 - Mostly satisfied	0-5	
<b>Functional Performance/Everyday Life</b>				

## DISCUSSION: HOW TO INTERPRET NATALIE'S ASSESSMENT OUTCOMES

- *WHAT IS THE DEPTH OF COACHING CONSIDERATION FOR HER FLAGGED AREAS?*
- *DO THE COACHING CONSIDERATIONS MAKE SENSE FOR HER?*
- *WHAT AREAS MAY AFFECT HER DISCUSSION REGARDING HER LIFE GOAL?*



# NATALIE'S LIFE GOALS

*2013- I want to have a good and honest life. I want my children to be happy together and I want to keep my good friends. I want to remain as healthy and active as I am now and maybe even travel.*

*Resident voiced Concerns: I am incontinent. She is incontinent and this seems to have a negative effect on her desire to travel and stay with relatives especially to visit her grandchildren in Florida.*

*Smaller Struggles: She can't figure out how to use the computer to get to her emails*

## DISCUSSION: DEVELOPMENT OF ACTION STEPS FOR NATALIE

- *WHAT COACHING CONSIDERATIONS COULD BE CONSIDERED IN THE DEVELOPMENT OF HER ACTIONS STEPS ?*
- *HOW WOULD THIS BE INCORPORATED INTO HER SELF ACTUALIZATION?*
- *WHAT AREAS MAY AFFECT HER DISCUSSION REGARDING HER LIFE GOAL?*

# PRACTICE CASE STUDY- SMALL GROUPS

- REVIEW SUMMARY OF ASSESSMENT- SUSAN
- DESCRIBE HER
- REVIEW HER COACHING FLAGS
- WHAT IS THE DEPTH OF HER COACHING CONSIDERATIONS

# SUSAN

<http://collageaging.org/Site/News/VideoFootage.aspx>

# PRACTICE CASE STUDY

SMALL GROUP WORK-

- DOES THE REPORT REFLECT HER
- WHAT DO YOU THINK HER LIFE GOAL WOULD BE
- WHAT DO SOME OF HER ACTION STEPS WOULD BE

## WRAP UP

- *UNDERSTAND THE VALUE OF THE SUMMARY OF OUTCOMES*
- *HOW TO INTERPRET THE OUTCOMES: SCALES AND INDICES*
- *HOW OUTCOMES INFORM THE COACH AND THE INTERDISCIPLINARY TEAM TO SUPPORT INDIVIDUAL GOALS*

WHERE TO FIND THE SUMMARY  
OF OUTCOMES REPORT

CIM DEMONSTRATION