Accountability is not a Four Letter Word

A Coaching Approach to Performance Management

Presented by
Isabella Geriatric Center
Learning Objectives

1.) Understand that “support” and “accountability” are not polar opposites – rather they complement each other.

2.) Explain how a coaching approach to accountability leads to improved relationships and more effective problem solving.

3.) Identify skills taught through the PHI Coaching Approach.
Our Coaching Partnership

Isabella Geriatric Center

Isabella is a non-profit, non-sectarian organization that has pioneered in the care of the elderly of New York since 1875.

We provide

- A 705 bed skilled nursing facility
- Short-Stay Rehabilitation Services
- Senior Housing
- Child Day Care
- Adult Day Care
- Home Care
- Community Programs
Our Coaching Partnership Ct’d

PHI

National non-profit dedicated to improving the lives of people who need home or residential care—by improving the lives of the workers who provide that care.

We provide:

• Policy expertise
• Information and data on the direct-care workforce
• Coaching and Consulting Services
• Workforce Development Services
Isabella’s Culture Change Journey

- Home Again Committee
- Neighborhoods and Neighborhood Community Directors
- Person Centered Care Committee and Performance Improvement
- Interdisciplinary Teams
- Coaching Initiative
Once the vision is in place, how do we live it day-to-day?

How do we hold ourselves accountable to fulfilling our role in the realization of the vision?

How do we support staff as we face the challenges that arise?
What is Accountability?

What is **accountability**?
How would you **define** it?
What words come to mind?

Think about accountability in the **workplace** and the **leaders** who hold people accountable – describe them – what are their attributes?
Accountability Is

✔ Being responsible for one’s actions, products, decisions and policies.

✔ Being answerable for resulting consequences of one’s actions.
What is Support?

- What does a supportive environment look like?
- What attributes or qualities does this person demonstrate in regard to the support they offer? What makes you feel supported?
Balancing Support and Accountability
What would that look like?

How would you do it?
Coaching Initiative at Isabella
Training to Date

Sixteen staff have participated in an 8 day train the trainer program.

240 leaders, managers and supervisors trained

More than 500 line staff have been trained
Coaching Initiative at Isabella
Booster to Date

For leaders
For managers
For staff
Coaching Initiative at Isabella-Grant Support

The train-the-trainer program was supported by

FORDFOUNDATION

Working with Visionaries on the Frontlines of Social Change Worldwide

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United Hospital Fund

Shaping New York’s Health Care: Information, Philanthropy, Policy

THE NEW YORK COMMUNITY TRUST

The Fan Fox and Leslie R. Samuels Foundation, Inc.
Coaching Initiative at Isabella

Workgroup for Coaching established on Isabella’s Person-Centered Care Committee.
Projects Include

Surveys to measure impact of coaching

Guidelines for the use of coaching (setting clear expectations)

Communication campaign
Stories of “Coaching in Action”