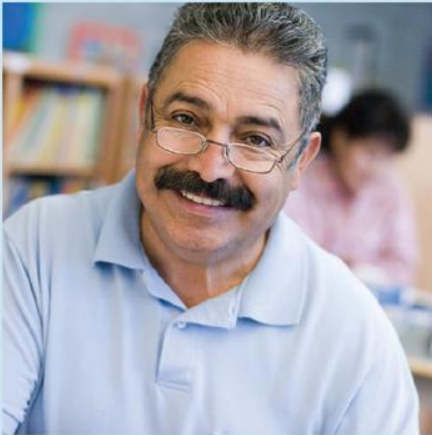




Supporting Practice Facilitators to Ensure Success



International Conference of Practice Facilitators Conference

December 10, 2018

Today's Presenter



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Quality Improvement Specialist
TMF Health Quality Institute

Objectives

- Develop strategies for practice facilitators to document and monitor practice results
- Identify one or more coaching strategies that participants will utilize within their organization
- Establish a network of peers to provide support and create a desirable work environment for practice facilitators

Document and Monitor Practice Results



Roadmap

- Outline program requirements
- Include timelines and milestones



Gap Analysis

- Identify gaps aligned to requirements
- Prioritize areas of importance for the practice
- Celebrate the success of completed tasks



Action Plan

- Develop steps to meet requirements
- Provide resources needed to meet goals



Graph Data

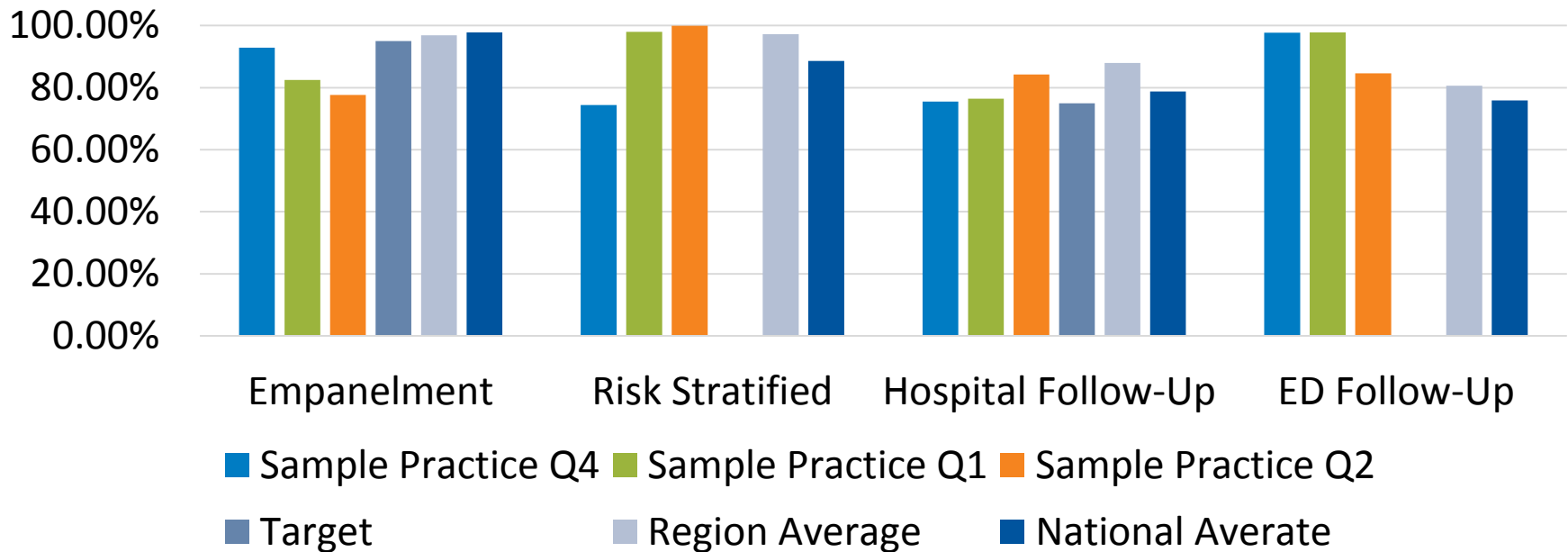
- Review performance compared to targets and historical data
- Visually express opportunities and successes

Example of Gap Analysis Tool

Functions and Requirements	Gap <input checked="" type="radio"/> Achieved <input type="radio"/> Small Gap <input type="radio"/> Large Gap	Gap explanation	Action Plan
Function 1			
Requirement 1	●	Q1 - 100% (4,045) Q2 – 100% (3,958) Q3 – 100% (3,922)	
Requirement 2	○	Q3 – Clinic selected “none” for alternative visits	10/01/18 – Starting home visits on 10/15/18

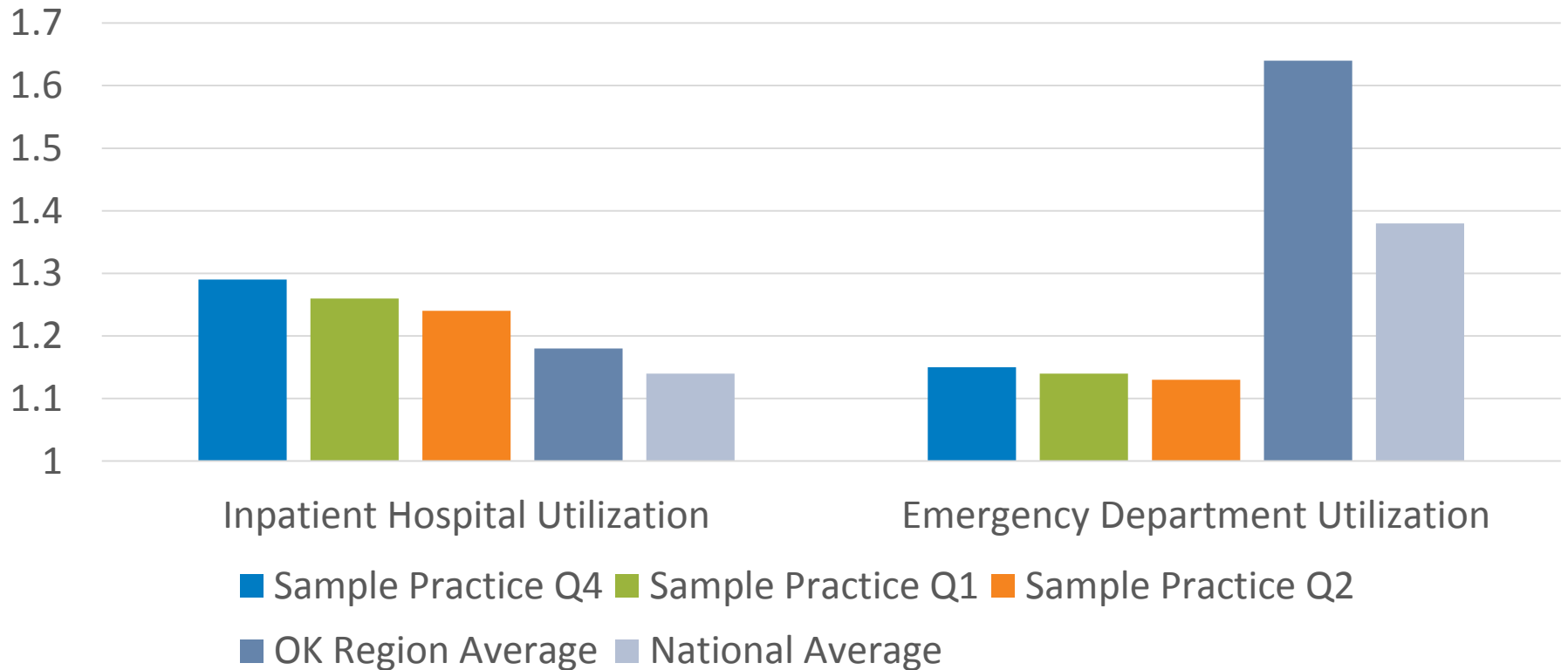
Example of Graphs

2018 Empanelment, Risk Stratification, Hospital Follow-Up, ED Follow-Up



Example of Graphs

2017 and 2018 Inpatient and ED Utilization



Peer Networking

Internal



Bi-weekly team meeting that incorporates program updates (formal)



Bi-weekly practice facilitator huddle (informal)



Monthly strategy hour and training (formal)

External



Bi-weekly team meeting that incorporates program updates (formal)

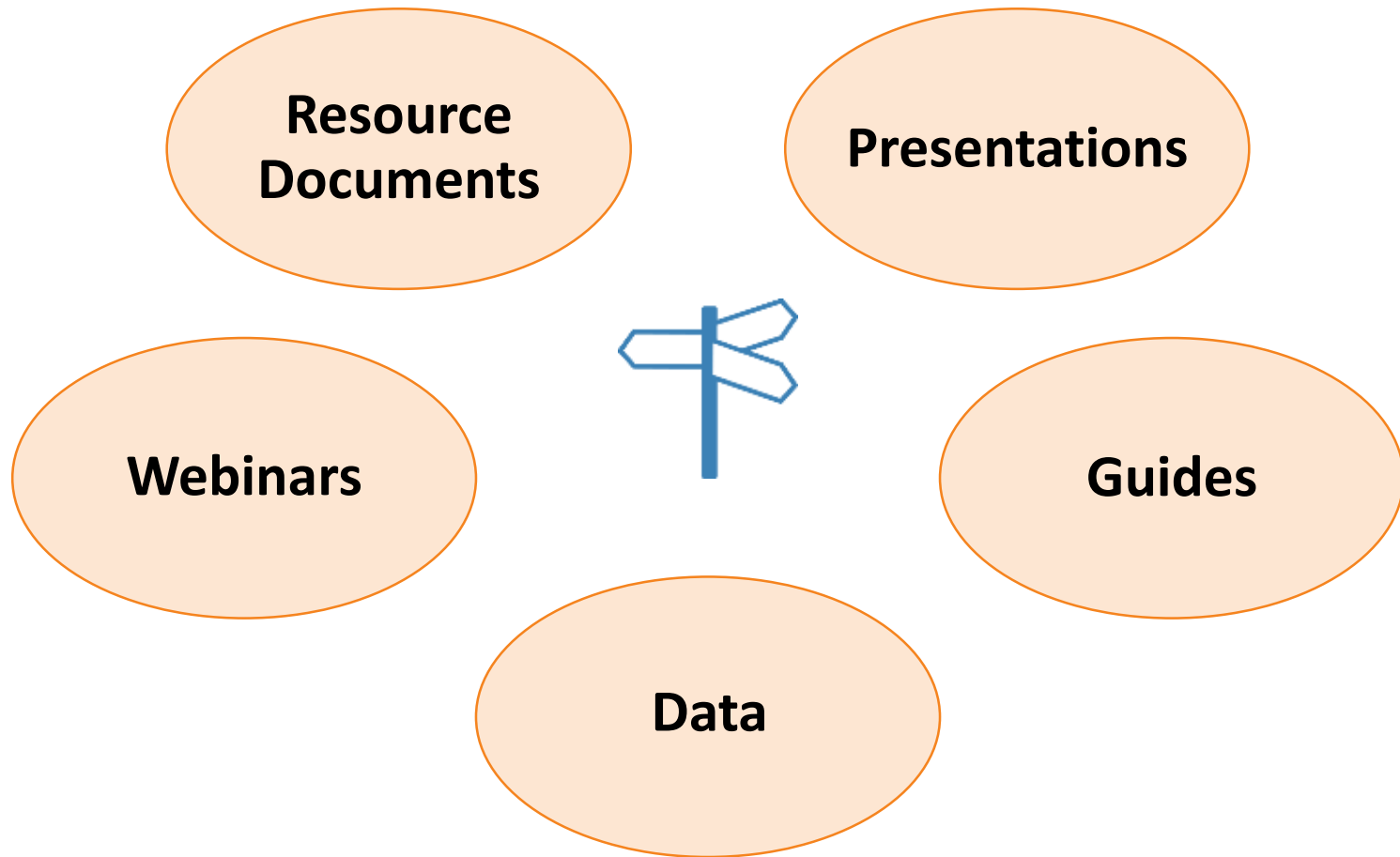


Bi-weekly practice facilitator huddle (informal)



Bi-weekly strategy hour and training (formal)

SharePoint



Activity

Discussion: 3 minutes

- Pair off in groups of three
- Take one minute for each person to share successes and challenges in related to practice facilitation

Report Out: 2 minutes

- Each group should briefly share one success and one challenge that was discussed

Questions: 2 minutes

- Participants should ask questions of other practice facilitators

7 minutes

Leaving in Action

- Adopt one strategy discussed today to utilize on your own
- Incorporate one strategy discussed today within your team
- Connect with a practice facilitator within the group to continue networking

Thank You!



Felicia Jackson

Practice Facilitator

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