Practice Facilitation in a Multi-System, Multi-Initiative Environment



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Introduction

As a Health Care Quality Improvement Specialist with TMF Health Quality Institute, Felicia Jackson works directly with health care practices in support of a Center for Medicare & Medicaid Innovation national advanced primary care medical home model.

TMF Health Quality Institute is an Austin, Texas-based nonprofit consulting company focused on promoting quality health and health care through contracts with federal, state and local governments, as well as private organizations. TMF partners with health care providers in a variety of settings to ensure that every person receives the appropriate care, every time.

Practice Facilitation Challenges and Solutions

Challenge: Participation in an innovation model that does not have a standard format

Solution: Think outside of the box to foster cooperation and transparency, including between organizations that are historical competitors

Challenge: The infrastructure and resources vary for participants in the model

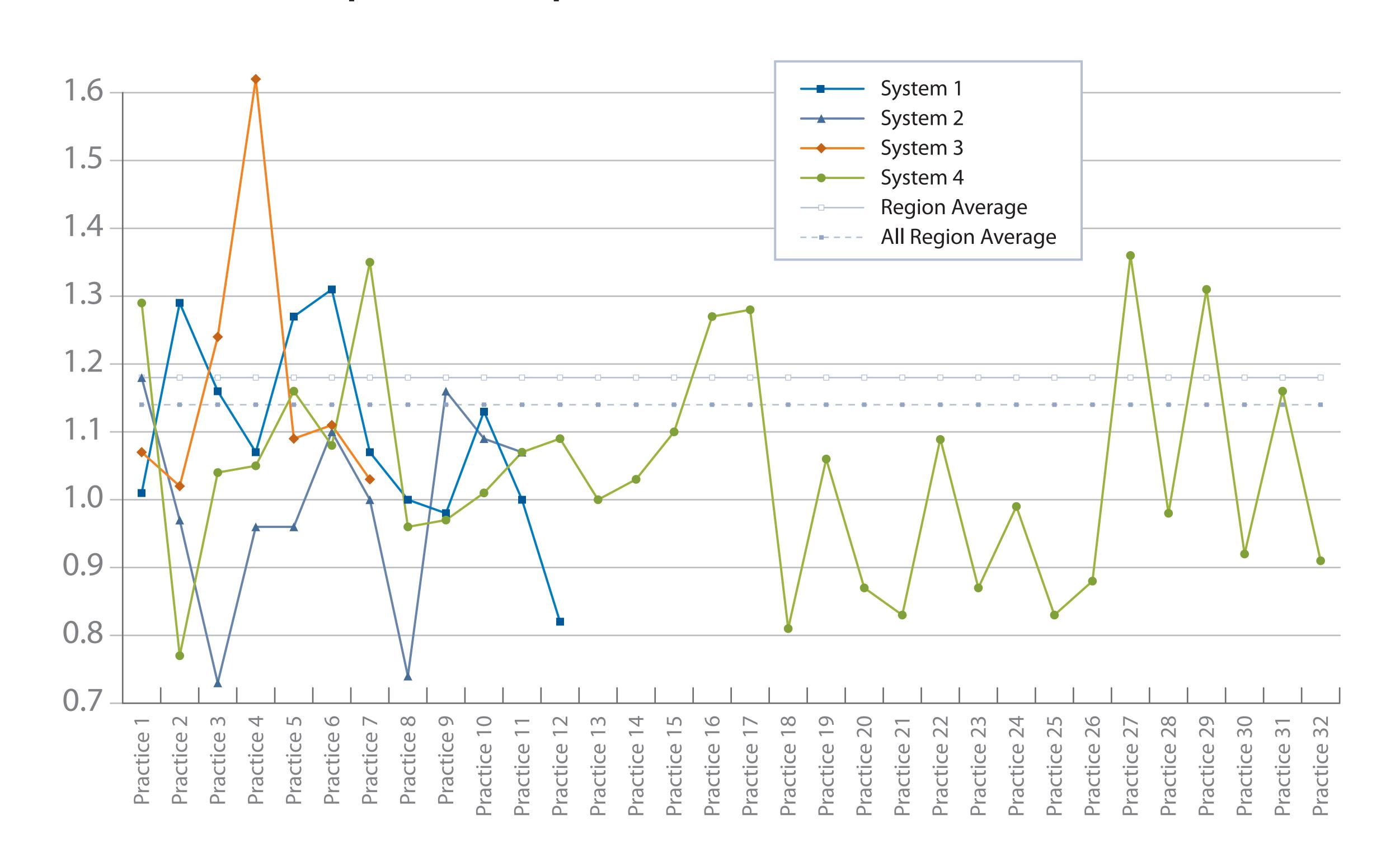
Solution: Reinforce that requirements can be met through multiple conditions

Challenge: Engagement is not uniform across all practices

Solution: Tailor coaching support for different combinations of clinic staff (e.g., administration, practitioners, support staff, etc.)

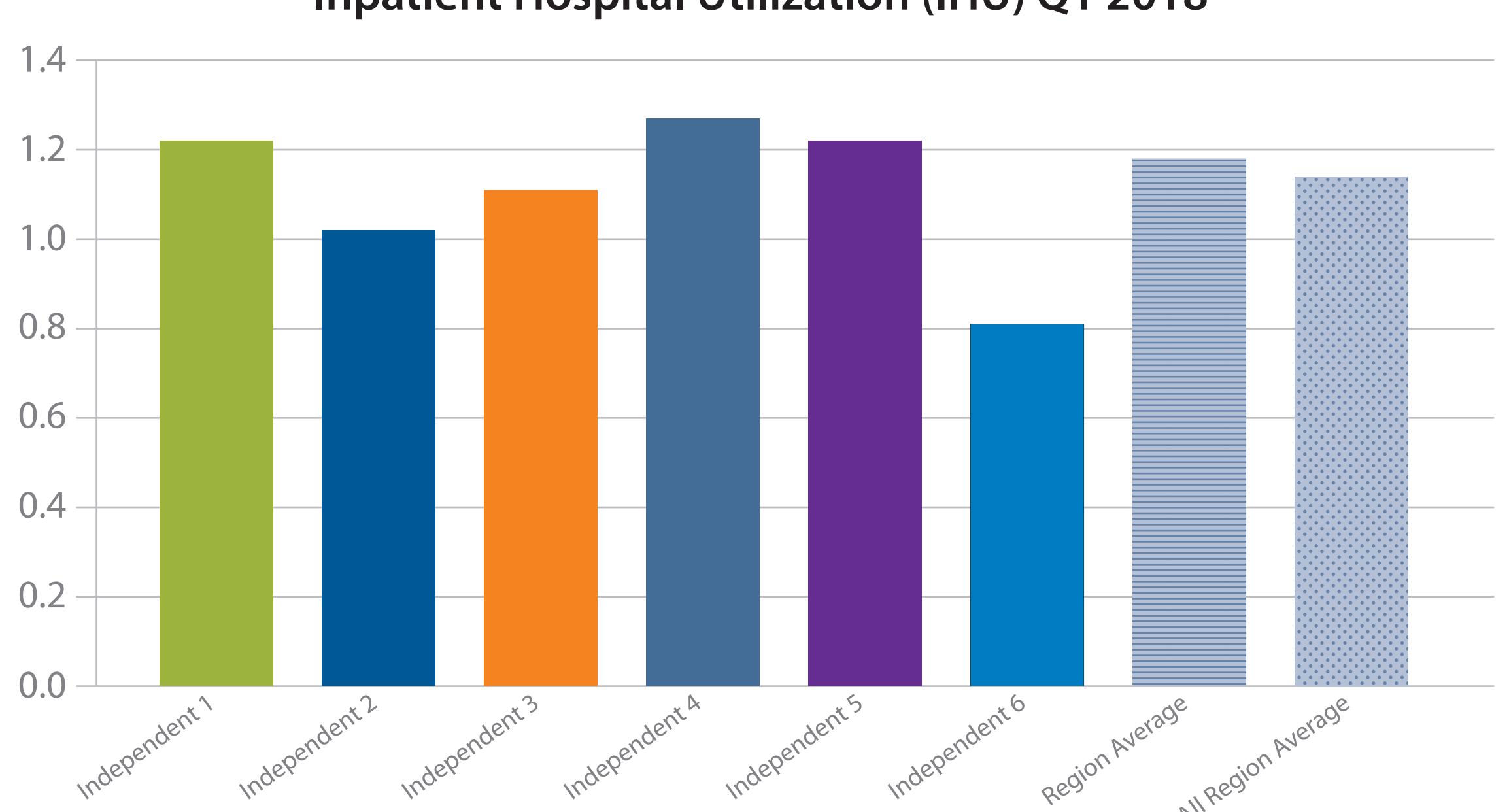
Multiple System Practices Graphs

Inpatient Hospital Utilization (IHU) Q1 2018



Multiple Independent Practices Graph

Inpatient Hospital Utilization (IHU) Q1 2018



Key Findings

- Networking with peers and regional payers produced more actionable items for practices to implement in their own clinics
- Scheduling recurring, face-to-face meetings between health systems and independent clinics built strong relationships and encouraged the sharing of best practices
- Sharing aggregated data from participating practices helped initiate meaningful conversations during meetings
- Allowing practices to drive educational topics improved overall practice engagement in the model

Conclusions

- Participants shared contact information and continued conversations after the multisystem meetings
- Participants gained confidence in their performance in the model after hearing stories from their peers
- Participants shared workflows and action plans that could be implemented throughout each of their clinics