

4th Annual  
Day 2

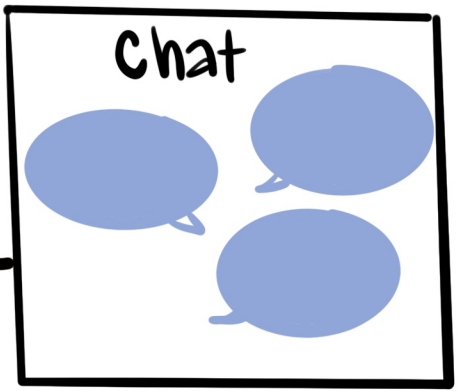
Welcome Back!  
Happy Friday



Suspenders & extra pair of pants

Meg Bowen

chat



winners  
Aashka Bhatt  
Stephanie Kirchner



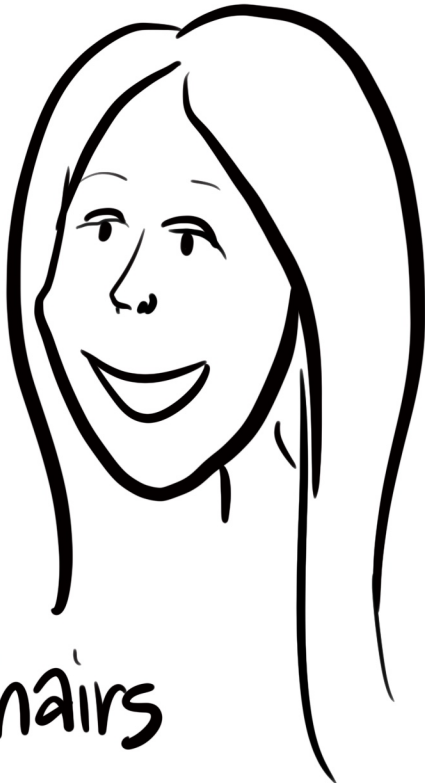
ratemyskyperoom 



Zsolt




co-chairs



Melinda

Increase Knowledge



listen

• vote

favorite poster

• fill out evaluation conference

thanks!



# Strategies & Best Practices in Virtual Facilitation

THOUGHTS FROM PARTICIPANTS

## ICE BREAKERS

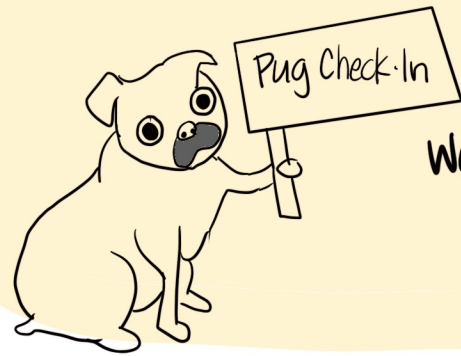
Scavenger Hunt  
people searching in their house for objects

What's your favorite color & why



National — Day

Word Warm-Up

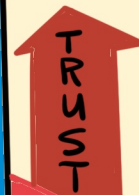


## CHECK IN

Let's us in to the group  
How are you feeling today?

Escape-ism

a simple check-in  
SPACE to de-compress



Assuring Confidentiality  
SAFE SPACE

## PREP/EDUCATION

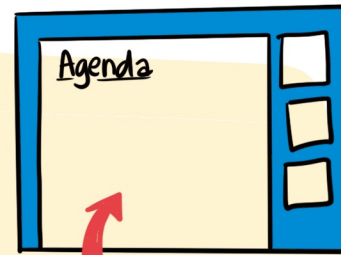
Engage in my own education on different platforms

Getting Comfortable w/ the virtual technology



## CLARITY

It's important to SHOW CLEAR VIRTUAL CUES



Prepared Agenda on Screen

## BUILDING RELATIONSHIPS

Challenging w/ new practices

one-on-ones SO IMPORTANT



Time saved travelling, invest in meeting w/ champion, team lead.

Work Out Loud, Together

Reading visual & energy cues to inform pitch/approach



## WOULD LIKE MORE INFO

Study the costs of Virtual Facilitation ... comparing relationships to actual \$\$

Study Ice Breakers

Hybrid model

- model?
- structure?
- pros/cons

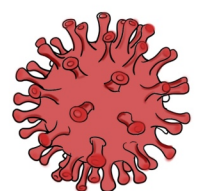


# Strategies & Best Practices in Virtual Facilitation



OCHIN

Moderator: **Ann Romer**



Growth

- How much I learned from THEM
- Connecting w/ CARING people across the country
- Preparation, getting educated
- Improving the Health Care System we are ALL part of
- Different ways to engage on a document

**Be of Use**

- Adapt
  - travel budgets cut
  - Discuss w/ Experts
- Defined "Virtual Implementation"
  - pros
  - cons
  - time zones
  - interpersonal connections
  - Seeing people
- Use video-based tech whenever possible
- Practice IT (backup)
- Interactive Site Tour
  - What is your preferred platform? These change rapidly
  - Back channel communication
- Focus on Building Relationships**
  - takes more time, build it in
- Supportive Behavior
- Flexible**
  - Actively Listen
  - Enthusiasm!!!

**used** Analyze, Development, Design, Implementation, Evaluation

love having evaluation!

**Teaching vs Facilitation**

use Teams & One Note

choose MORAL BOOSTER

times for patient visit

One Note all added comments

workflow, focused on yellow steps

re-designed work flow

incoming patient questionnaire

Learning Process Together

saved 10 minutes

**Practice Coaching**

- structure
- time
- place
- data
- Q.I.
- processes
- team-based care

work varies

It was an easier transformation during COVID

Factors... to consider

- Health Care is Local
- Culture Readiness
- Peer-to-Peer
- Length of Engagement
- Resources
- Regulations
- ind. vs cohort
- content
- pace
- schedule

Background

Insights

60 orientation mtg

Tailored Coaching experience

look at their website

**Meeting Prep & Establishing Norms**

Trust Relationships

Look for Signage

pets

body language

background

masks - in-clinic

de-brief on experience

Envision meeting

Practice

Expect the Unexpected

Record - for later use

**Tools & Technology**

screen share

finish forms together

everyone on same page

inclusive

USE SMEs



Panelists:

- Meg Bowen
- Oyinkansola Ogunrinde
- Molly Volk
- Katherine Dollar
- Shannon Peaden

