

# ICPF | 2018

## INTERNATIONAL CONFERENCE ON PRACTICE FACILITATION

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DECEMBER 10-11, 2018  
TAMPA, FLORIDA

### CONFERENCE PROGRAM

# WELCOME

Welcome to the second International Conference on Practice Facilitation (ICPF)!  
Bienvenue à la seconde Conférence Internationale sur la Facilitation de la Pratique!

As an attendee and/or contributor to the ICPF, you continue making history! Practice facilitation which started in England almost 30 years ago as an innovative idea of a retired general practitioner is now an emerging profession and an effective world-wide approach to promoting healthcare research and improvement. This conference is the result of the hard work, dreams, and aspirations of many researchers, healthcare professionals, and facilitators who dedicated their work to the development and dissemination of practice facilitation.

Building on our success in 2017, the 2018 Conference was designed to include highly interactive and informative content. The 2018 Conference is aligned with the main theme of “Building Capacity for Practice Facilitation.” This year, sessions were constructed based on peer-reviewed abstracts that encompass a great variety of contributions in six topic areas:

- Developing Best Practices and Resources for Practice Facilitation;
- Practice Facilitator Training and Ongoing Development;
- Practice Facilitator Skill Building;
- Sustaining and Managing Practice Facilitation Programs;
- Advancing the Science of Practice Facilitation; and
- Leveraging Technology in Practice Facilitation.

The ICPF Steering Committee worked diligently to create a conducive environment and opportunities for meaningful interaction and learning. As in 2017, we invite you to participate in ICPF activities year-round and help us achieve our overarching goal: to promote an ongoing and sustainable international Learning Community for practice facilitation. Our intention is to continue to interact and share knowledge, resources, and expertise beyond the annual meeting. Through the Learning Community, ICPF participants have an unprecedented opportunity to help shape the development of a new healthcare profession by providing insights and collaborating with others to put their ideas into practice.

On behalf of the ICPF Steering Committee, we wish you an energizing 2018 Conference and hope that our program and networking opportunities will help you develop as leaders in the application, management, and study of practice facilitation. We also hope that you will have a great time!



Zsolt Nagykaldi, Conference Chair



Melinda Davis, Conference Co-Chair

*Funding for this conference was made possible [in part] by 5R13HS025315-02 from the Agency for Healthcare Research and Quality (AHRQ). The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.*

**7:00 AM – 5:00 PM**

**REGISTRATION**

Florida Ballroom Foyer

**8:00 – 9:00 AM**

**BREAKFAST (ON YOUR OWN)**

**9:00 – 9:45 AM**

**WELCOME, OVERVIEW & ICEBREAKER**

Florida Salon IV

Zsolt Nagykaladi, PhD & Melinda Davis, PhD; Conference Co-Chairs

**9:45 – 10:50 AM**

**PLENARY I: WHAT'S THIS THING CALLED FACILITATION...?**

Florida Ballroom IV

Alison Kitson RN, BSc, PhD, FRCN

Professor Kitson will discuss the integrated Promoting Action on Research Implementation in Health Services (i-PARIHS) framework that she co-developed, with a particular focus on the role of facilitation within the framework. The i-PARIHS framework has been widely and successfully used in planning, conceptually guiding and evaluating implementation projects. This talk will focus on the theories that inform i-PARIHS with a pragmatic approach on how these theories help explain or predict what facilitation approaches need to take into account in relation to what is being implemented, who is affected and in what context. Through this it will become clear how a nuanced and theory-informed approach to facilitation can improve successful implementation.

**Learning Objectives**

- Understand and describe an implementation framework
- Understand the importance of theories in facilitation
- Understand and describe a theory-informed approach to facilitation



Professor Kitson is a world-renowned translational science researcher and nursing leader with expertise in fundamental care and healthy aging. Her innovative work on ways to close the knowledge-to-practice gap has formed the basis for new ways of exploring knowledge translation. Prof Kitson's knowledge translation research focuses on understanding the mechanisms that enable new knowledge to be introduced into clinical practice. Prof Kitson is internationally recognized as the co-developer of one of the most widely used knowledge translation frameworks, the integrated Promoting Action on Research Implementation in Health Services (i-PARIHS) Framework. The Framework was one of the first to make explicit the multi-dimensional, complex nature of implementation, and to highlight the central importance of facilitation. The Framework has shaped how the scientific community has operationalized and studied knowledge translation. Alison currently combines an active research career with her role as inaugural Vice President and Executive Dean for the College of Nursing and Health Sciences at Flinders University South Australia. In 2017 she was appointed to the Board of the Australian Commission on Safety and Quality in Health Care.

**11:00 AM – NOON**

**CONCURRENT SESSION I**

**WORKSHOPS:**

**SW101: MACRA-Quality Payment Program: An Innovative Approach to Virtual Practice Facilitation**

Rose M. Langdon MBA, RN, CPHQ, FNAHQ; Elaine Gillaspie MS MHA CPHQ

Meeting Room 1

# MONDAY, DECEMBER 10

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## 11:00 AM – NOON CONCURRENT SESSION I *(CONTINUED)*

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**SW102: Using a Multilevel Model of Organizational Change Capacity to Guide Primary Care Facilitation**

Olivia McMullen; Norain Siddiqui, MPH; Georges Potworowski, PhD  
Florida Salon I

**SW103: Practice Excellence Project: Training for Transformation**

Terri Roberts, MS, PCMH CCE; Mark Holmstrom, MSHA, FACHE, CMPE  
Florida Salon VI

### EXTENDED ORAL PRESENTATIONS:

**THEME: SYSTEM CONTEXT**

Florida Salon II

**OP501: PF level 1 competencies in high value care coordination (Medical Neighborhood) when working with small practices to big systems**

Beth Neuhalfen, BS- CHC

**OP502: Practice Facilitation + Academic Detailing for Behavior and Clinic System Change in Opioid Prescribing Practices**

Robert Rhyne, MD; Danelle Callan, MA; Ernest Dole, PharmD

### ORAL PRESENTATIONS:

**THEME: EDUCATION**

Florida Salon III

**OP503: Applying Coaching/Facilitation Concepts from Quality Improvement to Inform the Design of Effective Continuing Education**

Patricia O'Brien, RN, MScCH; Judith Peranson, MD, MPH, CCFP

**OP504: Building Capacity through Facilitator Training: Development, Evaluation, Outcomes, and Lessons Learned**

Katherine M. Dollar, PhD; Jeffrey L. Smith; JoAnn Kirchner, MD

**OP505: The Potential Role of Motivational Interviewing in Practice Facilitation**

Michael Schuman, MPH; Carlos Devia, MA; Hang Pham-Singer, PharmD

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## NOON – 1:00 PM NETWORKING LUNCH

Florida Ballroom IV

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## 1:00 – 2:00 PM POSTER SESSION

Florida Salon V

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**P100: Can a Model of Organizational Change Capacity Enhance the Value of Practice Facilitation?**

Norain Siddiqui, MPH; Olivia McMullen; Georges Potworowski

**P101: Cross-Sectoral Collaboration in Building a National Diabetes Repository**

Aashka Bhatt, BSc (Hons.); Michelle Greiver, MD, MSc; Conrad Pow

**P102: Data-Driven Method to Determine Ambulatory Practice Staffing Needs**

Sean M. Oser, MD, MPH; Aislynn Moyer, DNP, RN

- P103: Developing Practice Facilitation within an HIT Organization**  
Joan Nelson, MPH, PA-C; Christy Gray, OTR/L; Ann Romer, MS
- P104: Facilitating Implementation of Patient-Reported Outcome Symptom Questionnaires into Primary Care to Meet Merit-based Incentive Payment System Criteria for Clinical Practice Improvement Activities**  
Angela M. Stover, PhD; Arlene E. Chung, MD, MHA, MMCI; Darren A. DeWalt, MD, MPH
- P105: Improving Morale: Liberating Structures with Staff-Lead Interventions**  
Karim Hanna, MD; Anum Ahmed, MD
- P106: Opening the Black Box of Facilitation Expertise: Adaptation of the Pedagogical Content Knowledge (PCK) Model**  
Georges Potworowski, PhD; Melinda Davis, PhD
- P107: Primary Prevention: Implementation of Cardiovascular Risk Assessment and Interventions Within a Primary Care Family Practice**  
Leslie Doroski McDowell, DNP, ANP-BC, RN
- P108: Scoping Review to Identify the Spectrum of Activities Applied in Implementation Facilitation Strategies**  
Jeffrey L. Smith; Mona J. Ritchie, PhD; Bo Kim, PhD
- P109: The Utilization of An Adult Learning Theory Model in Practice Facilitation to Promote Transformation**  
Angel Moore, MA.Ed, RHIA, PCMH CCE
- P110: Training the Care Team: Beyond the Basics of Electronic Health Records**  
Dorothy Chan; Hang Pham-Singer, PharmD; Sachel Somwaru
- P111: Using EHR Technology to Refer At-Risk Communities to Tobacco Treatment**  
Michael Schuman, MPH; Carlos Devia, MA; Hang Pham-Singer, PharmD
- P113: Care and Feeding of Quality Improvement Specialists: The First 5 Years**  
Carol Mulder, DVM, MSc, CUTL, DBA
- P114: CRM as a Multiprong Tool for Successful Practice Facilitation**  
Virginia Brooks, MHA, CPHQ; Jennifer Hayes, BHA
- P115: Development of an E-Learning Module on Effective Practice Engagement**  
Julie Schmelzer, CSW, CCM, CPHQ; Ashley Green, MA
- P116: Practice Facilitation in a Multi-System, Multi-Initiative Environment**  
Emily Glynn, MPH, CPH, CPHQ; Felicia Jackson
- P117: Practice Facilitator Role in an Operational Project to Improve Access in a Large Multi-Specialty Physician Group**  
Jean D'Aversa, BSN, RN; Yuriko de la Cruz; Kristie Knouse
- P118: Retaining Your Top Talent**  
Kari Loken, CPHQ; Lauren Yaroch, BSN
- P119: The Art and Science of Post-Acute Practice Facilitation: Designing Site-neutral Programs for Success in a Setting-dependent Environment**  
Lynn Freeman, PT, PhD, DPT, GCS, CWS; Angela Edney, MSA, OTR/L; Shannon Liem, MS, CCC-SLP
- P120: Trainees in Transformation: Practice Facilitation in the Academic Teaching Context**  
Beatrice Huang; Chris Chirinos; Victoria Chen

# MONDAY, DECEMBER 10

2:00 – 3:00 PM

## CONCURRENT SESSION II

### SKILL LABS (30-minute, focused workshops):

**SW201: Utilizing your QI Tool Box In the Development of Practice Facilitators**

Kari Loken, CPHQ  
Florida Salon VI (30 minute session; 2:00-2:30 PM)

**SW202: A Practice Facilitator's Systematic Approach to the Complexity of Chronic Disease Quality Measures**

Lora R. Wright, BS PCMH CCE  
Florida Salon VI (30 minute session; 2:30-3:00 PM)

### WORKSHOP:

**SW203: Mi-PARIHS: Practical tools to make framework-informed implementation and facilitation easier**

Sarah C. Hunter, BPsych(Hons), PhD; Bo Kim, SB, MEng, PhD; Alison L. Kitson, RN, Bsc(Hons), DPhil, FRCN, FAAN, FAHMS  
Florida Salon I

### ORAL PRESENTATIONS:

#### **THEME: TECHNOLOGY**

Meeting Room 1

**OP506: Using Practice Facilitation to Build Quality Improvement Capacity using Electronic Health Record Systems**

Tara Kline, MS, CPHQ, SSBB; Jeff Hummel, MD

**OP507: "ClinvestiGator": A True Data Animal**

Jennifer Rees, RN, CRN, CPF; Liza Nicholson, MSM, CIRS-A/D; Macie Craft, MSN

**OP508: Supporting Practice Facilitators to Ensure Success**

Emily Glynn, MPH, CPH, CPHQ; Felicia Jackson

#### **THEME: EVIDENCENOW**

Florida Salon III

**OP509: Practice Level Factors Associated with Enhanced Engagement with Practice Facilitators; Findings from the Heart Health Now Study.**

Jacqueline Halladay, MD, MPH; Bryan J Weiner, PhD; Jung In Kim, PhD

**OP510: Facilitating Improved Cardiovascular Health in Health System Operated Primary Care Practices**

Mark Holmstrom, MSHA, FACHE, CMPE

**OP511: Assessing the Experience of Practice Facilitators in Their Role to Improve Heart Health in Oklahoma Primary Care Settings**

Ann F. Chou, PhD, MPH; Xi Sophia Chen, MD, MS; Julie A Stoner, PhD

3:15 – 4:15 PM

## CONCURRENT SESSION III

### WORKSHOPS:

**SW301: Accelerating Practice Transformation: Using Motivational Interviewing to Promote Behavior Change**

Yuriko de la Cruz, MPH, CPHQ; Kristie Knouse, BA; Jean D'Aversa, BSN, RN, PCMH CCE  
Florida Salon VI

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**3:15 – 4:15 PM**

**CONCURRENT SESSION III** (CONTINUED)

**SW302: Advancing the Practice Facilitator Toolbox: Coupling Clinical Transformation with Practice Facilitation for Technology-enhanced Care**

Candy Magaña, MPA; J. Nwando Olayiwola, MD, MPH, CPE  
Florida Salon I

**SW303: Building Clinical Health Information Technology Adviser Competencies: How do Practice Facilitators best support the evolving HIT needs of ambulatory care practices?**

Andrew Bienstock, MHA; Stephanie Kirchner, MSPH, RD; Kyle Knierim, MD  
Meeting Room 1

ORAL PRESENTATIONS:

**THEME: EVIDENCENOW**

Florida Salon III

**OP512: The EvidenceNOW Model for Supporting Primary Care Practice Improvement: Concepts, Key Drivers, and Resources for Practice Facilitators**

Cindy Brach, MPP; Janice Genevro, PhD; Robert McNellis, MPH, PA

**OP513: Evaluation of Practice Facilitation from the Perspectives of Oklahoma Primary Care Practices**

Ann F. Chou, PhD, MPH; Xi Sophia Chen, MD, MS; Julie A Stoner, PhD

**OP514: How Practice Facilitators Adapt Practice Context to Optimize Implementation of Evidence-based Practices**

Allison Cuthel, MPH; Donna Shelley, MD, MPH; Carolyn Berry, PhD

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**4:20 – 5:20 PM**

**GENERAL SESSION: LEARNING COMMUNITY**

Florida Ballroom IV

Lead Facilitators: Melinda Davis, PhD and Jen Reese, RN CRN CPF  
Expert Panelists: JoAnn Kirchner, MD; Alison Kitson RN, BSc, PhD, FRCN  
Stephanie Kirchner, MPH/MSPH; Cullen Conway, MPH, CCRP

This session is designed around case reviews of situations that practice facilitators are currently facing. Session format includes: case presentations, small group reflection, report out, and expert panel reflections. Session goals include:

- Review and discuss some “common” challenges that facilitators face (you are not alone)
- Generate helpful suggestions that can be applied in relation to identified challenges – and inform opportunities for additional research.

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**5:20 – 5:30 PM**

**DAILY WRAP-UP AND ANNOUNCEMENTS**

Florida Salon IV

Zsolt Nagykaladi, PhD & Melinda Davis, PhD; Conference Co-Chairs

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**5:30 – 6:30 PM**

**HAPPY HOUR** *Sponsored by TMF Health Quality Institute*

Florida Salon II

Network with fellow attendees and connect with our conference partners one-on-one.

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**7:00 – 9:00 PM**

**DINE AROUND GROUPS**

Sign up at the registration table!

# TUESDAY, DECEMBER 11

**7:00 AM – NOON**

## **REGISTRATION**

Florida Ballroom Foyer

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**7:00 – 8:00 AM**

## **BREAKFAST**

Florida Salon IV

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**8:00 – 8:15 AM**

## **WELCOME & DAILY OVERVIEW**

Florida Salon IV

Zsolt Nagykaladi, PhD & Melinda Davis, PhD; Conference Co-Chairs

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**8:15 – 9:15 AM**

## **PLENARY II: FACILITATION TOOLS AND PROCESSES TO HELP US CHANGE THE WORLD!**

Florida Ballroom IV

JoAnn Kirchner, MD

Dr. Kirchner will discuss how facilitation models have varied in application within research and clinical settings. This will include a description of tools and processes that can support the application of facilitation, evaluation of facilitation activities and cost, and spread and handoff of facilitation to clinical and operational leaders in the real world.

### **Learning Objectives**

- Describe the variety of facilitation models used in research and clinical settings
- Identify tools and processes that can be used to support facilitation activities
- Understand how to document and evaluate facilitation
- Describe how facilitation can be transferred to clinical and operational leaders



Dr. Kirchner is a psychiatrist by training and since 2009 has led two VA Quality Enhancement Research Initiative (QUERI) programs; both well known for the degree to which they collaborate closely with operational and clinical partners. She is currently a Professor at the University of Arkansas for Medical Sciences (UAMS) and the Director of the Department of Veterans Affairs QUERI for Team Based Behavioral Health. The primary focus of her research has been in developing strategies that support the implementation of evidence-based practices at sites that are unable to do so without assistance. She has had the extraordinary opportunity to see clinical programs that she evaluated early in her career in efficacy and effectiveness trials become the national standard of care within the VA. These care delivery models are becoming a standard of care in non-VA settings as well. Coincidental with emerging evidence that

supported primary care based mental health programs, Implementation Science was recognized as a critical area of health services research. Thus, she was able to further facilitate the implementation of primary care based mental health programs by studying their implementation and ultimately developing and evaluating an evidence-based implementation facilitation (IF) strategy. She and others in her QUERI Program have been able to transfer this IF strategy to VA clinical and operational leadership across several initiatives. Thus, work generated by our VA QUERI programs is frequently translated directly into VA policy.

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**9:30 – 10:30 AM**

## **CONCURRENT SESSION IV**

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### **WORKSHOPS:**

#### **SW401: A Practical Development Framework for Change Agents: Investing in a Re-usable Resource to Drive Healthcare Transformation Toward an Integrated System.**

Arville Balon-Lyon RN, BN; Eileen Patterson MCE, PMP; Mark Watt RN, BN  
Florida Salon I

9:30 – 10:30 AM

**CONCURRENT SESSION IV** (CONTINUED)

**SW402: Operational Models in Sustaining Practice Facilitator Programs**

Aashka Bhatt, BSc (Hons.); Lyndee Knox, PhD; Stephanie Kirchner, MSPH, RD

Meeting Room 1

**SW403: Assessing and Updating the Necessary Knowledge and Skills of Practice Facilitators in The North Carolina Area Health Education Centers Practice Support Program**

Suzanne Lineberry, MPH, MCHES, CPHQ; Monique F. Mackey, MLS

Florida Salon VI

ORAL PRESENTATIONS:

**THEME: QI/IMPLEMENTATION**

Florida Salon II

**OP601: Practice Facilitation in Rural Primary Care Practices to Improve BP Control for African Americans: Implementation Requirements in the Rural South**

B. Lynette Staplefoote-Boynton, MPH; Doyle M. Cummings, PharmD; Jacqueline R Halladay, MD MPH

**OP602: Increasing Adoption of Self-Measured Blood Pressure Monitoring Through Practice Facilitation**

Danielle Cohen, MPH (PCIP); Hang Pham-Singer, PharmD (PCIP); Carlos Devia, MD

**OP603: A Coaching/Facilitating Two for One: Engaging Physicians and Teams in Quality Improvement through MOC Part IV Achievement**

Bonnie T. Jortberg, PhD, RD, CDE; Robyn Wearner, RD, MA; Lauren O’Kipney

**THEME: QI/IMPLEMENTATION**

Florida Salon III

**OP604: Collaboration between Primary Care and Public Health Practice Facilitators to Improve Population Health**

Cherylee Sherry, MPH, MCHES

**OP605: Improving Patient Safety in Primary Care Across Academic Sites: Reflecting on the Quality Improvement (QI) Coach/Facilitator Role**

Patricia O’Brien, RN, MScCH; Christina Southey, MSc; Lorri Zagar, MSc

**OP606: Implementation of Measurement-Based Care: Creation of an Implementation Planning Guide**

Katherine M. Dollar, PhD; JoAnn E Kirchner, MD; Sandra G Resnick, PhD

10:40 – 11:40 AM

**CONCURRENT SESSION V**

WORKSHOPS

**SW501: How Knowledge of Facilitation, Content, and Context Come Together: Building Shared Mental Model**

Georges Potworowski, PhD; Melinda Davis, PhD

Florida Salon I

**SW502: The Roadmap and the Compass: Using the 10 Building Blocks Model and Assessment to Navigate Practice Facilitation**

Victoria Chen; Chris Chirinos; Beatrice Huang

Florida Salon VI

**10:40 – 11:40 AM**

**CONCURRENT SESSION V** (CONTINUED)

**ORAL PRESENTATIONS:**

**THEME: METHODOLOGY**

Florida Salon II

- OP607: Effective Strategies for Survey Data Collection in Practice Facilitation Research Studies**  
Thomas Gepts; Donna Shelley, MD, MPH; Carolyn Berry, PhD
- OP608: Unintended Positive Consequences of an Implementation Facilitation Strategy**  
Eva Woodward, PhD; Karen L Drummond PhD; Karen A Oliver, PhD
- OP609: Using Standardized Data Visualization Tools to Engage Practices in Quality Improvement Efforts Through the Healthy Hearts Northwest Study**  
Cullen Conway, MPH, CCRP; Steven Brantley, MPH, CCRP; Nicholas Colin, MA

**THEME: QUALITY IMPROVEMENT**

Florida Salon III

- OP610: Practice Facilitation in Primary Care**  
Aashka Bhatt, BSc; Ivanka Pribramska
- OP611: The NCQA Process as a Path to Practice Transformation**  
Suzanne Herzberg, PhD
- OP612: Scaling Practice Transformation Statewide**  
Michelle Mora; Lasha Tennyson

**THEME: PRACTICE FACILITATOR ROLES**

Meeting Room I

- OP613: The QI Coach/Facilitator Role in a Primary Care Research/QI Collaboration to Improve Care for Elderly Patients with Complex Care Needs**  
Patricia O'Brien, RN, MScCh; Michelle Greiver, MD, MSc, CCFP, FCFP
- OP614: Coaching Style Defined: Analysis of Literature Supports Six Domains of Coaching Styles in Primary Care Redesign**  
Constance van Eeghen, DrPH, MHSA, MBA; Gail L. Rose, PhD; Jessica Clifton, PhD
- OP615: Co-Designing a Better Future: Tools to Enhance Practice Facilitation**  
Tracey Sellers; Shawn Dimantha

**11:45 AM – NOON**

**EVALUATION & WRAP-UP REMARKS**

Florida Salon IV

Zsolt Nagykaladi, PhD & Melinda Davis, PhD; Conference Co-Chairs  
Paula Darby Lipman, PhD

**12:00 PM**

**CONFERENCE ADJOURNS**

Florida Ballroom IV

**See you at the 2019 ICPF in Bethesda, Maryland, June 26-27!**

*Call for Papers opens January 2019*

*Thank you to the...*  
**2018 ICPF Steering Committee**

**Zsolt Nagykalai**  
University of Oklahoma HSC, Conference Chair

**Melinda Davis**  
Oregon Health & Science University, Conference Co-Chair

**Aashka Bhatt**  
University of Toronto

**Lyndee Knox**  
LA NET

**Ivanka Pribramska**  
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**Jennifer Rees**  
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