

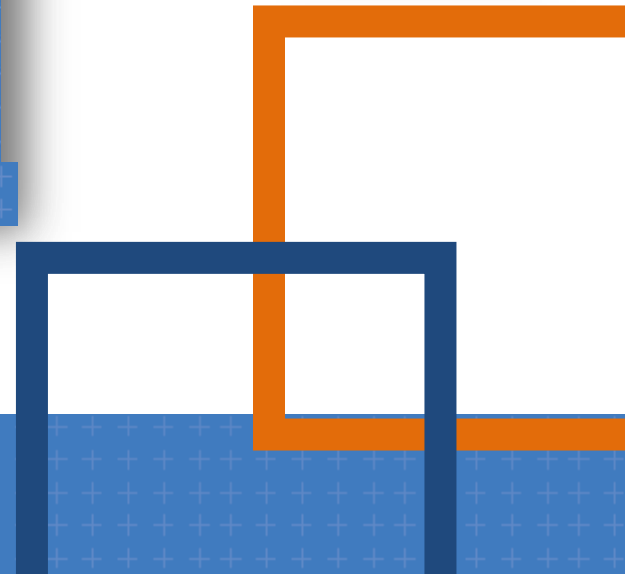
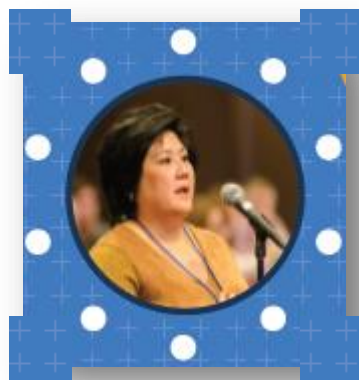
NAPCRG

International Conference on Practice Facilitation

2021

August 5-6

Virtual

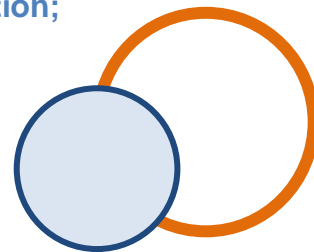


Welcome to the Fourth International Conference on Practice Facilitation (ICPF)!

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 worldwide and an effective 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, 2018, and 2019, this virtual conference was designed to include highly relevant, interactive and informative content. The 2021 Conference is aligned with the main theme of “*Growing Practice Facilitation against the Odds*” with the sub-themes of introducing practice improvement innovations in response to *pandemics, healthcare system changes and inequities*. Conference sessions were constructed based on peer-reviewed poster abstracts and exciting invited presentations that encompass a variety of topics in six practice facilitation 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 an interactive environment with opportunities for sharing and relationship building. As before, 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.

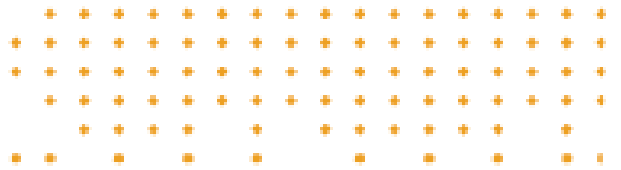
On behalf of the ICPF Steering Committee, we wish you an energizing 2021 virtual Conference and hope that our program and networking opportunities will help you develop as leaders in the application, management, and study of practice facilitation. We also hope that you will have a great time!

Zsolt Nagykaldi, Conference Chair

Melinda Davis, Conference Co-Chair



Schedule at a Glance



All times are listed in Pacific Standard Time (PST). To convert to your time zone, click [here](#).

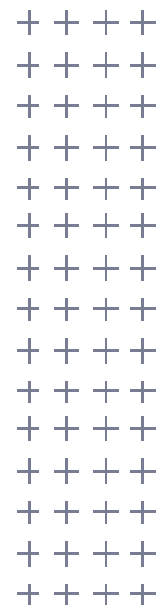
THURSDAY, AUGUST 05, 2021

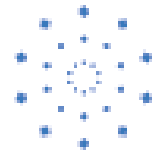
- 9:00 – 9:15 am Welcome, Thank You Sponsors & Icebreaker
- 9:15 – 10:15 am **Plenary I: Using Facilitation to Promote Health Equity: Preliminary Thoughts on an Explicit Shift**
- 10:15 – 10:25 am **Break**
- 10:25 – 10:55 am Concurrent: Sessions 1 and 2
- 10:55 – 11:00 am **Break**
- 11:00 – 12:00 pm Session 3
- 11:00 – 1:00 pm **Virtual Lounge**
- 12:00 – 12:50 pm Virtual Poster Walks
- 12:50 – 1:00 pm Closing Recap



FRIDAY, AUGUST 06, 2021

- 9:00 – 9:15 am Welcome, Thank You Sponsors & Icebreaker
- 9:15 – 10:15 am **Plenary II: Strategies and Best Practices in Virtual Facilitation**
- 10:15 – 10:50 am Session 4
- 10:50 – 11:00 am **Break**
- 11:00 – 11:30 am Concurrent: Session 5 and Workshop
- 11:30 – 11:35 am **Break**
- 11:35 – 12:05 pm Concurrent: Sessions 6 and 7
- 12:05 – 12:10 pm **Break**
- 12:10 – 1:00 pm Session 8 and Closing Recap / Graphical Artist





Conference Schedule

All times are listed in Pacific Standard Time (PST). To convert to your time zone, click [here](#).

Day One – Thursday, August 5, 2021 (9:00 am – 1:00 pm) PST

9:00 – 9:15 am **Welcome, Thank You Sponsors, and Ice Breaker**

Co-Chairs: *Zsolt Nagykaldi, PhD & Melinda Davis, PhD*



9:15 – 10:15 am

Plenary 1: Using Facilitation to Promote Health Equity: Preliminary Thoughts on an Explicit Shift



Presenter: *Eva Woodward, PhD*, VA Center for Mental Healthcare and Outcomes Research Center for Health Services Research, University of Arkansas for Medical Sciences, Little Rock, Arkansas

Description: Health equity is an important component of improving clinical practice and patient care. Over the past decade, a growing body of research has strived to implement evidence-based interventions to attenuate healthcare disparities. However, this work needs not just to address surface conditions – but also to address the root causes and cascade of injustices that contribute to health inequities. Facilitators and leadership have unique contributions to offer. This presentation will share three principles for facilitation focused on health equity, including detecting disparities, understanding why implementation disparities exist, and preliminary ideas on strategies facilitators can use to intervene to address disparities. The talk will use a combination of didactic and interactive processes to support integration of health equity into your facilitator toolkit, research program, and/or practice.

10:15 – 10:25 am **BREAK**

10:25 – 10:55 am **CONCURRENT SESSIONS**

Session 1: Facilitation 101



Discussion Facilitators:

Heather Gamble & Missy McCullough, Practice Facilitators, Oklahoma Primary Healthcare Improvement Collaborative (OPHIC)

Description: This interactive (Q&A) session is designed for new and emerging facilitators and those who are interested in learning more about practice facilitation and facilitation programs.

Session 2: Keep the Conversation Going: How to Overcome Silent Groups, Data Challenges, and Resistance to Change. A Workshop on Advanced Practice Facilitation



Presenters:

Gabriela Villalobos, MSW, Research Associate II/PF, Family Medicine & Population Health, Virginia Commonwealth University

Alison N. Huffstetler, MD, Assistant Professor, Department of Family Medicine & Population Health, Virginia Commonwealth University & Assistant Professor, Department of Family Medicine, Georgetown University School of Medicine

Description: Practice facilitation requires management of small and large groups, incorporates many settings, and evolves to meet the needs of practices and/or clinicians. During the COVID-19 pandemic, practice facilitation also had to quickly evolve to meet the demands of virtual learning. Addressing the challenges and techniques for practice facilitators approaching practices in 2021 will improve engagement and efficacy of facilitation.



10:55 – 11:00 pm

BREAK



11:00 – 1:00 pm

Virtual Lounge

New for 2021 - attendees can take advantage of the ICPF Virtual Lounge. This is an open Zoom meeting room that can be utilized for impromptu gatherings, follow-up discussions and more.

11:00 – 12:00 pm

Session 3: Adapting Facilitation in Light of Challenges in 2020, Panel/Fireside Chat on the AHRQ Unhealthy Alcohol Use Project



Moderator:

Stephanie Kirchner, MSPH, RD, Director of Practice Transformation, Department of Family Medicine, University of Colorado School of Medicine

Panelists:

Bonnie Jortberg, PhD, RD, CDES, Assistant Professor, Department of Family Medicine, University of Colorado School of Medicine

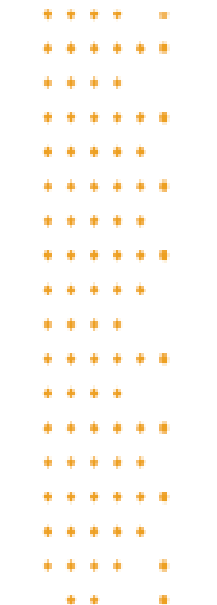
Alex Krist, MD, MPH, Associate Professor of Family Medicine and Population Health, Virginia Commonwealth University

Robert McNellis, MPH, PA, Senior Advisor for Primary Care, Agency for Healthcare Research and Quality

Michelle Rockwell, PhD, RD, CSSD, Health Services Researcher, Practice Facilitator, Virginia Tech

Rae Sanchez, MSA, BHA, CPC, Quality Improvement Advisor, Rocky Mountain Health Plans

Julie Schmeltzer, CSW, CPHQ, Practice Facilitator, MetaStar, Inc.



Eliana Sullivan, B.S., Practice Enhancement Research Coordinator, Oregon Rural Practice-Based Research Network

Description: In Fall 2019, just prior to the COVID-19 outbreak, the Agency for Healthcare Research and Quality (AHRQ) awarded 6 regionally based awards to help primary care practices increase efforts to address patients' unhealthy alcohol use.

This panel will highlight lessons learned as awardees (including PIs, project leads, and practice facilitators) adapted programs, recruiting, practice support, and facilitation amidst the pressures of the pandemic. Lessons learned and new best practices will be highlighted to inform efforts moving forward. This panel will also provide an opportunity to celebrate as teams and clinics have overcome compelling challenges, and to illuminate what skills and strategies will be kept in the "new normal" post-COVID era.

12:00 – 12:50 pm

Interactive Poster Walks



Live presentations of completed or in-progress research, accompanied by illustrations of methods and outcomes. Includes time for discussion and Q&A.

12:50 – 1:00 pm

Closing Recap





Day Two – Friday, August 6, 2021 (9:00 am – 1:00 pm) PST

9:00 – 9:15 am **Welcome, Thank You Sponsors, and Ice Breaker**

Co-Chairs: *Zsolt Nagykaldi, PhD & Melinda Davis, PhD*



9:15 – 10:15 am **Plenary II: Strategies and Best Practices in Virtual Facilitation**

Moderator:



Ann Romer, MS is the Manager of the Practice Transformation team. She directs practice coaching integration into the portfolio of transformation projects at OCHIN, both research and quality improvement, supporting health centers across 47 states and leading development of technical assistance activities to address care delivery transformation, clinical complexity and clinician impact.

Panelists:

Meg Bowen, BA is a Practice Coach at OCHIN with 30+ years of health care experience, including direct patient care in inpatient and ambulatory settings, quality improvement, and practice transformation and innovation in primary care. Meg's focus areas include PCMH, SDH, rural and frontier health care delivery and creating inclusive environments where organizations can thrive.



Oyinkansola Ogunrinde, MHA is a Senior Practice Coach at OCHIN with 14 years of experience working with primary and specialty care providers in both ambulatory and in-patient care setting, providing healthcare leadership and management services in the areas of clinical operations, quality and process improvement, and project facilitation and management.



Molly Volk, MHS is a Practice Coach at OCHIN and comes with experience in the coordination and evaluation of state-wide healthcare transformation activities and currently supports a range of care transformation projects, including chronic disease management, BH/SUD, and social isolation in seniors. She is an NCQA Patient-Centered Medical Home Certified Content Expert.



Dr. Katherine M. Dollar is the Associate Director of the Education and Implementation Core at the VA Center for Integrated Healthcare and the Co-Lead for the VA Behavioral Health Quality Enhancement Research Initiative Implementation Core. Her background and clinical expertise is in the implementation of integrated care. She has co-authored the VA Implementation Facilitation Training manual and co-lead multiple facilitation trainings.



Shannon Peaden, MBA serves as a member of the Eastern AHEC Practice Support team. Shannon has 20 years of healthcare experience including work in acute, subacute, and ambulatory levels of care.



Description: This plenary panel discussion will highlight how virtual facilitation (VF) differs from in-person practice facilitation, detailing the technology and methods used as well as the cost/benefit of VF. Panelists will provide a summary of their approach to VF and best practice tips, followed by audience Q&A to elicit participant experience and needs related to leveraging technology to bridge the virtual space. We will also touch on preparing for VF vs. in-person engagement, changing how VF is done in response to the COVID-19 pandemic, challenges in moving from in-person to VF, how to address these challenges, and the main benefits of VF.

10:15 – 10:50 am

Session 4: Virtual Hang Outs/Match-Making Around Resources and Skills

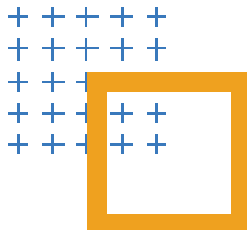
Hosts:



Bob McNellis, MPH, PA, Senior Advisor for Primary Care National Center for Excellence in Primary Care Research, Agency for Healthcare Research & Quality (AHRQ)

Aashka Bhatt, MSc, BSc. (Hons.), SPOR Network - Diabetes Action Canada/Action Diabète Canada; University of Toronto Practice-Based Research Network

Description: Over the past year, practice facilitators and program teams have been called to innovate in response to pandemics, system changes, and health inequities. This session is designed to facilitate relationship development and resource sharing across conference attendees. Participants will have a chance to “drop in” to small groups to discuss emergent challenges in the practice of practice facilitation. Topics may include: professional development resources and needs; strategies for coping and reducing burnout in facilitators, clinicians, and practices; lessons learned/tools for integrating equity work into practice facilitation; and much more. Join to share and learn, and leave with a new set of supportive colleagues and friends.



10:50 – 11:00 am

BREAK

11:00 – 11:30 am

CONCURRENT SESSIONS

Workshop: How to Use Reflective Writing as a Tool to Support Facilitator Wellbeing

Presenter:



Tanya T. Olmos-Ochoa, PhD, MPH from the HSR&D Center for the Study of Healthcare Innovation, Implementation and Policy (CSHIIP), VA Greater Los Angeles Healthcare System

Description: Explore the use of reflective writing as a tool to support facilitator effectiveness and wellbeing; hands-on practice using reflective writing using a templated reflection form; and learn practical applications for reflective writing.

Session 5: Critical Junctures, Identifying Inflection Points and Practice Facilitator Efforts to Keep Clinics Engaged

Presenter:



Lauren S. Penney, PhD, Research Health Scientist, South Texas Veterans Health Care System; and Assistant Professor/Research, University of Texas Health San Antonio



Description: This presentation will describe how the concept of “critical junctures” was retrospectively used in two U.S. Veterans Health Administration studies to gain a nuanced understanding of the role of practice facilitators in site implementation efforts; and explore the potential for more pragmatic, prospective applications of the concept.

11:30 – 11:35 am **BREAK**

11:35 – 12:05 pm **CONCURRENT SESSIONS**

Session 6: Electronic Practice Record: Notes, Data, and Documents for Facilitating Quality Improvement and Research



Presenters:

Oklahoma Primary Healthcare Improvement Cooperative (OPHIC): *Juell Homco, PhD; Christi Madden, MPA; Chuck Tryon, MSKM; Cheryl Crichley, MLT (ASCP); Crystal Turner, MPH; Cara Vaught, MPH; Carol Kuplicki, MPH; Zsolt Nagykaldi, PhD & Daniel Duffy, MD*

Description: This presentation will describe the value of an electronic practice record for documenting and coding practice facilitation. It will also explore quantitative and qualitative data elements in an electronic practice record to track research administrative data, program progress, and practice intervention details. The session will help understand the benefits and barriers to designing, building, and implementing a scalable and sustainable electronic record for practice improvement programs.

Session 7: Goal-Oriented Practice Facilitation



Presenters:

James W. Mold, MD, MPH is a Professor Emeritus in the University of Oklahoma Health Sciences Center Department of Family and Preventive Medicine.

Lyndee Knox, PhD, Executive Director, LA Net Community Health Resource Network, Los Angeles, CA

Description: This session will discuss the concept of goal-oriented practice facilitation and will provide data from a primary care QI initiative to improve opioid prescribing practices called Do No Harm. It will also discuss how goal-oriented facilitation principles are being incorporated into the next iteration of AHRQ’s practice facilitation curriculum.

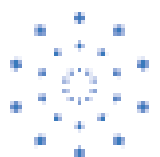
12:05 – 12:10 pm **BREAK**

12:10 – 1:00 pm **Session 8: Looking Back and Looking Ahead to the Future -- Conference Reflections, Resources, and Learning Community: Supports Needed to Grow Practice Facilitation**

Graphical Artist Presentation and Closing Remarks



Co-Chairs: *Zsolt Nagykaldi, PhD & Melinda Davis, PhD*



ICPF Steering Committee

Co-Chairs

Zsolt Nagykalai, PhD

University of Oklahoma Health Sciences Center; Conference Chair

Melinda Davis, PhD

Oregon Health Sciences University; Conference Co-Chair

Committee Members

Aashka Bhatt, MSc, BSc. (Hons.)

University of Toronto

Steven Brantley, MPH, OMS II

Pacific Northwest University of Health Sciences

Stephanie Kirchner, MSPH, RD

University of Colorado

Paula Darby Lipman, PhD

Westat

Jennifer Rees, RN, CPF, CRN

University of North Carolina at Chapel Hill

Mona J. Ritchie, PhD, LCSW

VA QUERI

Ann Romer, MS

OCHIN

Conference Support

Funding for this conference was made possible in part by grant 1R13HS027287-01 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.



Thanks to Our Official Conference Sponsors!

The Oklahoma Physicians Resource/Research Network (OKPRN) is a premier primary care PBRN. A nonprofit organization which was established in 1994, it completed over 85 research projects, published more than 100 papers and attracted \$25 Million in research funding from 20 sources. OKPRN pioneered the development of many healthcare innovations in the United States, including practice facilitation, health informatics solutions and primary care best practices. Read more [here](#).



The University of Missouri Department of Family and Community Medicine is thriving and has been ranked as one of the Top 10 in the country for more than 25 years. Family Medicine physicians and residents staff 10 community-based clinics, with five in rural areas, serving 65,000 patients in more than 160,000 annual patient visits. Their research educational pipeline is robust and focused

on developing the next generation of primary care researchers. The department has highly motivated, collaborative and intelligent faculty members with diverse interests and advanced skills in a variety of investigative designs and analyses applicable to family medicine research. Read more [here](#).

The Oregon Rural Practice-based Research Network (ORPRN), based at Oregon Health & Science University (OHSU), is a statewide network with a mission to improve health outcomes and equity for all Oregonians through community partnered dialogue, research, coaching, and education. Established in 2002, ORPRN has partnered with over 400 primary care practices in research and quality improvement projects in recent years. Projects are conducted in collaboration with public health, health system, and state partners with a focus on participatory research, pragmatic trials, and implementation science. ORPRN's 50+ staff and faculty currently supporting over 30 research grants and contracts that total \$36.5M. ORPRN is actively recruiting practice facilitators and staff to meet increased demand for services. Read more about the network [here](#).



ORPRN

Oregon Rural Practice-Based
Research Network

www.ohsu.edu/orprn

