PRACTICE FACILITATOR COMPETENCY ASSESSMENT TOOL   NAME: DATE:

CATEGORY	COMPETENCY	*LEARNING: I am unfamiliar* 0	KNOWLEDGE: I know it 1	SKILL: I can do it 2	WISDOM: I can teach it 3
Quality Improvement	Develop metrics to support the use of data to achieve goals and objectives.	0	1	2	3
	Assess the practice and provide performance feedback.	0	1	2	3
	Apply and/or interpret findings from the following methods and tools:				
	➔ Plan-Do-Study-Act Cycle	0	1	2	3
	➔ Pareto Chart	0	1	2	3
	➔ Process Mapping and Flow Diagram	0	1	2	3
	➔ Root Cause Analysis: Fishbone Diagram, Problem Tree, 5 whys	0	1	2	3
	➔ Run Chart	0	1	2	3
	➔ Standard Work	0	1	2	3
Group Process / Team Building	Encourage independence and capacity building without over-reliance on the coach.	0	1	2	3
	Facilitate meetings.	0	1	2	3
	Manage projects.	0	1	2	3
Humble Inquiry	Observe, actively listen, and/or use open-ended and clarifying questions to elicit, understand, and facilitate team's thought process to identify solutions and actions.	0	1	2	3
Relationship Building	Develop a trusting, influential relationship with the practice by demonstrating vulnerability, self-awareness, and integrity.	0	1	2	3
Change Management	Build team capacity and competence to respond to change and critical events.	0	1	2	3
	Engage the support and commitment of executive leadership.	0	1	2	3
Conflict Resolution	Identify obstacles/barriers to success and help navigate appropriate resolution.	0	1	2	3
Inspiration	Build the practice's belief in its ability to change and motivation to do so.	0	1	2	3