Practice Facilitation

SKILLS WORKSHOP

Facilitating Learning for Transformation

CQC
California Quality Collaborative
Breakthroughs for Better Healthcare

Integrated
Healthcare
ASSOCIATION

CCI
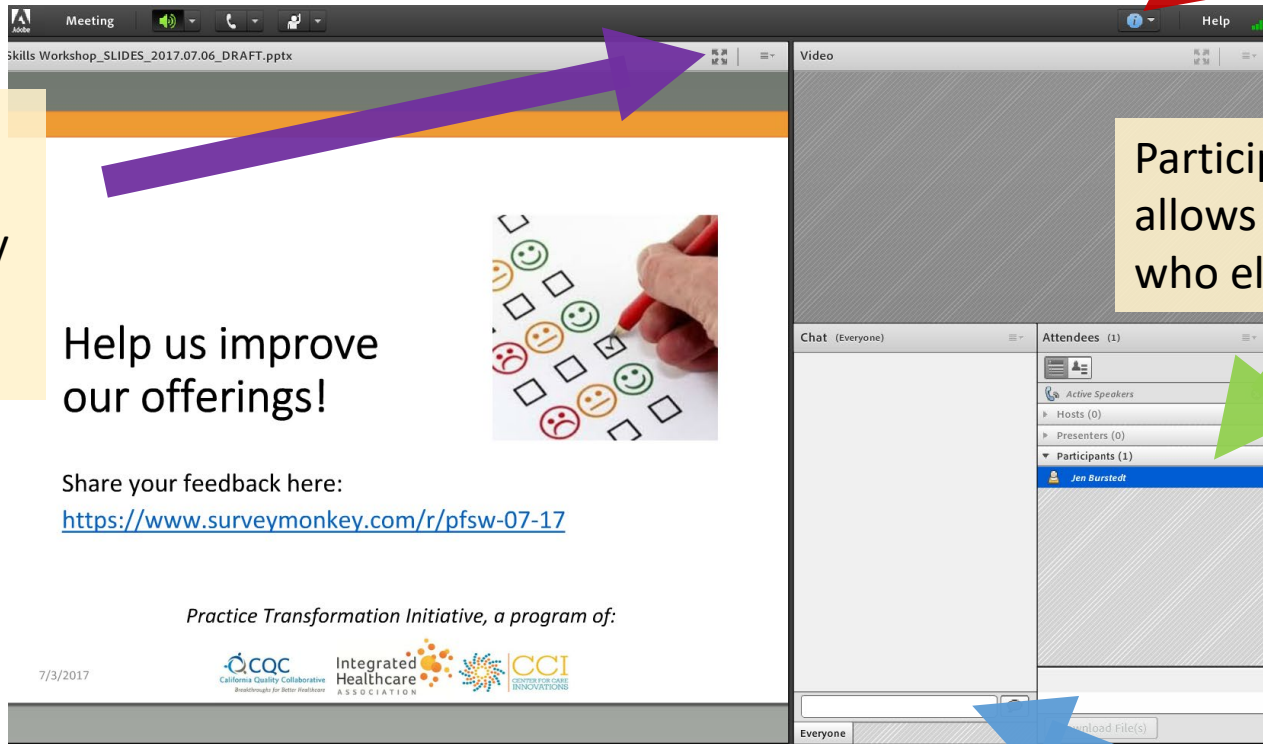CENTER FOR CARE
INNOVATIONS

Housekeeping: Tech Tips

Jen

- *6: mute/unmute
- Refrain from using the hold button
- Chat box: questions or would like to participate
- Direct messages to Jen if you have any technical issues
- Sit back and enjoy – this meeting is being recorded; slides & a recording will be included in the PTI Weekly Communications email later today

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Housekeeping: Tech Tips

Click here to view dial-in details

Get a full-screen experience by clicking this button

Participants list allows you to see who else has joined

Chat box so you can ask questions and insert comments

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Upcoming Workshop Topics

July Facilitating Learning for Transformation
- Adult Learning Techniques

August Accelerating Improvement Towards Targets (Part 1 of 2)
- Lifecycle of QI Projects
- Managing Concurrent PDSAs

September Storytelling for Transformation
- Developing and practicing transformation stories

October Accelerating Improvement Towards Targets (Part 2 of 2)
- Transitioning from Testing to Implementation
- Spreading beyond the practice

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Juliane
Tomlin

April
Watson

Hello and welcome!

Utilizing your coach support network

- Tools
- Resources
- Perspective
- Feedback
- Expertise
- Experience
- Validation
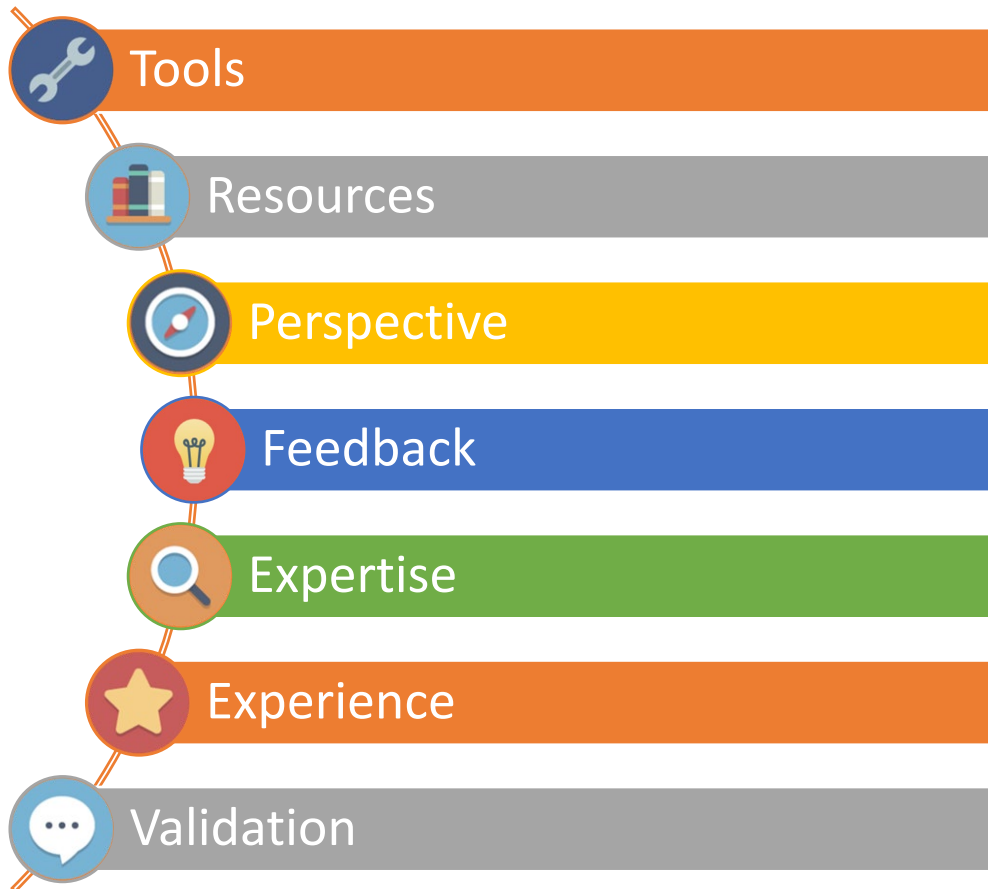
- Ask and offer another practice facilitator…
  - how to overcome a similar challenge.
  - perspective on a difficult situation.
  - a tool or resource used successfully.
  - expertise on a particular subject.
  - celebration!

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JUNE:
ACHIEVING PHASE 2 MILESTONES

POLL:
What were you successful at transferring into your work?

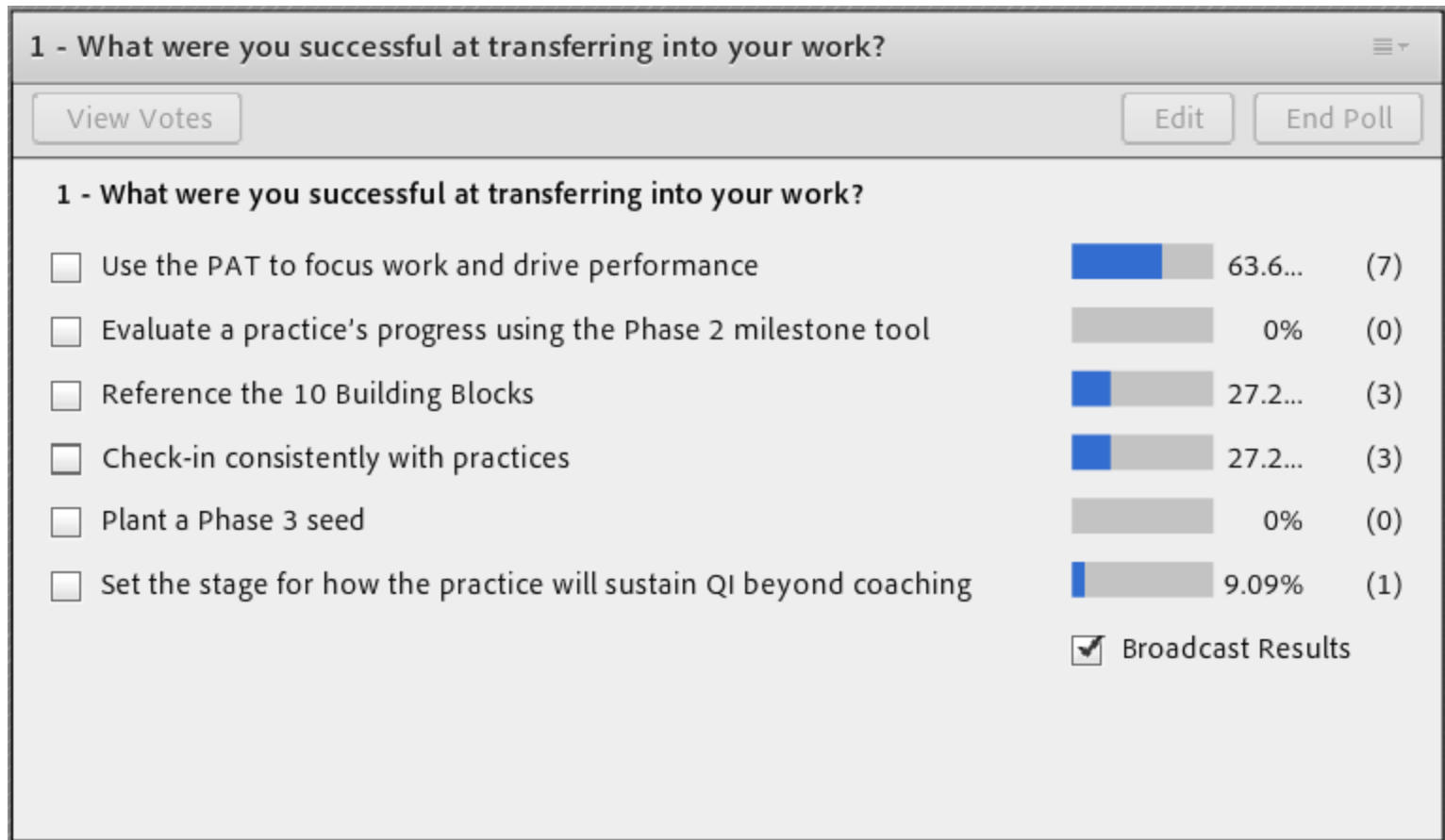| Use the PAT to focus work and drive performance.	Evaluate a practice's progress using the Phase 2 milestone tool.
Reference the 10 Building Blocks.	Check-in consistently with practices.
Plant a Phase 3 seed.	Set the stage for how the practice will sustain QI beyond coaching.

Polling Responses, Q1

1 - What were you successful at transferring into your work?

View Votes			Edit	End Poll

1 - What were you successful at transferring into your work?

☐ Use the PAT to focus work and drive performance	▓▓▓░	63.6...	(7)
☐ Evaluate a practice's progress using the Phase 2 milestone tool	░░░░	0%	(0)
☐ Reference the 10 Building Blocks	▓░░░	27.2...	(3)
☐ Check-in consistently with practices	▓░░░	27.2...	(3)
☐ Plant a Phase 3 seed	░░░░	0%	(0)
☐ Set the stage for how the practice will sustain QI beyond coaching	▎░░░	9.09%	(1)

☑ Broadcast Results

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Today's Agenda

1.   Building QI capabilities within the practice
2.   Adult Learning Principles: deep dive into Safety
3.   How safety can support a QI culture
4.   Discussion & Wrap-up

POLL:

What do you remember about trainings or courses that made a big impact on you? What about them was impactful?

Practice Transformation Initiative, a program of:

Polling Responses, Q2

2 - What do you remember about trainings or courses that made a big impact on yo

View Votes | Edit | End Poll

2 - What do you remember about trainings or courses that made a big impact on you? What about them was impactful?

Type your answer here...

☑ Broadcast Results

Answers (8)

Learning from challenges and struggles we had in doing a project within the course

Safe place to "practice"

Understanding that anyone can be a leader

Tying it to a good story

Hearing successes, learning how to engage

learning about bright spots

Hearing about what works and what doesnt

Learning how to engaging with the PCP and staff
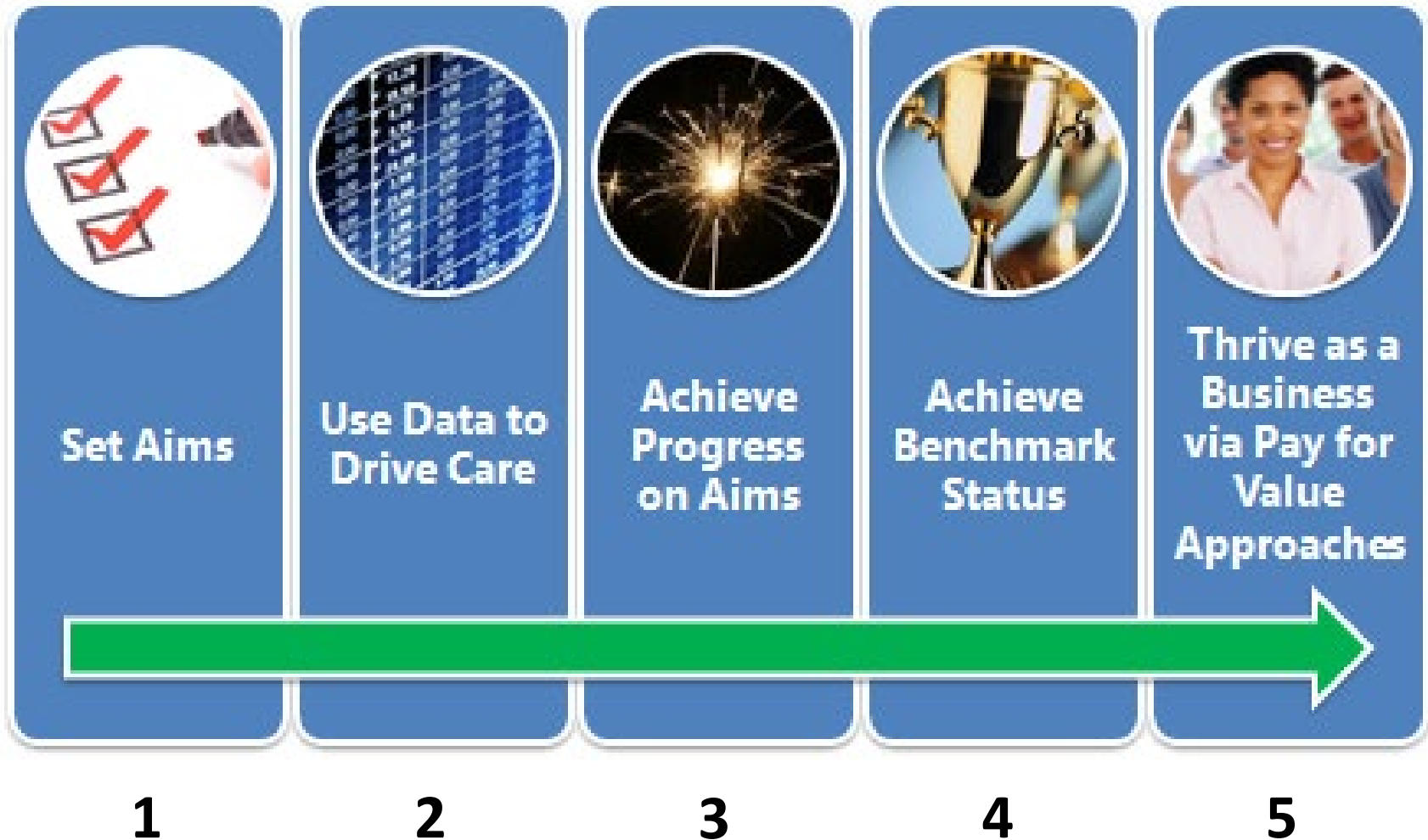
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Building QI Capability

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Phases of Transformation

| 1 | 2 | 3 | 4 | 5 |

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PAT Milestones:

- Milestone 19: Practice uses an organized approach (e.g. use of PDSAs, Model for Improvement, Lean, FMEA, Six Sigma) to identify and act on improvement opportunities.

0	1	2	3
Practice does not incorporate standard improvement methodology to execute change ideas in the practice setting.	Practice has decided on a standard QI methodology and is planning the implementation process.	**Practice is beginning to incorporate regular improvement methodology to execute change ideas** in the practice setting but the methodology has not yet been implemented in all areas of the practice. *PHASE 2 ACCOMPLISHMENT*	**Practice fully incorporates regular improvement methodology** to execute change ideas in the practice setting. *PHASE 4 ACCOMPLISHMENT*

- Milestone 20: Practice builds QI capability in the practice and empowers staff to innovate and improve.
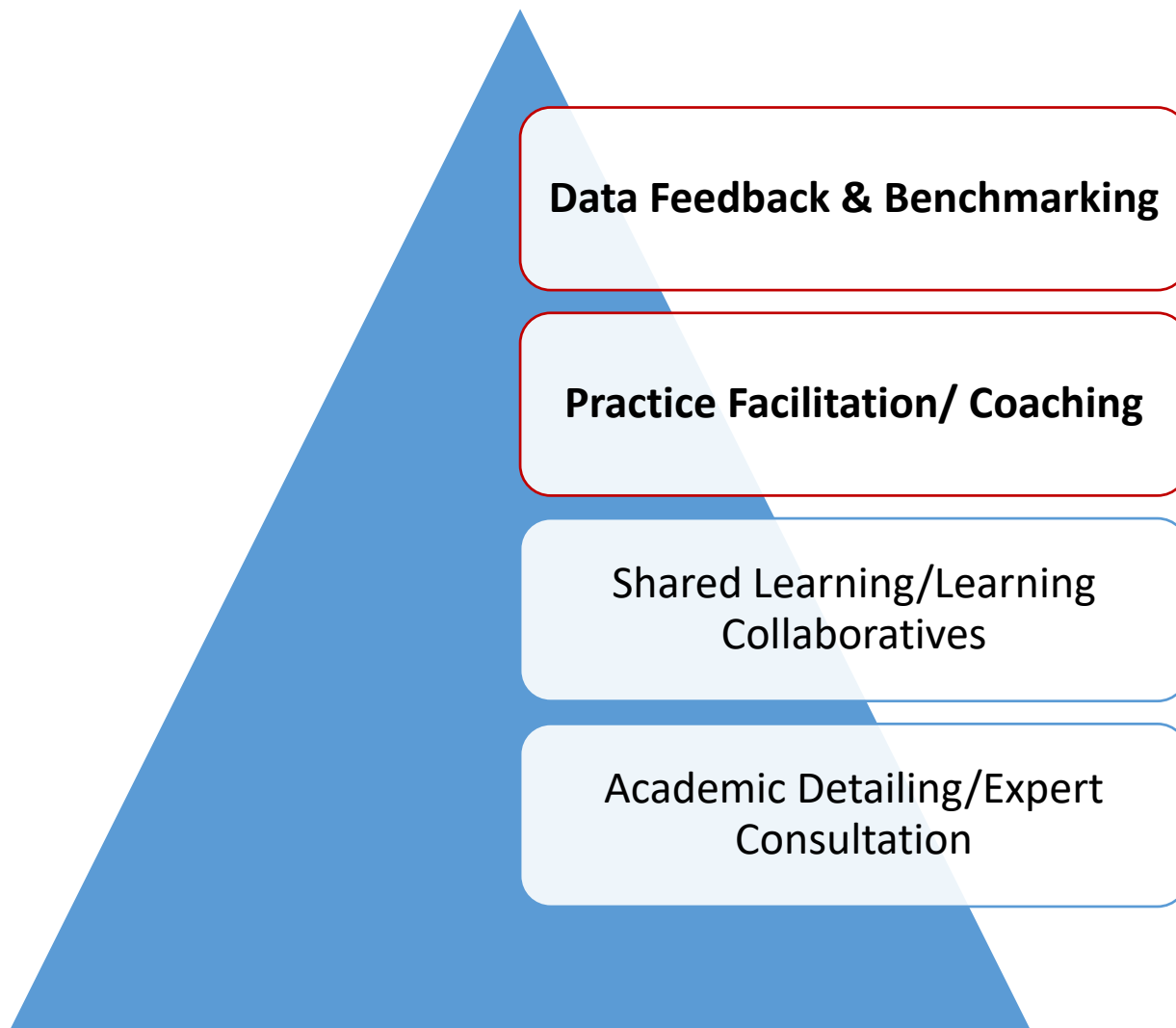
0	1	2	3
Practice recognizes the need for QI capacity and has developed or identified training programs for staff in QI skills and tools.	A limited number of practice staff/ providers have QI skills and are involved in the practice's QI initiatives.	**Practice is actively building QI capability within the practice** through approaches such as including QI skills in orientation for all new staff and ensures that all staff participate in QI training. *PHASE 2 ACCOMPLISHMENT*	**Practice has developed QI capability within the practice and empowers staff/ providers to participate** in QI activities by allocating time for QI activities, including QI within defined job duties, recognizing and rewarding innovation and improvement. *PHASE 3 ACCOMPLISHMENT*

Turn on the Light! Put the Mirror Up!

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Elements to Build QI Capability

Data Feedback & Benchmarking

Practice Facilitation/ Coaching

Shared Learning/Learning Collaboratives

Academic Detailing/Expert Consultation

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AHRQ: Building Quality Improvement Capacity in Primary Care: Supports and Resources

Specific Change Tactics

People: Assign individuals as champions for certain measures

Benchmarking: Investigate and use benchmarks from national organizations

Data Visibility:
- Monitor measures as frequently as possible and share metrics with all staff
- Use run charts to display data over time and annotate where in the process changes were implemented
- Use data walls that are meaningful and useful for all staff to share metrics and progress and celebrate success

Ongoing & Transparent Communication:
- Adopt a philosophy of performance data transparency
- Use a data wall in the lunch room and encourage staff questions and reflections
- Provide readiness huddles daily to track progress toward goals
- Create standard organization-level reporting and communication about QI work

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"Culture eats Strategy for Breakfast"
– Peter Drucker

Amity

@pteshima
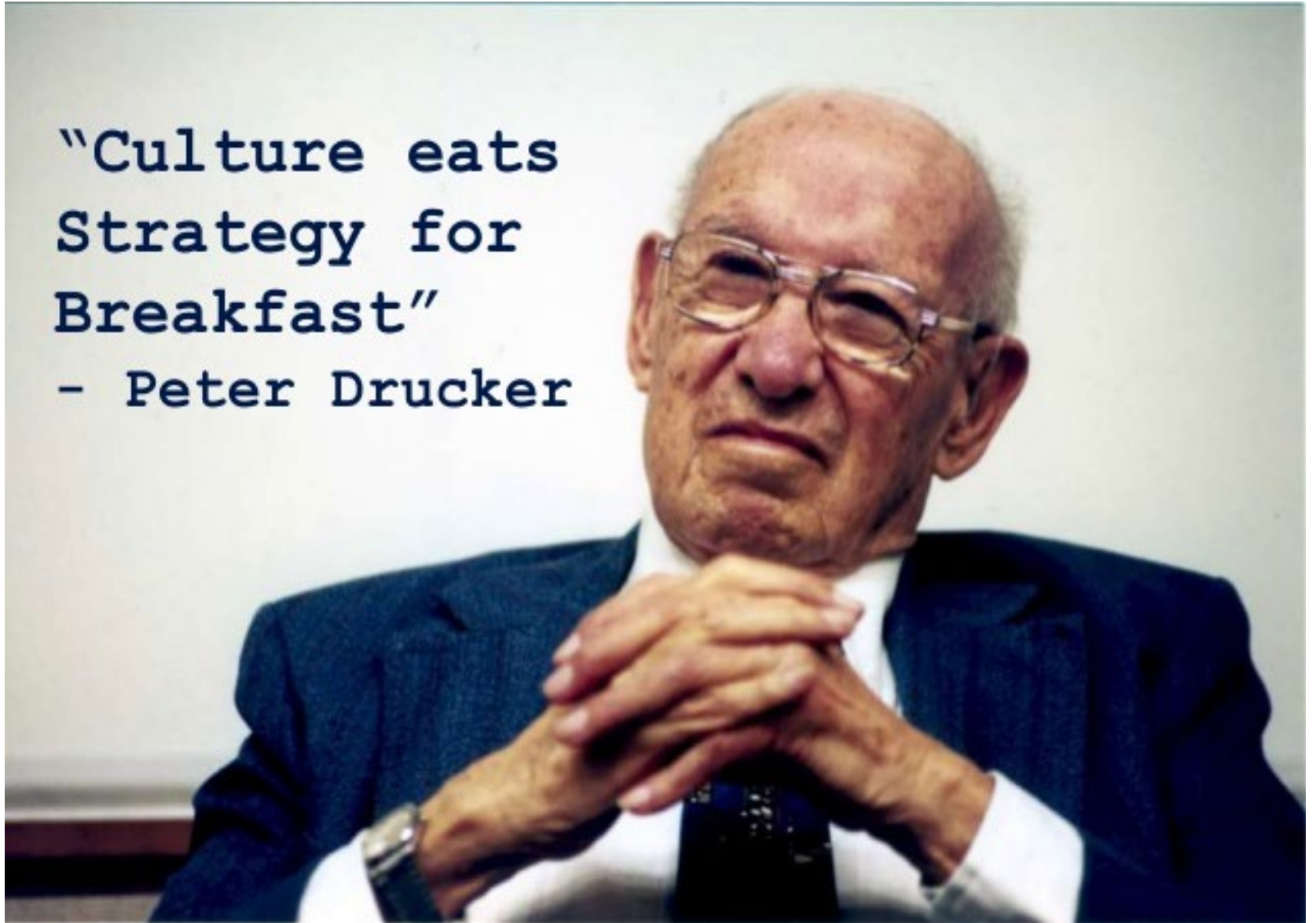
POLL:

What are some things that you *as a coach* can do to help a practice change their culture around QI?

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Polling Responses, Q3

3 - What are some things that you *as a coach* can do to help a practice change

View Votes | Edit | End Poll

3 - What are some things that you *as a coach* can do to help a practice change their culture around QI?

Type your answer here...

☑ Broadcast Results

Answers (7)

All voices are equal

set up "no consequences" to any idea

encouragement

allow them to come up with their goals, help give feedback

Embrace failure as an opportunity

Celebrate Wins

Getting them to think about improvements.

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Adult Learning Basics

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Connection between practice facilitation and adult learning

- Your work with practices = learning environments

- For adults, learning happens by ***doing***

- Care teams in the practices are experts in their own work

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6 Principles of Adult Learning

Safety	Respect	Inclusion
Relevance	Immediacy	Engagement

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POLL:

What helps you feel safe in a learning environment?

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Polling Responses, Q4

4 - What helps you feel safe in a learning environment?

View Votes   Edit   End Poll

4 - What helps you feel safe in a learning environment?

Type your answer here…

☑ Broadcast Results

Answers (9)

all ideas are welcome

being aware that quiet doesn't mean not engaged. some people are not comfortalbe talking in groups..that is ok

risk/failure is encouraged

Familiar with surroundings

when there is an open attitude, no judging

knowing that I'm not alone in the struggle/journey

No wrong answers

info not withheld

All opinions & thoughts are valid!

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Deep Dive: Safety

What **increases** safety?

- Affirming ideas, questions and even resistance

- Transparency about why and how you're doing what you're doing

- Warm-ups at the beginning (builds safety *and* respect)

- Attention to power dynamics in the group

What **decreases** safety?

- A single dominant voice

- Right and wrong answers

- Being called on

- The 'teacher' as the only expert in the room

- Unequal value of participants

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Quick Tips

- Get all voices heard through paired discussion

- Use open-ended questions

- Acknowledge care team as experts

- No right or wrong answers!

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Sharing & Discussion

What are examples you can share of how you've used adult learning skills to build QI capabilities?

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What
more
do you
want to
know?
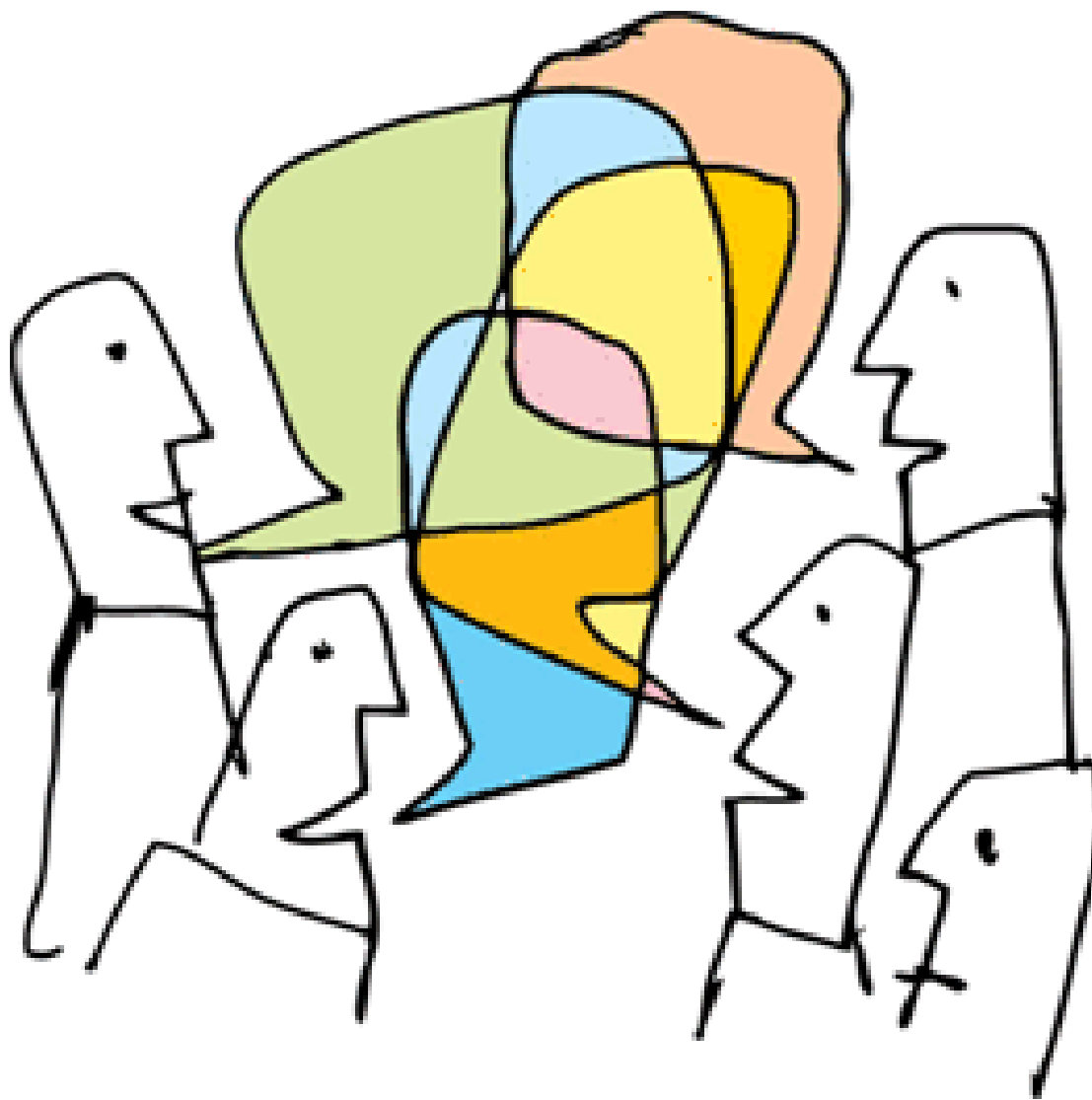
What
else
do
you
need?

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12/5/2019

POLL:
What will you transfer into your work from this workshop today?

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Polling Responses, Q5

5 - What will you transfer into your work from this workshop today?

View Votes | Edit | End Poll

5 - What will you transfer into your work from this workshop today?

Type your answer here...

☑ Broadcast Results

Answers (8)

promoting safety allows for innovation

Building safety into QITM's

Next steps for Phase 2

some sort of fun recognition/awards for high performing practices

Totally going to :borrow" Cheryl's idea

Celebrate the successes.

Being aware of how to create a sense of "safety"

Leaders / Coaches need to take a step back and support the team. Safe Space!

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Connect with coaches on [Socialcast](#)

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Digital Resource Library

UPCOMING EVENTS

- **Quarterly Meetings**
  - NorCal – **July 12th-13th @ Walnut Creek**
  - SoCal – **July 17th-18th @ LA**
- **August 3rd** @ 10am: Practice Facilitation Skills Workshop – Accelerating Improvement Towards Targets
- **August 16 - 17:** Practice Facilitation Basics Training @ DoubleTree Anaheim Convention Center

2017 Practice Facilitation Skills Workshops

February 2
BUILDING RELATIONSHIPS WITH PRACTICES

March 2
MANAGING PRACTICE FACILITATION WORK

April 13
CREATING QI PLANS

May 4
BUILDING CAPACITY & MOTIVATTION FOR CHANGE

June 1
ACHIEVING PHASE 2 MILESTONES

July 6
FACILITATING LEARNING FOR TRANSFORMATION

August 3
ACCELERATING IMPROVEMENT TOWARDS TARGETS - PART 1

September 7
STORYTELLING FOR TRANSFORMATION

October 12
ACCELERATING IMPROVEMENT TOWARDS TARGETS - PART 2

November 2
ACHIEVING PHASE 3 MILESTONES

December 7
YEAR-END REFLECTION & PLANNING

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https://www.surveymonkey.com/r/pfsw-07-17

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