

Practice Facilitation



WORKSHOP

Designing Effective Learning

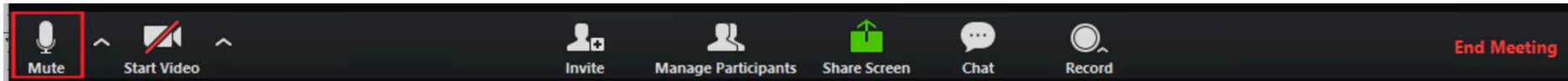
February 1st, 2018

Practice Transformation Initiative, a program of:



Tech Tips – Zoom Meetings

- Attendees are automatically UNMUTED upon entry
- Refrain from using the hold button
- **Use the chat box, raise your hand, or *unmute yourself and jump in* if you have questions or would like to participate**
- Direct messages to Jen if you have any technical issues



Link Your Phone Line with Web Log-In

- ***Does not apply*** to you if using audio through your computer or if you are just calling in, and not viewing slides.
- If you have called in using a phone line (such as a group of you listening together) and logged in online with your name, then you will need to link your phone login to your web login. This is done through a participant ID.

If you have already entered your participant number, you don't need to take any action.

Click: Join Audio

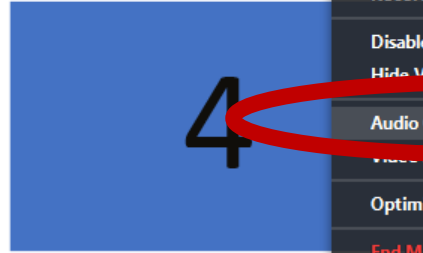
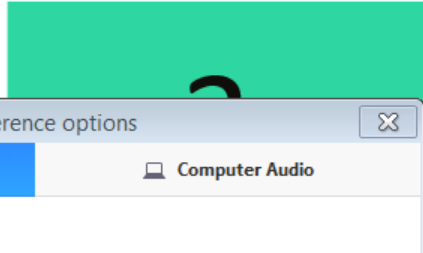
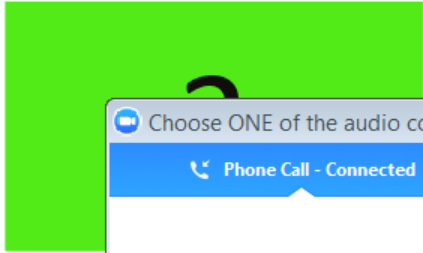
Phone Call

Participant ID

BREAKOUTS

Mute Stop Video Manage Participants Polls New Share Pause Share Annotate More

ID: 564-744-548 Stop Share



Choose ONE of the audio conference options

Phone Call - Connected Computer Audio

Dial: +1 646 558 8656
+1 669 900 6833

Meeting ID: 564 744 548

Participant ID: 35

Done

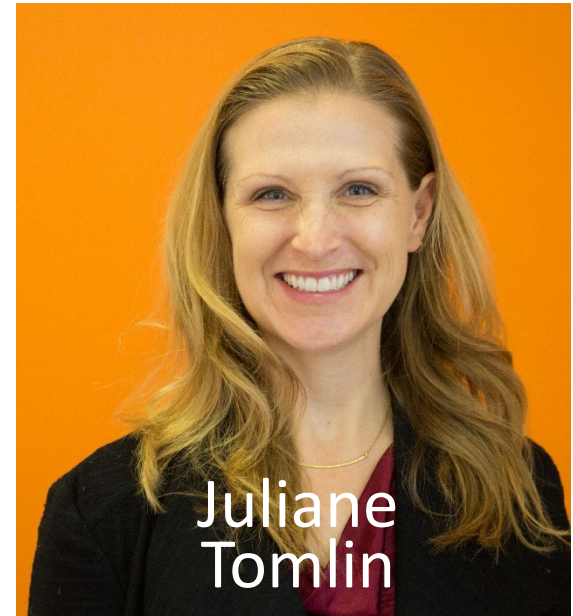
Chat
Closed Caption
Breakout Rooms
Invite
Record on this Computer
Record to the Cloud
Disable participants annotation
Hide Video Panel
Audio Options...
Optimize Share for Full-screen Video
End Meeting

your breakout:
introduce yours

Designate 1 person to be the spokesperson for the group.

For your source of influence, discuss how to apply it to the case study to engage leadership and staff.

Return to the large group and report out.



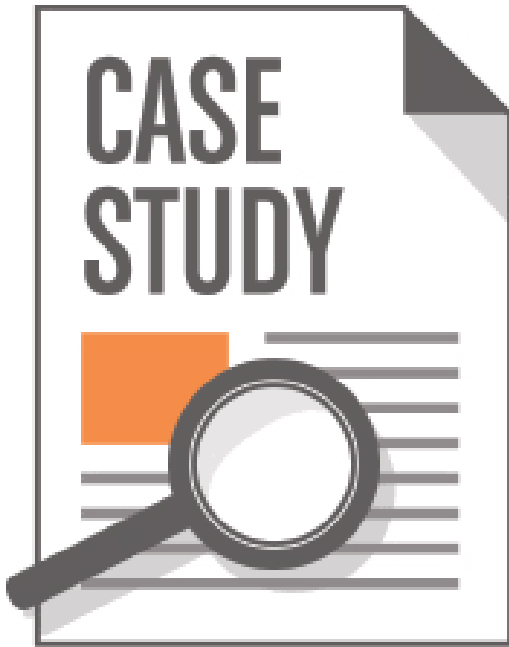
Hello and welcome!





2018

Community of Practice Workshops



Virtual Workshops

- February 1
- [April 5](#)
- [July 12](#)
- [October 4](#)

In-Person Workshops @ PTI Convenings

- [February 21-22](#)
- [May 22-23](#)
- August 28-29
- December 5-6



Today's Agenda

1. Touch base from previous workshop
2. ACE Collaborative
3. Review Principles of Adult Learning
4. Detail the 8 Steps of Design
5. Create achievement-based objectives
6. Sequence content and activities using the 4As
7. Discussion & Wrap-up

ACE Collaborative Members



6 Principles of Adult Learning

Safety

Respect

Inclusion

Relevance

Immediacy

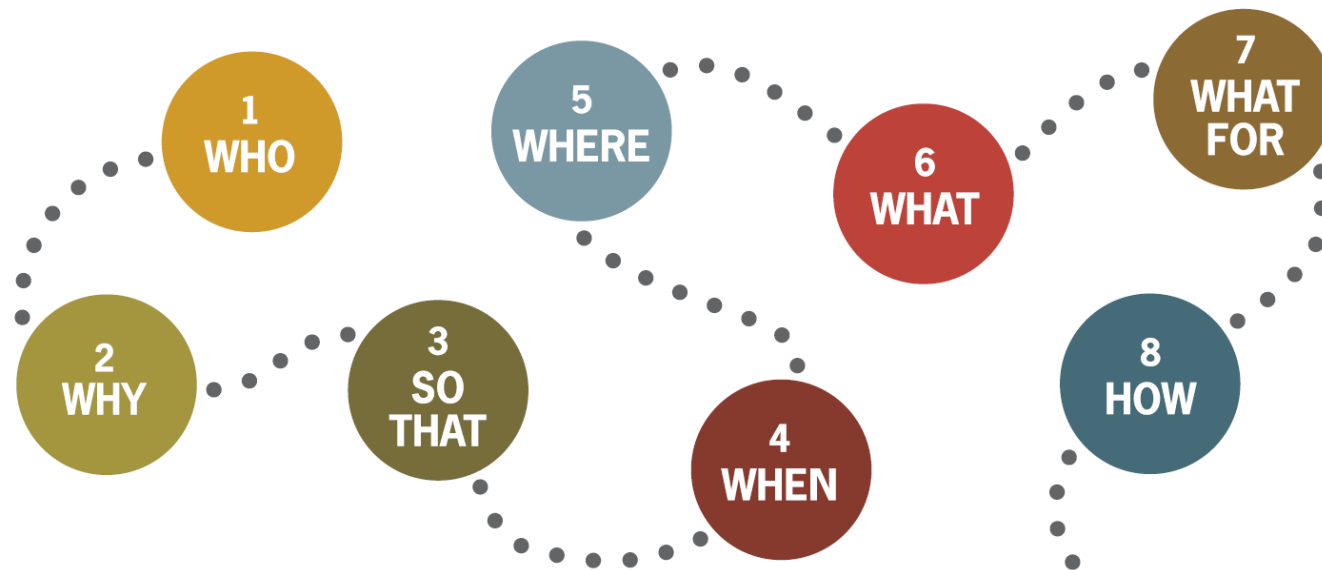
Engagement

2017 Practice Facilitation Skills Workshops



Practice Transformation Initiative

8 Steps of Design



Practice Transformation Initiative, a program of:



POLL:

When you plan a learning event what is the first thing that comes to your mind?

What For

When

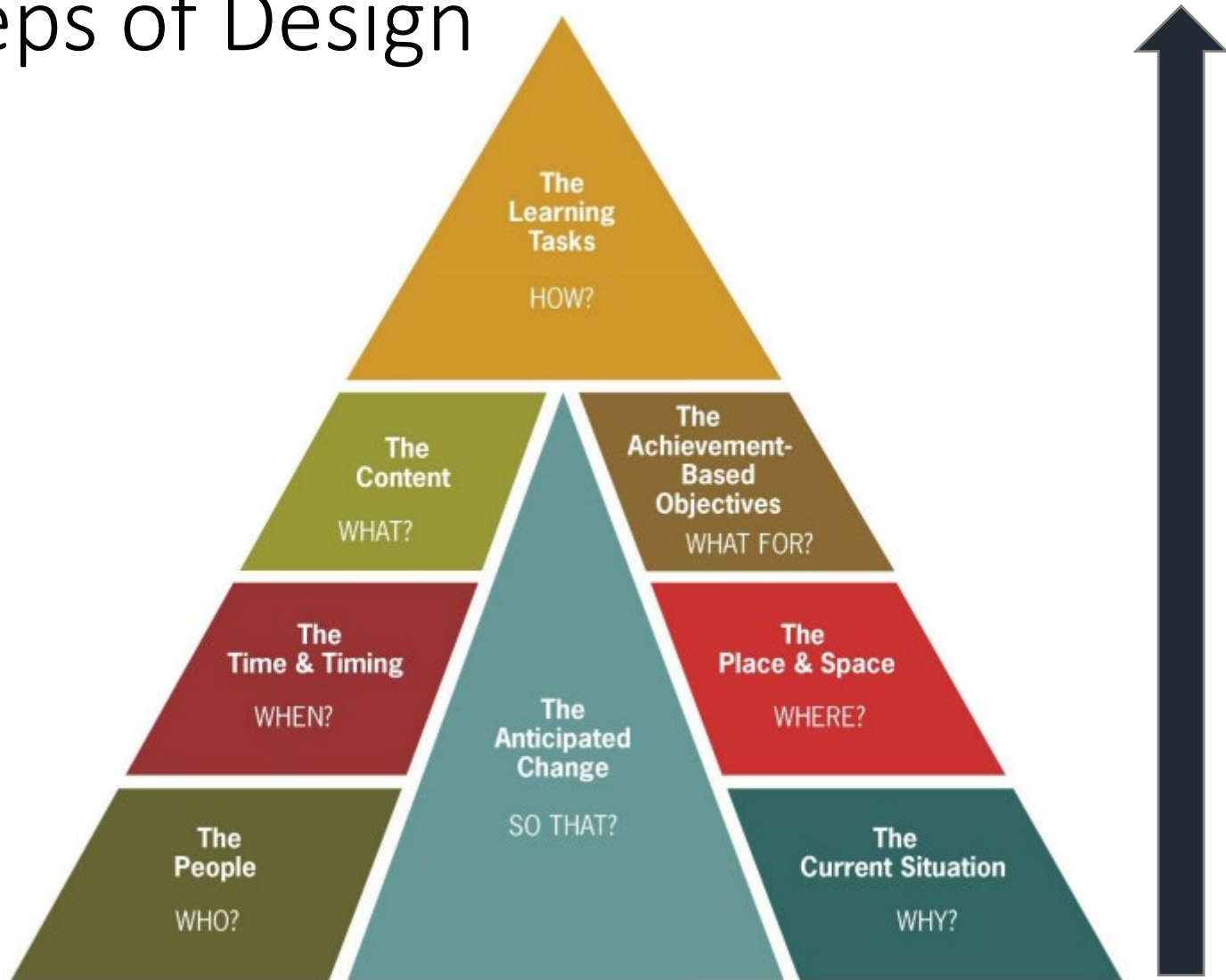
How

What

Who

Practice Transformation Initiative, a program of:

8 Steps of Design



Who? The People

Describe the **participants, facilitators & stakeholders**

Ask

- Whose voice is important in the planning?
- What do we know about them?
- What is relevant to them?
- What are their strengths and weaknesses?
- Individual &/group dynamics?

Tactics

- Learning Needs & Resources Assessment (pre-survey, informational interviews, co-designers, etc.)
- Include a suggested list of participants on the agenda to narrow the audience
- “Invite only” sessions
- Refer to registration list for info

Why? The Situation So That? The Change

Describe the **reason & rational** for the learning session
And what will **change** as a result of the learning?

Ask

- What is the situation that calls for this event – big and little picture?
- What difference do we hope & expect this will make?
- What is the doable realistic change?

Tactics

- Tell the story of the current state & paint the picture of what could be
- Use data & your knowledge of the learners & leaders to drive the story
- Get focused!
- Be transparent with your learners

When? The Time Where? The Place

Meeting **date, time, location**, room set up, materials, etc.

Ask

- What should you consider about the time or timing of this event to best engage the learners in the topic?
- What do I know about the location to facilitate the learning design?

Tactics

- Match the amount of time available to depth of content
- Use the space that you have to enhance the learning i.e. create safety by losing the podium, respect your learners' time by building in breaks and staying on time, and respect different learning styles
- Get meeting information out asap so learners can plan accordingly

What? The Content

Carefully select content to be learned, including: skills, knowledge/information, attitudes/perspectives

Ask

- What is priority content at this time?
- What sequence would feel most natural to the learners?

Tactics

- Less is more! Focus on relevance & immediacy
- Be transparent about selection process
- Create opportunities to course correct during event

An Iterative Process



Practice Transformation Initiative, a program of:

Scenario:

- Working with QI Team at a small practice for the past 3 months (MD, MA, Front Desk, Part Time Back Office)
- PAT+ Follow Up shows opportunity for improvement around patient activation
- Team agrees this is something they would like to work on



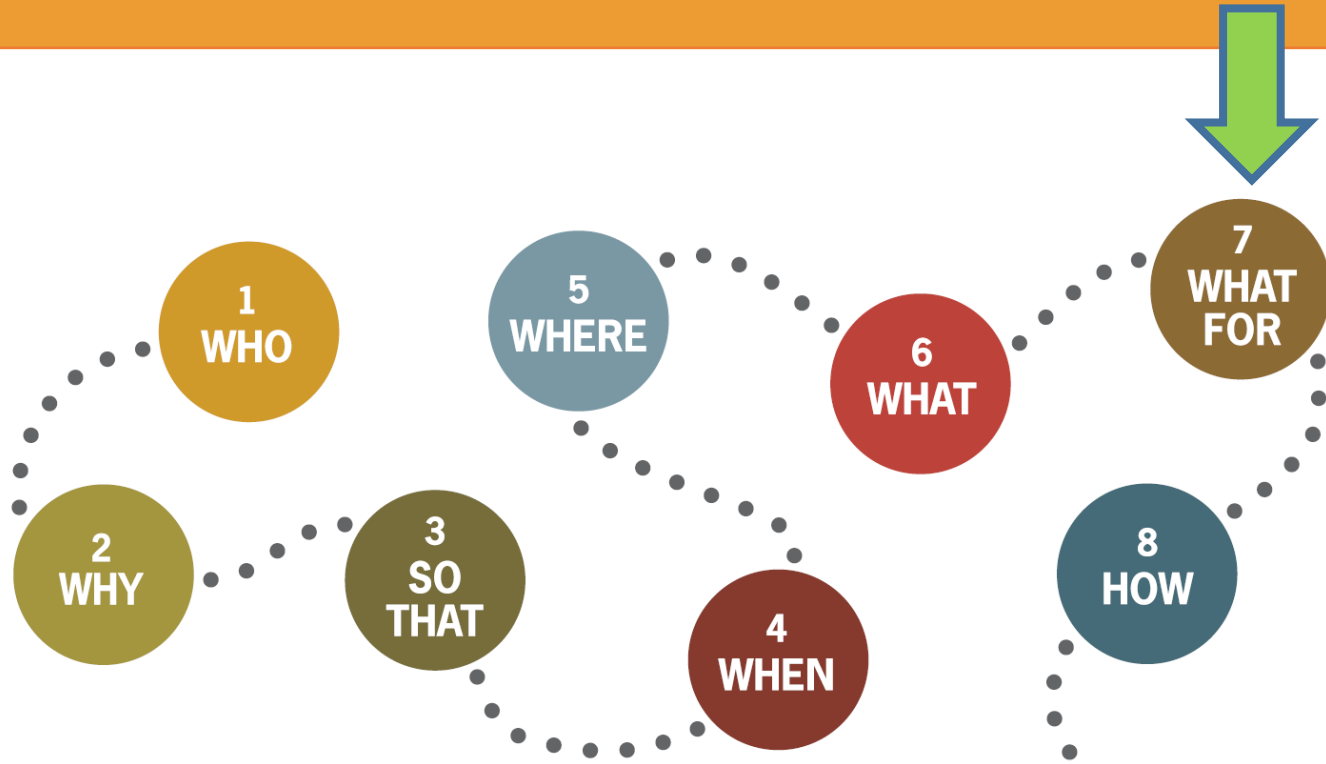
CHAT:

Who's the who? What's the Why? What will change?

Who

Why

So That



ACHIEVEMENT-BASED OBJECTIVES

ABOs


Practice Transformation Initiative, a program of:

Describe what the *learners* (NOT the teacher) will have done with each piece of content.

Describe participants' observable actions (NOT what's going on inside their heads – such as understanding or learning).

Focus on what *will* have happened by the end of the workshop (NOT what they may be able to do in the future.)

Examples from PTI learning events...



Reviewed achievement-based objectives and event design for entire convening and **compared** them against your own objectives for this meeting

Celebrated achievements and contributions of individual contributors and PTI provider organizations

Identified trends within your own organization using data

Crafted an improvement story to motivate change at the organizational and/or practice level

Exchanged ideas, best practices, and feedback with peers through facilitated affinity group break-outs and informal connections

Created achievement-based objectives.



TOOL: Active, Strategic Verbs

<https://pbgh.box.com/s/mq0q8d4k28r3oyw71goldu8597089y0c>

achieve
accelerate
accommodate
acquire
adapt
add
advance
advocate
allocate
analyze
approach
assemble
assess
assist
augment
authorize

begin
broaden
build

centralize
change
collect
commit
communicate
conduct
connect
consolidate
consult
contribute
collaborate
cooperate
coordinate
create

devise
digitize
distribute
diversify
document
draw

educate
eliminate
embark
emphasize
empower
enable
encourage
engage
enhance
enrich
ensure
enter
equip
establish
evaluate
examine
execute
expand
expedite
experiment
explore
extend

facilitate
forecast
formulate
fortify
foster

highlight
implement
improve
increase
initiate
install
integrate
introduce
invent
investigate
invigorate
invite
involve

launch
liaise
link

make
market
master
match
maximize
measure
minimize
mobilize
modify
monitor
move

nurture
offer
open

produce
project
promote
provide
purchase
pursue
raise
reach
recreate
recruit
reduce
reinforce
reorganize
replace
respond
review
revitalize

secure
seek
serve
shape
share
shift
showcase
simplify
solicit
stimulate
streamline
strengthen
support
survey
sustain

NO SET ORDER IN DEFINING THE CONTENT & THE ABOs

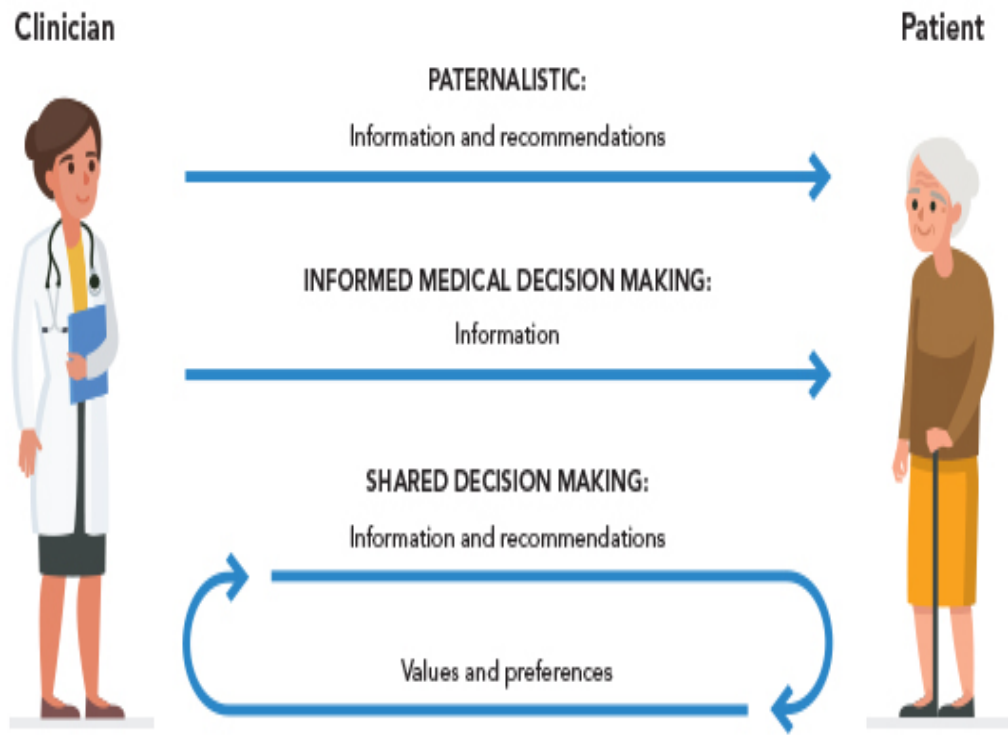




CHAT:

1. What is an observable action to show me I have learned shared decision making?

2. Transform this action into a learning ABO.



Reflect on....

how ABOs are a tool for accountability and learning evaluation.

ABOs help make us accountable as teachers because they specify what the learners will have done during the event.

In completing a learning task to meet the ABOs, the participants normally produce something (list, diagram) that demonstrates to themselves and to the facilitator how well they have learned.



CHAT:

What do you see as the value of ABOs for a practice facilitator?

Practice Transformation Initiative, a program of:

The 4 As



PART 1 - ANCHOR



PART 2 - ADD



PART 3 - APPLY



PART 4 - AWAY



PART 1 - ANCHOR



- Connects the topic to the learner's prior knowledge or experience
- Ensures RELEVANCE to each participant
- Indicates IMMEDIACY of the topic from the beginning – why is this important to me?
- The learner is starting out with a connection to the topic



PART 1 - ANCHOR



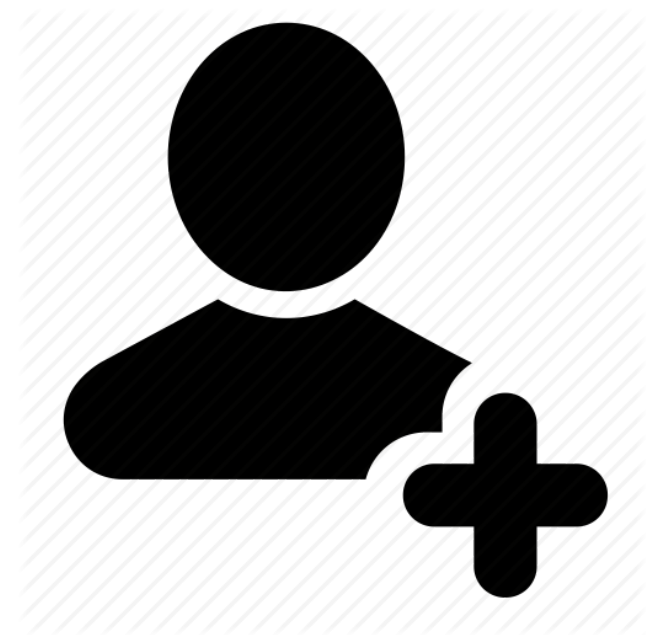
EXAMPLES:

- Quiet personal reflection
- 1 : 2 : 4 : All
 - Take 1 minute to think of a great learning experience you had. Write down two factors that made it great.
 - Take 2 minutes to share with a partner.
 - Find another pair, as a foursome take 4 minutes to share... etc.



PART 2 - ADD

- Addition of new and vital information (seen, heard, experienced)
- Learners are invited to be active with the information and make it their own
- Increase attention to the information by prefacing with:
 - *As you watch this video clip*, decide which features might be easiest or most difficult to implement at your site.
 - *As you listen to the reader*, circle what you see as most important for your work.

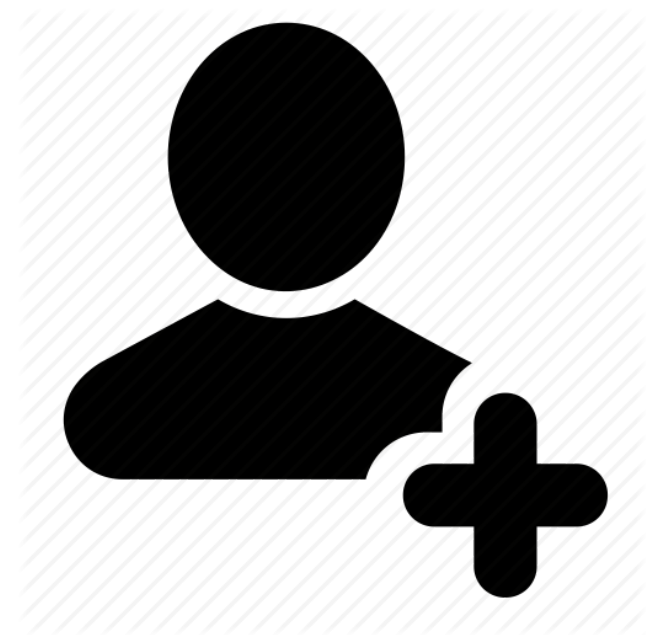




PART 2 - ADD

EXAMPLES:

- Gallery walk – review content or ideas posted on the wall
- Watch this video...
- Listen to this description





PART 3 - APPLY



- Chance for the learner to do something with the content so that it sticks.



PART 3 - APPLY



EXAMPLES:

- Walk & Talk
- Group reflection (choose the top 3 insights from the “Add,” e.g.)



PART 4 - AWAY

- Opportunity to commit to a next step, integrating the learning into their own lives.





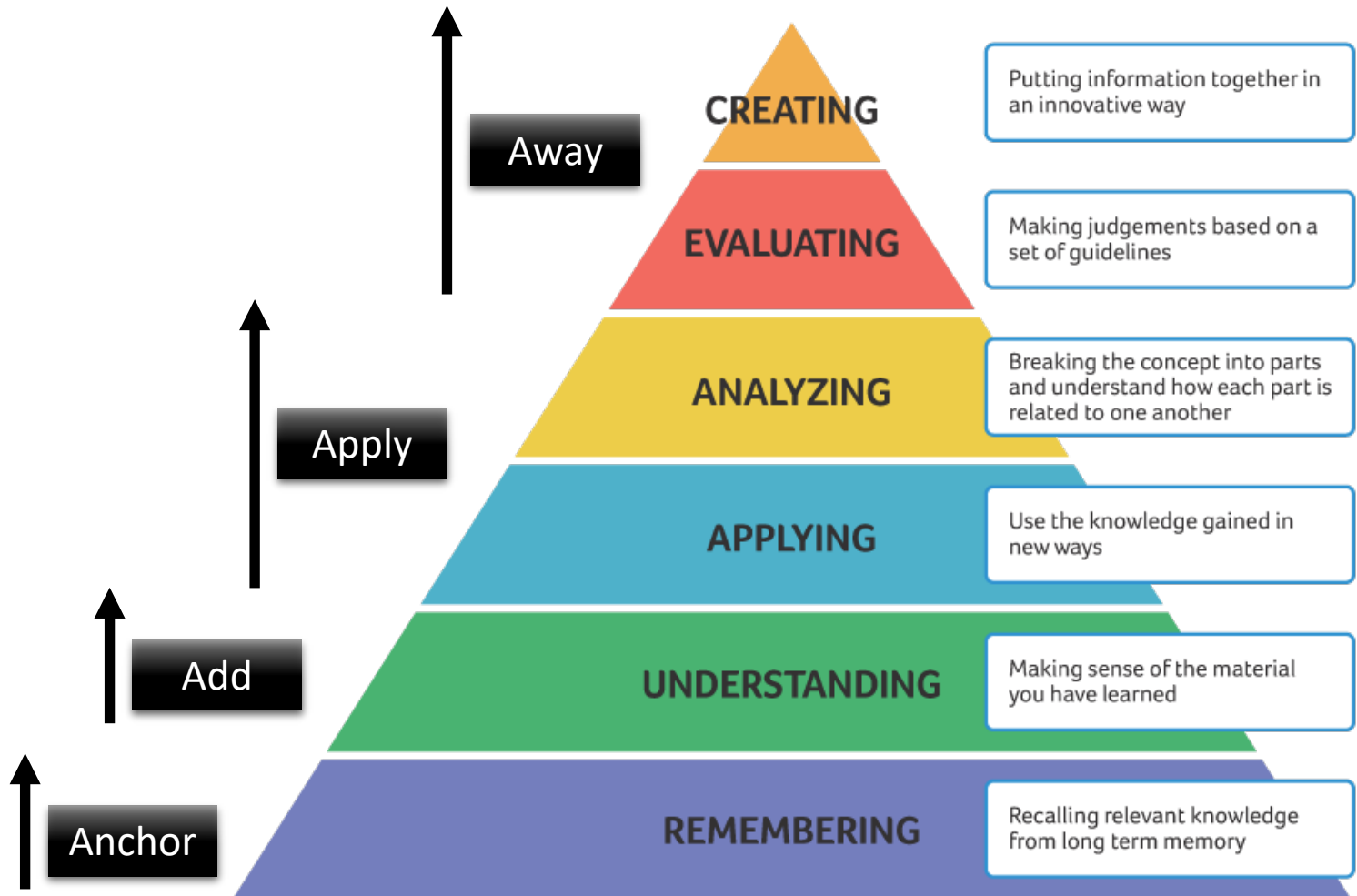
PART 4 - AWAY

EXAMPLES:

- Commitment: *“What one thing will you do tomorrow?”*
- Start the ball rolling now! *(Using your device, text or write a note to set up a meeting...)*



Bloom's Revised Taxonomy (The process of learning)





CHAT:

How else have you seen the 4 As in action at our recent events?

Practice Transformation Initiative, a program of:



CHAT:

What ideas do you have for using the 4 As in your next improvement meeting with your practices?

Practice Transformation Initiative, a program of:



CHAT:

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

Practice Transformation Initiative, a program of:



UPCOMING EVENTS

- February 21-22 @ Irvine: [PTI Annual Convening](#)
 - Performance Stories & Adaptive Leadership Pre-work
- March 28-29 @ San Francisco: [Practice Facilitation Basics Training](#)
- April 5th @ 10am: [Practice Facilitation Workshop](#)



REMINDER

E-mail to your Improvement
Advisor your adaptive challenges
for the February Convening!

2018 PTI Calendar



2018 Practice Transformation Initiative Events Calendar

Please hold the dates below for 2018 PTI in-person and virtual learning opportunities. See below for recommended attendees for each event. More details will be forthcoming for each event listed below. As the year progresses, keep an eye out for updated versions of the 2018 PTI Events Calendar, announced in our PTI Weekly Messages.

Event	Who Should Attend?	Date	Duration	Location	Registration Link	PO Partner
Share & Learn Webinar <i>Intro: Coordinated Care Delivery</i>	PTI Project Team Representative*	Wednesday, January 24 10:00 – 11:00 am	60 minutes	Virtual	https://pti-sl-jan18.eventbrite.com	Susan E Adams, HCP
Practice Facilitation Workshop <i>Case Study: Team Based Relationships, Coordinated Care Delivery</i>	Practice Facilitators Practice Facilitation Supervisors Project Managers	Thursday, February 1 10:00 – 11:00 am	60 minutes	Virtual	https://pti-pc-web-feb18.eventbrite.com	Cheryl Marks, Applecare Susan Le, HCP
PTI Annual Convening <i>Deep Dive: Coordinated Care Delivery, Team Based Care, Adaptive Leadership</i>	PTI Project Team**	Wednesday & Thursday February 21-22 Day 1: 8:00 am – 4:30 pm Day 2: 8:00 am – 12:00 pm	1.5 days	Southern CA	https://pti-feb-2018.eventbrite.com	Pooja Bhatt, PAMF Michelle Parry, HCP
Data Webinar	Data Manager or Data Representative	Wednesday, March 7 10:00 – 11:00 am	60 minutes	Virtual		NA
Share and Learn Webinar <i>Intro: Enhanced Access</i>	PTI Project Team Representative*	Wednesday, March 21 10:00 – 11:00 am	60 minutes	Virtual	https://pti-sl-mar18.eventbrite.com	Judy Coster, Medpoint
Practice Facilitation Basics Training	New Practice Facilitators (and those who want a refresher) Leaders/Managers interested in building & supporting a Practice Facilitation Program	Wednesday & Thursday March 28 -29 8:00 am – 4:30 pm (Both Days)	2 days	Northern CA	https://pti-pc-train-mar18.eventbrite.com	Cynthia Gomez, Ho Chau, & Nguyen Tu, PMGSJ Michelle Mora & Rocio Chavez, Molina
Practice Facilitation Workshop <i>Case Study: QI Strategy, Practice Facilitation Program Sustainability</i>	Practice Facilitators Practice Facilitation Supervisors Project Managers	Thursday, April 5 10:00 – 11:00 am	60 minutes	Virtual	https://pti-pc-web-apr18.eventbrite.com	Lasha Tennyson, HCP Cathy Martinez, HCP
Share and Learn Webinar <i>Intro: Organized Evidence Based Care</i>	PTI Project Team Representative*	Wednesday, April 18 10:00 – 11:00 am	60 minutes	Virtual	https://pti-sl-apr18.eventbrite.com	Judy Coster, Medpoint
PTI Quarterly Convening <i>Deep Dive: Enhanced Access, Organized Evidence Based Care, QI Strategy</i>	PTI Project Team**	Tuesday & Wednesday May 22 – 23 Day 1: 8:00 am – 4:30 pm Day 2: 8:00 am – 12:00 pm	1.5 days	Southern CA	https://pti-may-2018.eventbrite.com	Michelle Parry, HCP Susan Le, HCP LaTrenda Washington, HCP

Stay Connected



NEWSLETTERS
PTI Weekly Email
CQC Newsletter
Global Learning
Partners Email



SOCIALCAST
Virtual
Learning
Community



BOX
Virtual
Library



PTI DATA
PORTAL

Practice Transformation Initiative, a program of:

Crystal Eubanks

Senior Manager - Practice Transformation

ceubanks@calquality.org

Jen Burstedt Correa

Project Manager

jburstedt@calquality.org

Practice Transformation Initiative, a program of:



POLL:

Please rate your agreement with this statement:
Today's webinar was a good use of my time.

(Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree)

Practice Transformation Initiative, a program of:

Help us improve our offerings!



Share your feedback here:

https://www.surveymonkey.com/r/PFSW_2018-02-01

Practice Transformation Initiative, a program of: