Supporting Practice Facilitators to Ensure Success

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Today’s Presenter

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Objectives

• Develop strategies for practice facilitators to document and monitor practice results

• Identify one or more coaching strategies that participants will utilize within their organization

• Establish a network of peers to provide support and create a desirable work environment for practice facilitators
Document and Monitor Practice Results

**Roadmap**
- Outline program requirements
- Include timelines and milestones

**Gap Analysis**
- Identify gaps aligned to requirements
- Prioritize areas of importance for the practice
- Celebrate the success of completed tasks

**Action Plan**
- Develop steps to meet requirements
- Provide resources needed to meet goals

**Graph Data**
- Review performance compared to targets and historical data
- Visually express opportunities and successes
### Example of Gap Analysis Tool

<table>
<thead>
<tr>
<th>Functions and Requirements</th>
<th>Gap</th>
<th>Gap explanation</th>
<th>Action Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>●Achieved</td>
<td>Q1 - 100% (4,045)</td>
<td></td>
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<tr>
<td></td>
<td>○ Small Gap</td>
<td>Q2 – 100% (3,958)</td>
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<tr>
<td></td>
<td>○ Large Gap</td>
<td>Q3 – 100% (3,922)</td>
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</tbody>
</table>

**Function 1**

**Requirement 1**

- **Q1** – 100% (4,045)
- **Q2** – 100% (3,958)
- **Q3** – 100% (3,922)

**Requirement 2**

- Clinic selected “none” for alternative visits

- **Action Plan**
  - 10/01/18 – Starting home visits on 10/15/18
Example of Graphs

2018 Empanelment, Risk Stratification, Hospital Follow-Up, ED Follow-Up

- Empanelment
- Risk Stratified
- Hospital Follow-Up
- ED Follow-Up

- Sample Practice Q4
- Sample Practice Q1
- Sample Practice Q2
- Target
- Region Average
- National Averate
Example of Graphs

2017 and 2018 Inpatient and ED Utilization

- Inpatient Hospital Utilization
- Emergency Department Utilization

Sample Practice Q4, Sample Practice Q1, Sample Practice Q2

OK Region Average, National Average
Peer Networking

**Internal**
- Bi-weekly team meeting that incorporates program updates (formal)
- Bi-weekly practice facilitator huddle (informal)
- Monthly strategy hour and training (formal)

**External**
- Bi-weekly team meeting that incorporates program updates (formal)
- Bi-weekly practice facilitator huddle (informal)
- Bi-weekly strategy hour and training (formal)
SharePoint

- Resource Documents
- Presentations
- Webinars
- Guides
- Data
Activity

Discussion: 3 minutes
- Pair off in groups of three
- Take one minute for each person to share successes and challenges in related to practice facilitation

Report Out: 2 minutes
- Each group should briefly share one success and one challenge that was discussed

Questions: 2 minutes
- Participants should ask questions of other practice facilitators

7 minutes
Leaving in Action

• Adopt one strategy discussed today to utilize on your own

• Incorporate one strategy discussed today within your team

• Connect with a practice facilitator within the group to continue networking
Thank You!

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