Practice Facilitation in Primary Care

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What are PFs?

• Practice Facilitators (PF) provide a wide range of supportive services to primary care practices in order to improve the quality of care delivered, patients’ experience with care, and patient outcomes.

• Currently, UTOPIAN has two practice facilitators available to engage with research and QI initiatives across all sites.
What do we do?

- Research Team
- Primary Care Physicians
- Practice Staff
- Patients
- REB
- Practice Facilitator
- Other Sites
Practice Facilitation in Action

• As the “living laboratory” for studying patient populations and care providers, UTOPIAN has provided support to numerous researchers through practice facilitation since the first PF was recruited in 2014.

• The expertise of UTOPIAN PFs combined with the practical insights of skilled researchers/clinicians allows for the generation of research ideas that can be significant for practice.
EXAMPLE 1

*The UTOPIAN Data Safe Haven*. M Greiver

- **PF Role:**
  - Outreach activities,
  - presenting the project to various stakeholders,
  - coordinating and completing Research Ethics Board applications and agreements between various parties involved,
  - recruiting physicians and practices,
  - troubleshooting,
  - providing up-to-date study related documents specific to each site.
EXAMPLE 2

“Using Screening Forms in Primary Care”. MA O’Brien, F Sullivan

- **PF Role:**
  - Submitting REB
  - coordinating and completing agreements between various parties involved,
  - recruiting practices,
  - setting up Ocean in practice EMRs and Tablets,
  - training site staff,
  - consent and data collection,
  - analysing data,
  - contributing to final report (6 practices, 831 questionnaires collected, 24 interviews conducted with FPs, office staff and patients),
  - knowledge translation.
EXAMPLE 3

“Feasibility of Targeted Screening for Poverty in a Large Primary Care Team”. K Wintemute, M Greiver

- PF Role:
  - Submitting REB
  - Coordinate meeting activities with internal and external stakeholders,
  - Preparing patient surveys using Qualtrics,
  - Conduct data analysis,
  - Disseminate research results using diagrams and charts,
  - Literature review and citation,
  - Conference presentation,
  - Authorship.
ENABLERS in PRIMARY CARE

• Site recruitment:

  - Front line staff, nurses, data managers, and other individuals should be involved from the beginning.
  - Early involvement can minimize miscommunication and misunderstanding of project goals and requirements at the site.
  - Staff feedback can improve project workflows for the site.
Identify potential patients early and efficiently:

- Using de-identified data, PFs can **run queries** for sites in order to identify potential eligible patients.

- **Identifying eligible patients** before site recruitment reduces workload on sites and allows the project team to target sites with higher numbers of potentially eligible patients.
ENABLERS cont.

• Be flexible:
  - Not all sites have the same capacity for research activity
  - Working with sites to create an effective workflow reduces the impact on the site and enables better use of time and resources
  - Leaving buffer periods in the project can avoid missing deadlines
BARRIERS IN PRIMARY CARE

• Time

• Funding

• Bureaucracy
LESSONS LEARNED

• Practice Facilitators are key members of your team
• **Builds organizational research capacity for continuous improvement**
• **Collaborate** with other organizations and people with complementary aims and skills
  – Quality Improvement; QI Coaches
• **Inform and generate participation**
• **Support** them and invest in their progress and career development
• **Ultimately contribute to improving patient care and outcomes**
Thank you. Questions?

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