

# Practice Facilitation in Primary Care

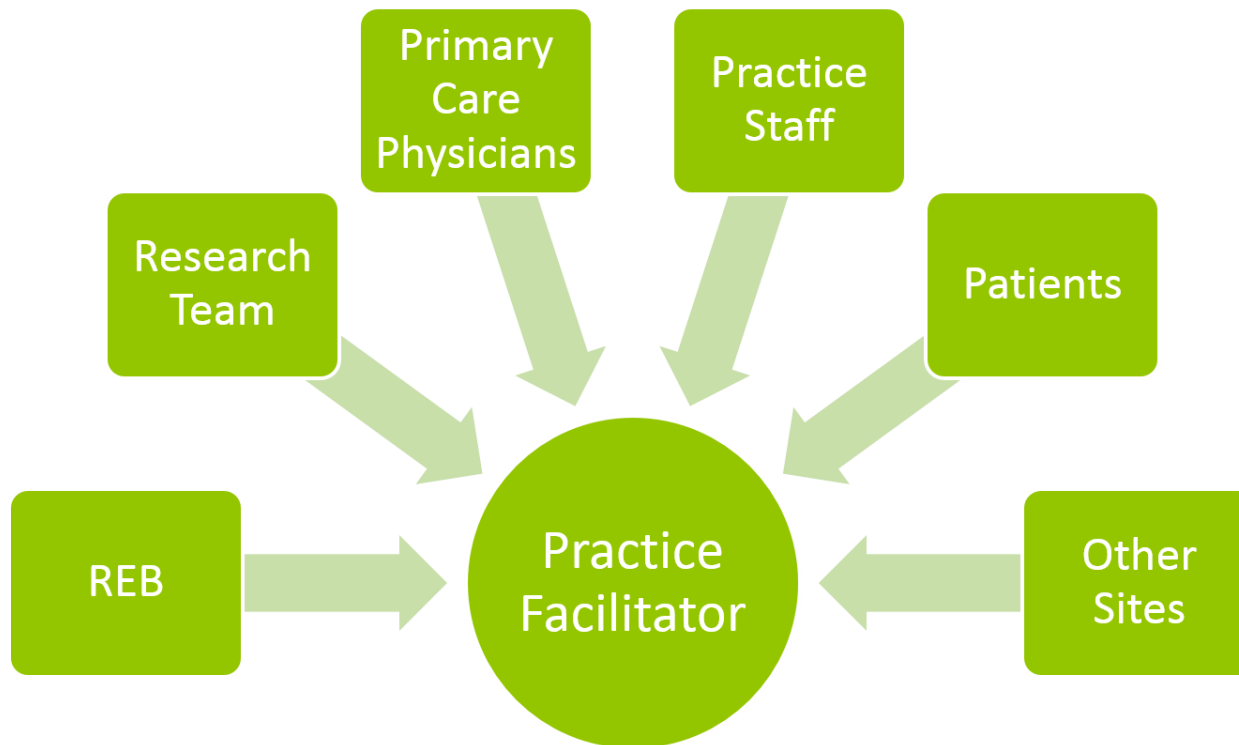
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# What are PFs?

- 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?



# 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



# ENABLERS cont.

## Identify potential patients early and efficiently:

- Using de-identified data, PFs can **run queries** for sites in order to identify potential eligible patient
- **Identifying eligible patients** before site recruitment reduces workload on sites and allows the project team 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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