Welcome to the second International Conference on Practice Facilitation (ICPF)!
Bienvenue à la seconde Conférence Internationale sur la Facilitation de la Pratique!

As an attendee and/or contributor to the ICPF, you continue making history! Practice facilitation which started in England almost 30 years ago as an innovative idea of a retired general practitioner is now an emerging profession and an effective world-wide approach to promoting healthcare research and improvement. This conference is the result of the hard work, dreams, and aspirations of many researchers, healthcare professionals, and facilitators who dedicated their work to the development and dissemination of practice facilitation.

Building on our success in 2017, the 2018 Conference was designed to include highly interactive and informative content. The 2018 Conference is aligned with the main theme of “Building Capacity for Practice Facilitation.” This year, sessions were constructed based on peer-reviewed abstracts that encompass a great variety of contributions in six topic areas:

- Developing Best Practices and Resources for Practice Facilitation;
- Practice Facilitator Training and Ongoing Development;
- Practice Facilitator Skill Building;
- Sustaining and Managing Practice Facilitation Programs;
- Advancing the Science of Practice Facilitation; and
- Leveraging Technology in Practice Facilitation.

The ICPF Steering Committee worked diligently to create a conducive environment and opportunities for meaningful interaction and learning. As in 2017, we invite you to participate in ICPF activities year-round and help us achieve our overarching goal: to promote an ongoing and sustainable international Learning Community for practice facilitation. Our intention is to continue to interact and share knowledge, resources, and expertise beyond the annual meeting. Through the Learning Community, ICPF participants have an unprecedented opportunity to help shape the development of a new healthcare profession by providing insights and collaborating with others to put their ideas into practice.

On behalf of the ICPF Steering Committee, we wish you an energizing 2018 Conference and hope that our program and networking opportunities will help you develop as leaders in the application, management, and study of practice facilitation. We also hope that you will have a great time!

Zsolt Nagykaldi, Conference Chair
Melinda Davis, Conference Co-Chair

Funding for this conference was made possible [in part] by 5R13HS025315-02 from the Agency for Healthcare Research and Quality (AHRQ). The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.
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<td>7:00 AM – 5:00 PM</td>
<td><strong>REGISTRATION</strong></td>
<td>Florida Ballroom Foyer</td>
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<td>8:00 – 9:00 AM</td>
<td><strong>BREAKFAST (ON YOUR OWN)</strong></td>
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<td>9:00 – 9:45 AM</td>
<td><strong>WELCOME, OVERVIEW &amp; ICEBREAKER</strong></td>
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<td>Zsolt Nagykaldi, PhD &amp; Melinda Davis, PhD; Conference Co-Chairs</td>
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<td>9:45 – 10:50 AM</td>
<td><strong>PLENARY I: WHAT’S THIS THING CALLED FACILITATION...?</strong></td>
<td>Florida Ballroom IV</td>
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<td>Alison Kitson RN, BSc, PhD, FRCN</td>
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Professor Kitson will discuss the integrated Promoting Action on Research Implementation in Health Services (i-PARIHS) framework that she co-developed, with a particular focus on the role of facilitation within the framework. The i-PARIHS framework has been widely and successfully used in planning, conceptually guiding and evaluating implementation projects. This talk will focus on the theories that inform i-PARIHS with a pragmatic approach on how these theories help explain or predict what facilitation approaches need to take into account in relation to what is being implemented, who is affected and in what context. Through this it will become clear how a nuanced and theory-informed approach to facilitation can improve successful implementation.

**Learning Objectives**
- Understand and describe an implementation framework
- Understand the importance of theories in facilitation
- Understand and describe a theory-informed approach to facilitation

Professor Kitson is a world-renowned translational science researcher and nursing leader with expertise in fundamental care and healthy aging. Her innovative work on ways to close the knowledge-to-practice gap has formed the basis for new ways of exploring knowledge translation. Prof Kitson’s knowledge translation research focuses on understanding the mechanisms that enable new knowledge to be introduced into clinical practice. Prof Kitson is internationally recognized as the co-developer of one of the most widely used knowledge translation frameworks, the integrated Promoting Action on Research Implementation in Health Services (i-PARIHS) Framework. The Framework was one of the first to make explicit the multi-dimensional, complex nature of implementation, and to highlight the central importance of facilitation. The Framework has shaped how the scientific community has operationalized and studied knowledge translation. Alison currently combines an active research career with her role as inaugural Vice President and Executive Dean for the College of Nursing and Health Sciences at Flinders University South Australia. In 2017 she was appointed to the Board of the Australian Commission on Safety and Quality in Health Care.

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<tr>
<th>Time</th>
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<td>11:00 AM – NOON</td>
<td><strong>CONCURRENT SESSION I</strong></td>
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**WORKSHOPS:**

**SW101: MACRA-Quality Payment Program: An Innovative Approach to Virtual Practice Facilitation**
Rose M. Langdon MBA, RN, CPHQ, FNHAQ; Elaine Gillaspie MS MHA CPHQ
Meeting Room 1
**11:00 AM – NOON  CONCURRENT SESSION I (CONTINUED)**

**SW102:** Using a Multilevel Model of Organizational Change Capacity to Guide Primary Care Facilitation  
Olivia McMullen; Norain Siddiqui, MPH; Georges Potworowski, PhD  
Florida Salon I

**SW103:** Practice Excellence Project: Training for Transformation  
Terri Roberts, MS, PCMH CCE; Mark Holmstrom, MSHA, FACHE, CMPE  
Florida Salon VI

**EXTENDED ORAL PRESENTATIONS:**

**THEME: SYSTEM CONTEXT**  
Florida Salon II

**OP501:** PF level 1 competencies in high value care coordination (Medical Neighborhood) when working with small practices to big systems  
Beth Neuhalfen, BS-CHC

**OP502:** Practice Facilitation + Academic Detailing for Behavior and Clinic System Change in Opioid Prescribing Practices  
Robert Rhyne, MD; Danelle Callan, MA; Ernest Dole, PharmD

**ORAL PRESENTATIONS:**

**THEME: EDUCATION**  
Florida Salon III

**OP503:** Applying Coaching/Facilitation Concepts from Quality Improvement to Inform the Design of Effective Continuing Education  
Patricia O’Brien, RN, MScCH; Judith Peranson, MD, MPH, CCFP

**OP504:** Building Capacity through Facilitator Training: Development, Evaluation, Outcomes, and Lessons Learned  
Katherine M. Dollar, PhD; Jeffrey L. Smith; JoAnn Kirchner, MD

**OP505:** The Potential Role of Motivational Interviewing in Practice Facilitation  
Michael Schuman, MPH; Carlos Devia, MA; Hang Pham-Singer, PharmD

**NOON – 1:00 PM  NETWORKING LUNCH**  
Florida Ballroom IV

**1:00 – 2:00 PM  POSTER SESSION**  
Florida Salon V

**P100:** Can a Model of Organizational Change Capacity Enhance the Value of Practice Facilitation?  
Norain Siddiqui, MPH; Olivia McMullen; Georges Potworowski

**P101:** Cross-Sectoral Collaboration in Building a National Diabetes Repository  
Aashka Bhatt, BSc (Hons.); Michelle Greiver, MD, MSc; Conrad Pow

**P102:** Data-Driven Method to Determine Ambulatory Practice Staffing Needs  
Sean M. Oser, MD, MPH; Aislynn Moyer, DNP, RN
P103: Developing Practice Facilitation within an HIT Organization
Joan Nelson, MPH, PA-C; Christy Gray, OTR/L; Ann Romer, MS

P104: Facilitating Implementation of Patient-Reported Outcome Symptom Questionnaires into Primary Care to Meet Merit-based Incentive Payment System Criteria for Clinical Practice Improvement Activities
Angela M. Stover, PhD; Arlene E. Chung, MD, MHA, MMCi; Darren A. DeWalt, MD, MPH

P105: Improving Morale: Liberating Structures with Staff-Lead Interventions
Karim Hanna, MD; Anum Ahmed, MD

P106: Opening the Black Box of Facilitation Expertise: Adaptation of the Pedagogical Content Knowledge (PCK) Model
Georges Potworowski, PhD; Melinda Davis, PhD

P107: Primary Prevention: Implementation of Cardiovascular Risk Assessment and Interventions Within a Primary Care Family Practice
Leslie Doroski McDowell, DNP, ANP-BC, RN

P108: Scoping Review to Identify the Spectrum of Activities Applied in Implementation Facilitation Strategies
Jeffrey L. Smith; Mona J. Ritchie, PhD; Bo Kim, PhD

P109: The Utilization of An Adult Learning Theory Model in Practice Facilitation to Promote Transformation
Angel Moore, MA.Ed, RHIA, PCMH CCE

P110: Training the Care Team: Beyond the Basics of Electronic Health Records
Dorothy Chan; Hang Pham-Singer, PharmD; Sachel Somwaru

P111: Using EHR Technology to Refer At-Risk Communities to Tobacco Treatment
Michael Schuman, MPH; Carlos Devia, MA; Hang Pham-Singer, PharmD

P113: Care and Feeding of Quality Improvement Specialists: The First 5 Years
Carol Mulder, DVM, Msc, CUTL, DBA

P114: CRM as a Multiprong Tool for Successful Practice Facilitation
Virginia Brooks, MHA, CPHQ; Jennifer Hayes, BHA

P115: Development of an E-Learning Module on Effective Practice Engagement
Julie Schmelzer, CSW, CCM, CPHQ; Ashley Green, MA

P116: Practice Facilitation in a Multi-System, Multi-Initiative Environment
Emily Glynn, MPH, CPH, CPHQ; Felicia Jackson

P117: Practice Facilitator Role in an Operational Project to Improve Access in a Large Multi-Specialty Physician Group
Jean D’Aversa, BSN, RN; Yuriko de la Cruz; Kristie Knouse

P118: Retaining Your Top Talent
Kari Loken, CPHQ; Lauren Yaroch, BSN

P119: The Art and Science of Post-Acute Practice Facilitation: Designing Site-neutral Programs for Success in a Setting-dependent Environment
Lynn Freeman, PT, PhD, DPT, GCS, CVS; Angela Edney, MSA, OTR/L; Shannon Liem, MS, CCC-SLP

P120: Trainees in Transformation: Practice Facilitation in the Academic Teaching Context
Beatrice Huang; Chris Chirinos; Victoria Chen
2:00 – 3:00 PM  CONCURRENT SESSION II

SKILL LABS (30-minute, focused workshops):

**SW201**: Utilizing your QI Tool Box In the Development of Practice Facilitators  
Kari Loken, CPHQ  
Florida Salon VI (30 minute session; 2:00-2:30 PM)

**SW202**: A Practice Facilitator’s Systematic Approach to the Complexity of Chronic Disease Quality Measures  
Lora R. Wright, BS PCMH CCE  
Florida Salon VI (30 minute session; 2:30-3:00 PM)

WORKSHOP:

**SW203**: Mi-PARIHS: Practical tools to make framework-informed implementation and facilitation easier  
Sarah C. Hunter, BPsych(Hons), PhD; Bo Kim, SB, MEng, PhD; Alison L. Kitson, RN, Bsc(Hons), DPhil, FRCN, FAAN, FAHMS  
Florida Salon I

ORAL PRESENTATIONS:

**THEME: TECHNOLOGY**  
Meeting Room 1

**OP506**: Using Practice Facilitation to Build Quality Improvement Capacity using Electronic Health Record Systems  
Tara Kline, MS, CPHQ, SSBB; Jeff Hummel, MD

**OP507**: “ClinvestiGator”: A True Data Animal  
Jennifer Rees, RN, CRN, CPF; Liza Nicholson, MSM, CIRS-A/D; Macie Craft, MSN

**OP508**: Supporting Practice Facilitators to Ensure Success  
Emily Glynn, MPH, CPH, CPHQ; Felicia Jackson

**THEME: EVIDENCENOW**  
Florida Salon III

**OP509**: Practice Level Factors Associated with Enhanced Engagement with Practice Facilitators; Findings from the Heart Health Now Study.  
Jacqueline Halladay, MD, MPH; Bryan J Weiner, PhD; Jung In Kim, PhD

**OP510**: Facilitating Improved Cardiovascular Health in Health System Operated Primary Care Practices  
Mark Holmstrom, MSHA, FACHE, CMPE

**OP511**: Assessing the Experience of Practice Facilitators in Their Role to Improve Heart Health in Oklahoma Primary Care Settings  
Ann F. Chou, PhD, MPH; Xi Sophia Chen, MD, MS; Julie A Stoner, PhD

3:15 – 4:15 PM  CONCURRENT SESSION III

WORKSHOPS:

**SW301**: Accelerating Practice Transformation: Using Motivational Interviewing to Promote Behavior Change  
Yuriko de la Cruz, MPH, CPHQ; Kristine Knouse, BA; Jean D’aversa, BSN, RN, PCMH CCE  
Florida Salon VI
### 3:15 – 4:15 PM  CONCURRENT SESSION III (CONTINUED)

**SW302: Advancing the Practice Facilitator Toolbox: Coupling Clinical Transformation with Practice Facilitation for Technology-enhanced Care**
Candy Magana, MPA; J. Nwando Olayiwola, MD, MPH, CPE
Florida Salon I

**SW303: Building Clinical Health Information Technology Adviser Competencies: How do Practice Facilitators best support the evolving HIT needs of ambulatory care practices?**
Andrew Bienstock, MHA; Stephanie Kirchner, MSPH, RD; Kyle Knierim, MD
Meeting Room 1

**ORAL PRESENTATIONS:**

**THEME: EVIDENCENOW**
Florida Salon III

#### OP512: The EvidenceNOW Model for Supporting Primary Care Practice Improvement: Concepts, Key Drivers, and Resources for Practice Facilitators
Cindy Brach, MPP; Janice Genevro, PhD; Robert McNellis, MPH, PA

#### OP513: Evaluation of Practice Facilitation from the Perspectives of Oklahoma Primary Care Practices
Ann F. Chou, PhD, MPH; Xi Sophia Chen, MD, MS; Julie A Stoner, PhD

#### OP514: How Practice Facilitators Adapt Practice Context to Optimize Implementation of Evidence-based Practices
Allison Cuthel, MPH; Donna Shelley, MD, MPH; Carolyn Berry, PhD

### 4:20 – 5:20 PM  GENERAL SESSION: LEARNING COMMUNITY
Florida Ballroom IV

Lead Facilitators: Melinda Davis, PhD and Jen Reese, RN CRN CPF
Expert Panelists: JoAnn Kirchner, MD; Alison Kitson RN, BSc, PhD, FRCN
Stephanie Kirchner, MPH/MSPH; Cullen Conway, MPH, CCRP

This session is designed around case reviews of situations that practice facilitators are currently facing. Session format includes: case presentations, small group reflection, report out, and expert panel reflections. Session goals include:
- Review and discuss some “common” challenges that facilitators face (you are not alone)
- Generate helpful suggestions that can be applied in relation to identified challenges – and inform opportunities for additional research.

### 5:20 – 5:30 PM  DAILY WRAP-UP AND ANNOUNCEMENTS
Florida Salon IV
Zsolt Nagykaldi, PhD & Melinda Davis, PhD; Conference Co-Chairs

### 5:30 – 6:30 PM  HAPPY HOUR  Sponsored by TMF Health Quality Institute
Florida Salon II

Network with fellow attendees and connect with our conference partners one-on-one.

### 7:00 – 9:00 PM  DINE AROUND GROUPS

Sign up at the registration table!
7:00 AM – NOON  REGISTRATION
Florida Ballroom Foyer

7:00 – 8:00 AM  BREAKFAST
Florida Salon IV

8:00 – 8:15 AM  WELCOME & DAILY OVERVIEW
Florida Salon IV
Zsolt Nagykaldi, PhD & Melinda Davis, PhD; Conference Co-Chairs

8:15 – 9:15 AM  PLENARY II: FACILITATION TOOLS AND PROCESSES TO HELP US CHANGE THE WORLD!
Florida Ballroom IV
JoAnn Kirchner, MD

Dr. Kirchner will discuss how facilitation models have varied in application within research and clinical settings. This will include a description of tools and processes that can support the application of facilitation, evaluation of facilitation activities and cost, and spread and handoff of facilitation to clinical and operational leaders in the real world.

Learning Objectives
• Describe the variety of facilitation models used in research and clinical settings
• Identify tools and processes that can be used to support facilitation activities
• Understand how to document and evaluate facilitation
• Describe how facilitation can be transferred to clinical and operational leaders

Dr. Kirchner is a psychiatrist by training and since 2009 has led two VA Quality Enhancement Research Initiative (QUERI) programs; both well known for the degree to which they collaborate closely with operational and clinical partners. She is currently a Professor at the University of Arkansas for Medical Sciences (UAMS) and the Director of the Department of Veterans Affairs QUERI for Team Based Behavioral Health. The primary focus of her research has been in developing strategies that support the implementation of evidence-based practices at sites that are unable to do so without assistance. She has had the extraordinary opportunity to see clinical programs that she evaluated early in her career in efficacy and effectiveness trials become the national standard of care within the VA. These care delivery models are becoming a standard of care in non-VA settings as well. Coincidental with emerging evidence that supported primary care based mental health programs, Implementation Science was recognized as a critical area of health services research. Thus, she was able to further facilitate the implementation of primary care based mental health programs by studying their implementation and ultimately developing and evaluating an evidence-based implementation facilitation (IF) strategy. She and others in her QUERI Program have been able to transfer this IF strategy to VA clinical and operational leadership across several initiatives. Thus, work generated by our VA QUERI programs is frequently translated directly into VA policy.

9:30 – 10:30 AM  CONCURRENT SESSION IV

WORKSHOPS:

Arvelle Balon-Lyon RN, BN; Eileen Patterson MCE, PMP; Mark Watt RN, BN
Florida Salon I
9:30 – 10:30 AM  CONCURRENT SESSION IV (CONTINUED)

**SW402:** Operational Models in Sustaining Practice Facilitator Programs  
Aashka Bhatt, BSc (Hons.); Lyndee Knox, PhD; Stephanie Kirchner, MSPH, RD  
Meeting Room 1

**SW403:** Assessing and Updating the Necessary Knowledge and Skills of Practice Facilitators in The North Carolina Area Health Education Centers Practice Support Program  
Suzanne Lineberry, MPH, MCHES, CPHQ; Monique F. Mackey, MLS  
Florida Salon VI

**ORAL PRESENTATIONS:**

**THEME: QI/IMPLEMENTATION**
Florida Salon II

**OP601:** Practice Facilitation in Rural Primary Care Practices to Improve BP Control for African Americans: Implementation Requirements in the Rural South  
B. Lynette Staplefoote-Boynton, MPH; Doyle M. Cummings, PharmD; Jacqueline R Halladay, MD MPH

**OP602:** Increasing Adoption of Self-Measured Blood Pressure Monitoring Through Practice Facilitation  
Danielle Cohen, MPH (PCIP); Hang Pham-Singer, PharmD (PCIP); Carlos Devia, MD

**OP603:** A Coaching/Facilitating Two for One: Engaging Physicians and Teams in Quality Improvement through MOC Part IV Achievement  
Bonnie T. Jortberg, PhD, RD, CDE; Robyn Wearner, RD, MA; Lauren O’Kipney

**THEME: QI/IMPLEMENTATION**
Florida Salon III

**OP604:** Collaboration between Primary Care and Public Health Practice Facilitators to Improve Population Health  
Cherylee Sherry, MPH, MCHES

**OP605:** Improving Patient Safety in Primary Care Across Academic Sites: Reflecting on the Quality Improvement (QI) Coach/Facilitator Role  
Patricia O’Brien, RN, MScCH; Christina Southey, MSc; Lorri Zagar, MSc

**OP606:** Implementation of Measurement-Based Care: Creation of an Implementation Planning Guide  
Katherine M. Dollar, PhD; JoAnn E Kirchner, MD; Sandra G Resnick, PhD

10:40 – 11:40 AM  CONCURRENT SESSION V

**WORKSHOPS**

**SW501:** How Knowledge of Facilitation, Content, and Context Come Together: Building Shared Mental Model  
Georges Potworowski, PhD; Melinda Davis, PhD  
Florida Salon I

**SW502:** The Roadmap and the Compass: Using the 10 Building Blocks Model and Assessment to Navigate Practice Facilitation  
Victoria Chen; Chris Chirinos; Beatrice Huang  
Florida Salon VI
10:40 – 11:40 AM  CONCURRENT SESSION V (CONTINUED)

**ORAL PRESENTATIONS:**

**THEME: METHODOLOGY**  
Florida Salon II

**OP607:** Effective Strategies for Survey Data Collection in Practice Facilitation Research Studies  
Thomas Gepts; Donna Shelley, MD, MPH; Carolyn Berry, PhD

**OP608:** Unintended Positive Consequences of an Implementation Facilitation Strategy  
Eva Woodward, PhD; Karen L Drummond PhD; Karen A Oliver, PhD

**OP609:** Using Standardized Data Visualization Tools to Engage Practices in Quality Improvement Efforts Through the Healthy Hearts Northwest Study  
Cullen Conway, MPH, CCRP; Steven Brantley, MPH, CCRP; Nicholas Colín, MA

**THEME: QUALITY IMPROVEMENT**  
Florida Salon III

**OP610:** Practice Facilitation in Primary Care  
Aashka Bhatt, BSc; Ivanka Pribramska

**OP611:** The NCQA Process as a Path to Practice Transformation  
Suzanne Herzberg, PhD

**OP612:** Scaling Practice Transformation Statewide  
Michelle Mora; Lasha Tennyson

**THEME: PRACTICE FACILITATOR ROLES**  
Meeting Room I

**OP613:** The QI Coach/Facilitator Role in a Primary Care Research/QI Collaboration to Improve Care for Elderly Patients with Complex Care Needs  
Patricia O’Brien, RN, MScCH; Michelle Greiver, MD, MSc, CCFP, FCFP

**OP614:** Coaching Style Defined: Analysis of Literature Supports Six Domains of Coaching Styles in Primary Care Redesign  
Constance van Eeghen, DrPH, MIHSA, MBA; Gail L. Rose, PhD; Jessica Clifton, PhD

**OP615:** Co-Designing a Better Future: Tools to Enhance Practice Facilitation  
Tracey Sellers; Shawn Dimantha

11:45 AM – NOON  EVALUATION & WRAP-UP REMARKS  
Florida Salon IV

Zsolt Nagykaldi, PhD & Melinda Davis, PhD; Conference Co-Chairs  
Paula Darby Lipman, PhD

12:00 PM  CONFERENCE ADJOURNS  
Florida Ballroom IV

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See you at the 2019 ICPF in Bethesda, Maryland, June 26-27!  
Call for Papers opens January 2019
Thank you to the...
2018 ICPF Steering Committee

Zsolt Nagykaldi
University of Oklahoma HSC, Conference Chair

Melinda Davis
Oregon Health & Science University, Conference Co-Chair

Aashka Bhatt
University of Toronto

Paul Darden
OUHSC

Milton ‘Mickey’ Eder
University of Minnesota

Lyndee Knox
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Carol Lange
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University of North Carolina at Chapel Hill

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VA QUERI

Jeffrey L. Smith
VA QUERI

Mindy Stadtlander
CareOregon

Elizabeth Wickersham
OUHSC

UCSF Center for Excellence in Primary Care and CareOregon Present:

Practice Coaching for Primary Care Transformation

TRAINING

Mastering the 10 Building Blocks of High-Performing Primary Care

February 26-March 1, 2019
San Francisco, California

Registration Open
cepc.ucsf.edu/events