



Facilitation Overview

Practice facilitation is a cornerstone of the support OPIP provides to the practices we work with. Having an understanding of the services we provide as facilitators (and the mutual expectations involved) establishes a necessary foundation for our work. What follows is a description of this process, and the roles and expectations of both the facilitator and the participant.

How We Work

The objective of facilitation is to transfer skills, tools and knowledge to practices in order to implement and sustain improvement. By working toward this end, we hope to maximize the efficacy of the current project (in this case PCPCI)- but also that of the improvement journey once our initial engagement period concludes.

We use a coaching model for this work, which is a specific process of interaction over a period of time that encourages a shift in what practices do, and how they do it. This respectful, non-judgmental, and inquiring form of conversation and listening expands the ability to make significant and sustainable improvements. Through our training and expertise, we can help to:

- Hold productive & effective meetings
- Develop action plans to meet improvement goals
- Engage patients and families in your improvement efforts
- Improve team concepts and collaboration skills
- Understand and address barriers to improvement
- Connect with and learn from practices that have valuable experience
- Set and track goals for improvement
- Use PDSA cycles for small tests of change
- Use data to inform change
- Streamline your workflows & processes
- Attain useful tools, resources, expertise

Expectations for OPIP Facilitator

- Commit to an open, honest, collaborative coaching relationship
- Listen carefully to what practice teams say and ask constructive questions
- Respect the confidentiality of facilitator and practice
- Maintain materials and resources for the Learning Collaborative on the QI Teamspace (online shared community)
- Serve as a coach for quality improvement approaches to practice change
- Be a resource for you to use in accomplishing your goals; connect you with technical assistance and other practices with relevant experience

Expectations for Practices

- Commit to an open, honest, collaborative coaching relationship
- Identify and cultivate your practice's improvement team (meet regularly! *At least once per month outside of our facilitation calls/site visits*), ideally including:
 - *Provider Champion*
 - *Nurse or Medical Assistant*
 - *Office Manager*
 - *IT/EMR Staff as necessary*
 - **Parent Partner**
- Participate in monthly facilitation calls
- Participate in periodic in-person meetings with OPIP staff (site visits)
- Complete required data collection and reporting
- Attend Learning Sessions
- Attend the two mid action period webinars
- Record and track team's progress using the project planning tool