# “Essentials of Practice Coaching Programs” Workshop A6/B6

Tool/Resource: Practice Coaching Standardized Training Curriculum

Source: AF4Q Practice Coaching Program Manual

http://forces4quality.org/pcpwg-phase-i-manual-and-tools

| **Title of Section** | **Curriculum** |
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| **Introduction to Practice Facilitation** | * What it is
* Building capacity vs. doing for and knowing the difference
* Looking for opportunities to build capacity
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| **QI in Primary Care**  | * Introduction to the Chronic Care Model
* Introduction to Patient Centered Medical Home
* The coaching/facilitation model/process that will be used in this project (brief overview based on practice facilitation process submitted to AHRQ – reviewed by this group) – brief overview
* Initial meeting (w/ MD)
* Identifying project leader in the practice
* Readiness Assessment
* Assessment
* Creating/engaging the QI team
* Setting aim (practice centered but consistent with overall project aim)
* PDSAs
* Other high value “change” tools (e.g., key driver diagrams, fishbone diagram, change concepts, etc.)
* High priority change topics (from key driver document and/or ist generated by the practices that will be participating in project – prior to training) – brief review
* Example: IPIP (registry, templates, protocols, self-management support)
* Example: LANet (LA Net is a community-based Practice-Based Research Network (PBRN) focused on health disparities reduction in Southern California. Group visits, Advanced access, Care coordination, Patient activation, Population management)
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| **QI Skills Development**  | * Model for Improvement
* Setting aims with practices
* Keys to productive PDSA cycles
* Principles of reliability
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| **The Toolkit**  | Review AHRQ toolkit – contains several tools to help coaches work with practices |
| **The Change Package**  | Any project should have a clear change package of all the pieces they expect a practice to implement. The Chronic Care Model is one type of change package. |
| **Using Data to Drive Change** | * Creating a practice data dashboard
* Using chart audits and feedback
* Benchmarking
* Using qualitative data and practice narrative
* Identifying data patterns and signs of improvement
* Importance of predicting the next data point
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| **Conducting an Initial Assessment**  | * Assessing readiness – criteria for this project
* Being practice centered/led vs. externally driven
* Identifying the project leader
* Conducting wait room surveys (cycle time observations)
* Conducting chart audits
* Accessing and using registry, billing, EHR, lab other data
* Presenting the results
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| **Forming a Coaching/Facilitation Team Based on Practice Interests/Needs** | * Identifying the expertise you have and need (complete self assessment)
* Communicating and accessing your experts’ knowledge and cost effectively
* Identifying “exemplars”
* Patient representatives on team
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| **Facilitation and Project Management Skills** | * Running a good meeting (in the primary care world)
* Making a good presentation (in the primary care world)
* Keeping a project moving forward
* Project management techniques, skills, resources
* What can bog it down
* Effective communication (in primary care world)
* Resolving conflict, dealing with difficult situations
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| **HIT (EHRs and Registries)**  | * Current trends in HIT including Meaningful Use)
* Their role in QI and practice transformation
* The RECs and their role
* The basics – overview of process
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| **Ethics and Professionalism** | * Confidentiality
* Privacy
* HIPPA
* Human subjects/consent
* Safe data management/storage/handling confidential materials policies
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| **ProfessionalDevelopment** | * Supervision
* Support
* Challenges of coaching/facilitation
* Coaching/Facilitation learning circles
* Connecting to a broader community of practice coaches
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| **Administrative Procedures** | * Documenting the visit
* Work schedule
* Reporting requirements
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| **Timely/Special** **Issues** | * Competing projects
* Turning competing projects into an opportunity to solve problems with practice
* Developing “comprehensive change” plans with practice
* Business case for QI
* Healthcare reform – national and local implications
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