

## Practice Improvement Support Service Agreement

### *Welcome!*

We look forward to supporting you and your team in your practice performance improvement efforts. Having an understanding of the services we provide and a clear agreement of mutual expectations establishes a foundation for our work. Please let us know if you have any questions.

### *How We Work*

The Practice Improvement Advisors' mission is to transfer skills, tools and knowledge to you and your practice so that you have the knowledge, ability and resources to continue your improvement journey once our 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 who you are, what you do, and how you do it. This respectful, inquiring form of conversation and listening expands your ability to make significant changes, move forward in new areas, and transform your practice. Through our training and expertise, we can help you:

Hold productive & effective meetings	Use data to inform change	Create data walls & dashboards	Implement huddles	Develop a communication plan
Set goals for improvement	Use cause & effect diagrams to understand barriers to improvement	Measure and improve patient cycle time	Reduce waste	Streamline your workflows & processes
Engage patients and families in your improvement effort	Use structured communication language to improve collaboration	Improve patient access	Develop action plans to meet improvement goals	Use PDSA for rapid cycles of change

### *As your coach, you can expect us to:*

1. Commit to an open, honest, collaborative coaching relationship
2. Listen carefully to what you say and ask questions to provoke awareness
3. Respect the confidentiality of you and your practice
4. Expand your view of what is possible and promote discovery of new insights
5. Give you input, straight feedback and operate as a sounding board
6. Be a resource for you to use in accomplishing your goals

### *As an improvement team, we expect you to:*

1. Commit time to improvement work
2. Commit to goals that are truly meaningful and significant to your practice
3. Experiment with new approaches and practice new behaviors
4. Be open to hearing feedback
5. Take ownership for your progress and accomplishments
6. Provide ongoing feedback on whether the coaching is valuable and meeting your needs

### *Time:*

We have agreed to \_\_\_\_\_ sessions per month, each session lasting \_\_\_\_\_ minutes, for a period of \_\_\_\_\_ months

_____	_____	_____
Date	Practice Improvement Advisor	Practice Name
		_____
		Contact/Lead