

Practice Facilitation Program

Competencies, Skills, and Objectives



Health Home Implementation Elements

- Identify, assess for, and apply Patient's Medical Home/Health Home/ Health Neighborhood high-impact changes to optimize clinic practice
- Convert evidence based clinical practice changes for priority topics into practical processes that can be spread
- Identify and promote the conditions and behaviours that lead to a high performing team

Leadership

- Strategically align practice objectives with broader organizational priorities
- Exert influence and leverage physician champions and leaders to engage and motivate team members
- Link to regional program management key strategies and targets

Quality Improvement

- Understand and apply the Sequence to Achieve Change and the Model for Improvement
- Understand and apply the appropriate use of QI tools, methods and approaches
- Understand and apply methods that lead to the spread and scale of improvements using the principles of diffusion of innovation

Facilitator Role

- Build relationships with teams to identify and address practice needs
- Utilize facilitation skills to engage all practice team members to advance goals
- Learn advanced skills for the 'Art and Science' of facilitation; coaching, project management, cognitive task analysis, etc.
- Function as a knowledge broker to other practices, provincial and national

Context

- Understand practice specific context including infrastructure, environment, facility, roles and responsibilities, restrictions and policies
- Recommend and facilitate context specific change ideas
- Leverage the strengths of the local interdisciplinary team
- Develop relationships with site champions and influencers

Information for Action

- Gather, review and guide interpretation of data sources, e.g., panel, regional, provincial reports.
- Optimize use of the EMR to standardize data entry and extraction, set-up dashboards for process and outcome measures
- Supplement quantitative data with qualitative data from stories, surveys and case studies

Contact Us

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