

Practice Facilitator Core Training: Curriculum Outline

A Practice Facilitator (PF) plays a key complementary role in supporting clinic teams in their transformation to Patient's Medical Homes (PMHs). PFs guide and support member clinics as they take incremental steps toward sustainable process improvement. PF Training provides participants with practical skills and knowledge, including: the context of primary care, the PMH and Health Neighbourhood (HN) content, quality improvement and modes of influence.

PF Training consists of online self-directed learning modules (1x pre-learning + 6x course modules). Following each module, learners will participate in an interactive 'Zoom Connect' session. Participants are expected to:

- Complete each online module prior to the next Zoom Connect session
- Complete homework assignments (as outlined in each module)
- Attend Zoom Connect sessions and participate in group discussions and activities

Participants should expect to spend **3-4 hours** on each module, including homework activities.

To be eligible to participate in PF training, participants will need to identify **at least 1 clinic** that they will apply their learning with throughout the training program. Additionally, that clinic team will need to identify a **change package** (from AMA, e.g., panel, screening and prevention, opioid process improvements, CII-CPAR, continuity, care planning) to implement.

This program is facilitated by AMA ACTT (Alberta Medical Association Accelerating Change Transformation Team).

Please note that completion of the modules and participation in the Zoom Connect sessions is critical. We understand that people may need to miss an occasional Zoom session. However, we respectfully request that you defer your training to a later date if more than one session will be missed or if adequate time is not available to complete the online modules and homework. We want to ensure that every new PF is confident and prepared to take on this challenging and rewarding role!

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Curriculum Outline:

Online Pre-learning		Content		Zoom Connect Session (2 hrs)
0	'Primary Care Explained' module	<ul style="list-style-type: none"> Primary Care Networks Alberta's 'Patient's Medical Home' (PMH) Journey How to implement PMH in your practice The Health Neighbourhood concept Change agents Diffusion of Innovations change curve Change packages intro 		Welcome <ul style="list-style-type: none"> Getting to know you Orientation to training approach Ensure solid understanding of pre-work concepts through discussions & activities
Online Learning Module		Content	Homework	Zoom Connect Session (1.5 hrs)
1	Getting Started	<ul style="list-style-type: none"> Introduction to practice facilitation Practice Facilitator Self-Assessment Introduction to panel & continuity Strategies for engagement 	<ul style="list-style-type: none"> Reflection questions on PF role Characteristics of adopter groups Practice engagement techniques (e.g., elevator speech) 	<ul style="list-style-type: none"> Ensure solid understanding of Module 1 concepts through discussion & group activities Review homework
2	Introduction to QI – Form a Team & Clarify the Problem	<ul style="list-style-type: none"> Introduction to quality improvement Form an improvement team Clarify the problem HQCA Panel Report QI tools for understanding the problem 	<ul style="list-style-type: none"> HQCA Physician Proxy Panel Report demo 	<ul style="list-style-type: none"> Ensure solid understanding of Module 2 concepts through discussion & group activities Review homework

3	Process Mapping	<ul style="list-style-type: none"> • Introduction to process mapping 	<ul style="list-style-type: none"> • Process map with your clinic team • Create a document version of your map 	<ul style="list-style-type: none"> • Ensure solid understanding of Module 3 concepts through discussion & group activities • Review homework
4	The Model for Improvement	<ul style="list-style-type: none"> • Introduction to the Model for Improvement • Aim statements • Measures • Potentially Better Practices • Testing changes – The PDSA Cycle 	<ul style="list-style-type: none"> • Create an aim statement with your team • Measurement plan for your team • Categorize PBPs with a PICK chart 	<ul style="list-style-type: none"> • Ensure solid understanding of Module 4 concepts through discussion & group activities • Review homework
5	Sustain, Spread & Celebrate	<ul style="list-style-type: none"> • Sustain – keep up the good work • Spread change around • Celebrate! 	<ul style="list-style-type: none"> • Plan a celebration for your team 	<ul style="list-style-type: none"> • Ensure solid understanding of Module 5 concepts through discussion & group activities • Review homework
6	Introduction to Facilitation and the Coaching Approach	<ul style="list-style-type: none"> • The art of facilitation • Taking a ‘coaching’ approach • Understanding interpersonal styles • Facilitating brainstorming sessions • Managing challenging behaviour in meetings 	<ul style="list-style-type: none"> • Coaching activity sheet • Facilitate interpersonal styles exercise with your team, or with family or friends 	<ul style="list-style-type: none"> • Ensure solid understanding of Module 6 concepts through discussion & group activities • Review homework