



North American
PRIMARY CARE
RESEARCH GROUP

2017 International Conference on Practice Facilitation

November 29-30, 2017
Louisville, Kentucky

Conference
Program

Welcome

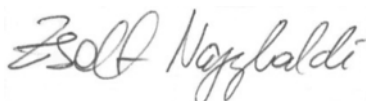
Welcome to the first International Conference on Practice Facilitation (ICPF)! Bienvenue à la première Conférence Internationale sur la Facilitation de la Pratique!

As an attendee and/or contributor to this Conference, it is not an overstatement that you are making history! Practice facilitation which started in England almost 30 years ago as an innovative idea of a retired general practitioner is now an emerging profession and an effective world-wide approach to promoting healthcare research and improvement. This conference is the result of the hard work, dreams, and aspirations of many researchers, healthcare professionals, and facilitators who dedicated their work to the development and dissemination of practice facilitation.

The 2017 ICPF is packed with exciting and interactive content that was designed using direct feedback from practice facilitator attendees and other stakeholders. The Conference is aligned with four main themes: 1) Building a learning community of practice facilitators; 2) Enhancing the sustainability and management of practice facilitation programs; 3) Improving practice facilitator training and professional development; and 4) Building the science and best practices of practice facilitation. Innovative session formats, such as Speed Think-Tanks, Rapid Learning Workshops, Mini-Plenaries, Professional Town-Hall, Solution Shops, as well as opportunities to network will ensure that attendees get the maximum value out of their time and financial investment. The Conference Steering Committee worked hard to create the right environment and the opportunity for meaningful interaction and learning. The "table has been set," but the effectiveness of the ICPF will be determined by the level of participation and sharing by each attendee.

We invite you to partake fully in ICPF activities and to help us achieve our overarching goal: to promote an ongoing and sustainable international learning community for practice facilitation. While the Conference will ignite the spark, the intention is to continue to interact and share knowledge, resources, and expertise between annual meetings. Participants will have the unprecedented opportunity to help shape this new learning community by providing insights and collaborating with others to put their ideas into practice.

On behalf of the ICPF Steering Committee, we wish you an energizing Conference and hope that our program and networking opportunities will help you develop as leaders in practice facilitation. We also hope that you will have a great time!



Zsolt Nagykaldi, Conference Chair



Melinda Davis, Conference Co-Chair

Thank you to the...

2017 ICPF Steering Committee

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CoCoNet2 PI, Conference Chair

Melinda Davis
ORPRN, Conference Co-Chair

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Research Administrator

Funding for this conference was made possible [in part] by grant 1R13 HS22520-01A1 from the Agency for Healthcare Research and Quality (AHRQ). The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.

WEDNESDAY, NOVEMBER 29

10:00 am – 5:00 pm

Registration

Kentucky Ballroom Foyer

1:00 – 1:15 pm

Welcome and Conference Overview

Kentucky Ballroom – Salon E

Zsolt Nagykaladi, Conference Chair
Melinda Davis, Conference Co-Chair

1:15 – 2:00 pm

Plenary I: The Past, Present and Future of Practice Facilitation: An International Perspective

Kentucky Ballroom – Salon E

William Hogg, Hon. BSc, MSc, MCISc, MDCM, CCFP, FCFP



Dr. Hogg will contrast how practice facilitation got started and is progressing in the USA, UK, Australia and Canada. Evidence for the cost effectiveness of facilitation, addressing both what is known and what we still do not know will also be presented. As well as predictions for the future of practice facilitation.

Learning Objectives:

- Describe how the adoption of facilitation programs has differed internationally.
- Describe the strengths and weakness of the evidence for facilitation.
- Name two ways facilitation remains to be optimized.

Dr. William Hogg is a family physician and professor in the Department of Family Medicine at the University of Ottawa. He is the Senior Research Advisor at the C.T. Lamont Primary Health Care Research Centre at the Élisabeth Bruyère Research Institute and a scientist at the Institute for Clinical Evaluative Sciences. In addition, Dr. Hogg is the President of the Board of Directors of the North American Primary Care Research Group. Dr. Hogg has received numerous awards for his work in family medicine and health services research including NAPCRC's Maurice Wood Award winner for 2013 and being named Canada's Family Medicine Researcher of the Year by the College of Family Physicians in 2006. His overall grant funding totals over \$58 million and he has been an author on 263 scientific articles. When not busy doing research Dr. Hogg is the drummer in a doctor's rock and roll band that over a thirty year period has earned \$3,000,000 for charities in the Ottawa area. He also enjoys playing hockey, spending time with his family and at his cottage.

2:00 – 2:45 pm

Small Group Discussions

Kentucky Ballroom – Salon E

Facilitators: Melinda Davis & Stephanie Kirchner

- Topic 1:** Getting to know you and getting to know your thinking about practice facilitation
- Topic 2:** Building a shared understanding of who PFs are, where they practice, what they do, and how they are supported
- Topic 3:** Understanding how diverse thinking about facilitation might be
- Topic 4:** Start thinking about current and future needs for PFs and what a PF learning community could do

2:45 – 3:10 pm

Small Group Discussion Report Out and Speed Tank Orientation

Kentucky Ballroom – Salon E

Facilitators: Melinda Davis, Stephanie Kirchner & Aashka Bhatt

3:10 – 3:20 pm

Refreshment Break

Kentucky Ballroom Foyer

3:20 – 3:50 pm

Breakouts: Speed Tanks I (Select First Topic)

Organizers: Melinda Davis & Aashka Bhatt

- Topic 1:** PFs and Health IT
Salon E (Ballroom)
Facilitators: Kevin Peterson, Carol Lange & Stacie Carney
- Topic 2:** Practice Recruitment, Engagement, and Retention
Salon F
Facilitators: Angela Combe & Allyson Gottsman

WEDNESDAY, NOVEMBER 29

- Topic 3:** Sustainability - Paying for Your PF Program
Salon D
Facilitators: Cheryl Crichley, B. Lynette Staplefoote-Boynton & Katherine Bernero
- Topic 4:** Mastering the PF Role (e.g., Balance and Scope Creep)
Salon C
Facilitators: Alaa Eddin, Heather Simmons & Elke Towey
- Topic 5:** Hiring and Training PFs
Salon B
Facilitators: Jennifer Morphis, Mona Ritchie & Joan Nelson
- Topic 6:** Aligning Research and QI Through Practice Facilitation
Salon A
Facilitators: Cortney Merriman & Christy Gray
- Topic 7:** Moving Beyond the Clinic Walls: the Role of PFs in Engaging Stakeholders
Salon E (Ballroom)
Facilitators: Toni Hart & Deanne Taylor

3:55 – 4:30 pm

Breakouts: Speed Tanks II (Select Second Topic)

4:35 – 5:00 pm

Speed Tanks Report Out

Kentucky Ballroom – Salon E

Facilitators: Melinda Davis & Aashka Bhatt

5:15 – 6:00 pm

Happy Hour (optional)

Salon F

6:30 – 10:00 pm

Dine Around Groups

Reservations are available and filled on a seat-by-seat basis to offer automatic dinner plans and networking opportunities. Sign up at the registration table!

(Attendees are responsible for their own meal costs.)



Successfully Navigate the Quality Payment Program

Visit www.TMFQIN.org to join the **Quality Payment Program** network and work with industry experts to successfully make the transition to the Merit-based Incentive Payment System (MIPS).

FOR FREE ASSISTANCE

Submit a Request for Support form at <https://tmf.org/QPP/Request-Help>.

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QPP-SURS@tmf.org

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Streamlined Payment Options



Physicians and clinicians have choices when participating in the Merit-based Incentive Payment System (MIPS), 1 of 2 payment options under the Quality Payment Program.

Participate in only
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Be rewarded for participating in improvement activities of your choice.

Receive reimbursement for reporting on
only 6 quality measures
in the Quality performance category that reflect the care you provide.



Join the Quality Payment Program

THURSDAY, NOVEMBER 30

7:00 am – 5:00 pm

Registration

Kentucky Ballroom Foyer

7:30 – 8:30 am

Continental Breakfast and Roundtable Discussions

Kentucky Ballroom – Salon E

Roundtable: Creating and Fostering a Learning Community for PFs

Roundtable: Making PF Programs Sustainable

Roundtable: Training and Nurturing Practice Facilitators

Roundtable: Advancing the Science and Best Practices of Practice Facilitation

8:30 – 8:40 am

Welcome, Reflection and Overview

Kentucky Ballroom – Salon E

Zsolt Nagykalai, Conference Chair

Melinda Davis, Conference Co-Chair

8:40 – 10:00 am

General Session: An Overview of PF Programs in Various Environments (Mini-Plenaries)

Kentucky Ballroom – Salon E

Mini Plenary 1: Practice Facilitation in Academic Settings

Zsolt Nagykalai

Since the early 2000s, several Departments of Family Medicine employed practice facilitators in the context of primary care practice-based research networks (PBRNs). Existing models that were originally developed in England were adapted and applied within the American healthcare setting. Since the public sector was not involved in supporting practice facilitation in the U.S., alternative support mechanisms had to be created through academic research grants and quality improvement contracts. Over time, PBRN-based research programs matured and extended their practice facilitation infrastructure, training, and methodologies of applying PFs, while they continued struggling with sustainability. This presentation will explore in detail how practice facilitation evolved in academic settings, what barriers these programs encountered and how they have been re-designing themselves to meet emerging challenges. It will also provide participants a blueprint that may help them develop their facilitator programs or further improve their existing programs in an academic environment.

Mini Plenary 2: A Public Health Approach to Practice Facilitation for Success in Payment Reform

Janice Magno

The Primary Care Information Project (PCIP) is a bureau of the New York City Department of Health and Mental Hygiene. PCIP has been at the forefront of advancing primary care in New York City and has successfully utilized practice facilitation as an effective strategy to improve population health and promote public health priorities. As the healthcare landscape is shifting to become value-based, the need for practice facilitation has become more vital to support practices in this transition. This presentation will provide an overview of PCIP's practice transformation programs, our approach and strategies for effective facilitation in creating sustainable change and preparation for value-based reform.

Mini Plenary 3: Health System or Payer-Based Programs

Ann Lefebvre

The North Carolina Area Health Education Centers (NC AHEC) program has established a robust Practice Support Program of over 40 practice facilitators who help primary care practices transform how care is delivered. The facilitators work with practices from where they are currently functioning and focus on affecting health outcomes by using on-site coaching to help practices develop systems that support consistent, high quality care.

10:00 – 10:30 am

Small Group Discussions: Facilitation in Various Environments

Kentucky Ballroom – Salon E

Topic 1: Academic and PBRN-Based Programs

Salon D

Facilitator: Zsolt Nagykalai

Topic 2: Public Health/Government-Based Programs (NYC HD)

Salon C

Facilitator: Janice Magno

Topic 3: Health System or Payer-Based Programs

Salon B

Facilitator: Ann Lefebvre

THURSDAY, NOVEMBER 30

10:30 – 10:45 am

Facilitation in Various Environments Report Out

Kentucky Ballroom - Salon E

10:45 – 11:00 am

Refreshment Break

Kentucky Ballroom Foyer

11:00 am – 12:00 pm

Facilitation A'La Carte

Topic 1: PF Training Programs

Salon D

1A: National PF Certificate Course

Presenters: Deborah Kane & Linda Frankel

1B: AHRQ-endorsed PF Training Manual

Presenter: Linda Frankel

1C: Minnesota Consortium for Practice Facilitation

Presenters: Kevin Peterson & Carol Lange

Topic 2: Building PF Programs - Examples

Salon C

2A: North Carolina

Presenter: Ann Lefebvre

2B: Oregon

Presenter: LeAnn Michaels

2C: Colorado

Presenter: Stephanie Kirchner

Topic 3: Methods of Evaluating the Effectiveness of PFs in Practice Change

Salon B

3A: Tailoring Facilitation Approaches

Presenter: Katherine Bernero

3B: Large Projects – EvidenceNOW/ESCALATES

Presenter: Shannon Sweeney

3C: Systemic Intervention Tracking (The Electronic Practice Record)

Presenter: Meg Heard

12:00 – 12:15 pm

Break Before Lunch

Kentucky Ballroom Foyer

12:15 – 1:00 pm

Plenary II: How to Build a PF Learning Community

Kentucky Ballroom – Salon E



Michael Parchman, MD, MPH

Practice facilitation requires a broad range of skills and competencies. A professional learning community (PLC) is a group that meets regularly, shares expertise, and works collaboratively to improve skills and competencies. This presentation will review characteristics of a PLC, discuss how a PLC might serve the needs of PFs, and propose a set of principles for developing a PLC for practice facilitation.

Learning Objectives

- Describe the characteristics of a professional “learning community”
- Determine the scope and breadth of an effective PF learning community
- Apply a guiding set of principles to development of local/regional learning communities for PFs

Michael Parchman, MD, MPH, is a nationally recognized scholar and senior investigator in chronic illness care research who has been the director of Kaiser Permanente Washington Health Research Institute's MacColl Center for Health Care Innovation since 2012. A family practitioner and health services researcher, Dr. Parchman previously served as the director of the Agency for Healthcare Research and Quality's Practice-Based Research Network Initiative and senior advisor for primary care. Dr. Parchman's research focuses on using complexity science to explore how diverse health care teams can work together to achieve high-quality care. He leads Healthy Hearts Northwest, a three-year project for primary care practices in Washington, Oregon, and Idaho that is funded as part of the Agency for Healthcare Research and Quality (AHRQ)'s EvidenceNOW initiative. The project aims to help practices improve their patients' cardiovascular health by expanding their existing quality improvement capacity.

1:00 – 1:50 pm

Town Hall: Building and Sustaining an International PF Learning Community

Kentucky Ballroom – Salon E

Panelists: Michael Parchman, William Hogg, Melinda Davis, Vanessa Nguyen, Zsolt Nagykaldi, Ann Lefebvre

Session Host: Mindy Stadtlander

This Town Hall session will contribute to a deeper understanding of how an international learning community can be built for practice facilitators.

1:50 – 2:00 pm

Break

Kentucky Ballroom Foyer

2:00 – 2:45 pm

Rapid Learning Workshops 1

Workshop 1A: Building and Supervising Your PF Program

Salon D

Presenter: Meg Heard & Healthy Hearts for Oklahoma PFs

Workshop 1B: Facilitating Practice Improvement Via Academic Detailing

Salon C

Presenter: Mike Fischer

Workshop 1C: Using Cognitive Task Analysis in Practice Facilitation

Salon B

Presenter: Georges Potworowski

2:50 – 3:35 pm

Rapid Learning Workshops 2

Workshop 2A: PFs and Value-Based Healthcare

Salon D

Presenters: Mindy Stadtlander & Marcelle Thurston

Workshop 2B: Evaluating the Effectiveness of PF Support

Salon C

Presenter: Katherine Bernero

Workshop 2C: How to Use PFs to Engage Patients and Communities in Improving Primary Care

Salon B

3:35 – 3:45 pm

Refreshment Break

Kentucky Ballroom Foyer

3:45 – 4:15 pm

Solution Shop: “Do You Have Questions? We Will Find Answers!” (Interactive Stakeholder Groups)

Interactive 1: Practice Facilitator Group

Salon D

Facilitator: Angela Combe

Interactive 2: PF Leadership/Management Group

Salon C

Facilitator: Joan Nelson

Interactive 3: Researcher Group

Salon B

Facilitator: Ann Lefebvre

Interactive 4: Don't ask me to choose! (Any questions/issues)

Salon A

Facilitator: Melinda Davis

4:15 – 4:45 pm

General Session: Wrap up, Conference Evaluation and Next Steps

Kentucky Ballroom – Salon E

Session Hosts: Zsolt Nagykaldi, Melinda Davis & Paula Darby Lipman



North American
**PRIMARY CARE
RESEARCH GROUP**

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