



Improvement Facilitator Training

This 4-day practical and interactive training program prepares improvement facilitators with the basic skills and knowledge to support primary care clinic teams as they transform to Patient's Medical Homes.

DAY 1

Introduction to the role of 'improvement facilitator' in the Alberta PCNe context

- What is an IF?
- Primary Care in Alberta
 - PCNe
 - Patient's Medical Home
 - Schedule B
- Basics of Access (TNA)
- Basics of Panel
 - Identification
 - Maintenance
 - Management

DAY 2

Introduction to quality improvement (QI) tools

- Understanding HQCA Reports
- The Model for Improvement
- Process Maps & Guided Interviews
- Cause & Effect/Fishbone Diagrams
- Impact/Effort Grids
- Measurement & Run Charts
- Other QI tools & strategies

DAY 3

Basics of facilitation

- Forming an Improvement Team
- Effective Meetings
- Team Norms
- Introducing 'Clinical Huddles'
- The Art of Facilitation
- Engagement/Addressing Resistance
- Managing Challenging Personalities
- Team Communication

DAY 4

Practical application of IF skills with current Alberta initiatives

- Alberta Screening & Prevention (ASaP & ASaP+)
- Patients Collaborating with Patients (PaCT)
- Central Patient Registry (CII & CPAR)
- Sustaining & Spreading Improvement
- PMH: PCN & Clinic Level Assessments
- Working with Physician Champions & Leaders
- IF Network
- Provincial Supports

For more information, visit <http://www.topalbertadoctors.org/events/improvementfacilitatortraining/>