

Practice Facilitation Services

A Menu for Quality Improvement in Primary Care Practices

The L.A. Net

Practice Facilitation Menu

L.A. Net provides quality improvement support to its members through a team of primary care Practice Facilitators.

Evaluate Your Performance on Key Patient Care Indicators

Data-driven Quality Improvement (QI) work is a QI best practice. L.A. Net Practice Facilitators (PFs) will review your existing QI indicators and recommend additional ones to enhance your QI efforts. Our PFs will work with reports you are already generating or help you build reports you can use in QI using data from your Electronic Health Records (EHR), registries or hand audits to create actionable information to guide improvement work. They will teach your staff how to create these on their own to increase your internal QI reporting capacity.

Evaluate Your Patients' Experience

Improving a patient's experience is one of the national triple aims, and a key to effective patient-centered care. LA Net PFs will help you assess patient experience with care and incorporate these data into your QI processes and reporting.

Evaluate Satisfaction of Your Staff and Providers

Staff satisfaction and joy-at-work is key to an effectively functioning practice and low staff turnover. L.A. Net PFs will work with your team to assess provider and staff satisfaction and develop improvement strategies based on findings.

Evaluate Critical Office and Clinical Processes

Every practice should have a good understanding of their work flow in 12 key areas. L.A. Net PFs will work with you to map and then re-design existing workflows to improve improve efficiency and effectiveness.

Take next step in Patient Centered Medical Home

L.A. Net PFs will work with our staff to assess your implementation of the patient-centered medical home using tools like the 10-Building Blocks and help you create a Practice Transformation Plan for next steps.



*"Increasing health equity in
Southern California through practice
transformation and community-
partnered research."*

L.A. Net Offices
Long Beach CA

www.lanetpbrn.net

STARTERS

Supercharge Your Quality Improvement Team

While many practices have QI teams, they may not be functioning at optimal levels. L.A. Net PFs will conduct an assessment of your QI team and QI measure reporting and help you design and implement next steps. L.A. Net PFs will provide 15-minute micro- trainings on essential topics in primary care QI including: Model for Improvement, conducting Plan Do Study Act (PSDA) cycles, QI plan development, QI metrics, team processes, and QI tools like Last 10 Chart Audits, and core patient centered medical home elements to super charge your QI team's work.

Create a Data Dashboard for Your Practice

Data dashboards can be extremely helpful tools for managing a primary care practice and can be used to monitor productivity and progress towards critical outcomes defined by your practice on a daily, weekly or monthly basis. L.A. Net PFs will work with your practice to refine your existing performance reports or create new ones.

Enhance Leadership of QI work

Every study of improvement in primary care suggests that the most essential element is effective leadership. L.A. Net PFs will work with your practice's leadership—CEO, CMO, COO, CFO, CIOs—by educating them on techniques to build the organization's understanding and commitment to continuous improvement.

A LA CARTE

These items below are an excellent addition to any course of action.

Enhance Screening and Referral for Depression

A hearty combination of patient screening, care management, and community resources enhances care and performance on key metrics

Implement Group Visits

Group visits include group education, social support and individual visits. Learn about "exemplar" practices in this area, billing and coding issues, and how to "start-up" group visits at your practice.

Social Determinants of Health screening and referral

LA Net PFs will help you implement or enhance SDOH screening in patient care, create or update referral guides or evaluate the use of SPARKS like Aunt Bertha, Now Pow or One Degree and check your local HIE for capacity for closed loop referrals.

Enhance patient care "huddles"

LA Net PFs will observe your huddles and coach on improvements.

MAIN COURSE

Enhance Population Management and Gap Reports and Outreach

LA Net PFs will share best practices from across the country and work with your team to evaluate and enhance your population management processes, gap report generation and outreach calls.

Improve Empanelment Processes

Panel management is a set of tools and processes for population care that are applied systematically at the level of a primary care panel, with PCPs directing the proactive care of their empanelled patients. LA Net will help you evaluate your current processes, share best practices and enhance processes.

Enhance team-based care

Care teams are a central component of PCMH and the Care Model. Optimizing the care team is critical to maximizing the daily flow of work. A well organized team assigns roles, duties and tasks to assure an efficient and allows each member to function at the level of their license. PFs will work with you to map processes, clearly define roles, and assure that each member of the care team has what they need to do their job well.

Shared care plans

LA Net PFs will work with you to implement patient-engaged processes of care that place the patient at the center such as share decision making and shared care plans.

Integrated behavioral health

L.A. Net PFs will work with your practice to integrate behavior health services into patient care, sharing best practices across the country and helping you select and implement the approach that best fits your practice and patient needs.

Health literacy as a vital sign

LA Net PFs will help you assess health literacy needs of your patients and implement best practices using The Health Literacy Toolkit developed by the U.S AHRQ to improve patient understanding of their medical condition & promote clear communication between teams and patients.