

## Practice Coaching Program

### Welcome!

We look forward to supporting you and your team in your practice performance improvement efforts. Having an understanding of the services we provide and a clear agreement of mutual expectations establishes a foundation for our work. Please let us know if you have any questions.

### How We Work:

The Practice Coach's mission is to transfer skills, tools and knowledge to you and your practice so that you have the knowledge, ability and resources to continue your improvement journey once our engagement period concludes.

We use a coaching model for this work, which is a specific process of interaction over a period of time that encourages a shift in who you are, what you do and how you do it. This respectful, inquiring form of conversation and listening expands your ability to make significant changes, make changes more rapidly that stick, move forward in new areas, and transform your practice. Through our training and expertise, we can help you in the following areas.

Please select the areas your practice would like assistance with and your desired level of coaching.

- |  |   |
|--|---|
| <input type="checkbox"/> Assisting leadership with change management   | <input type="checkbox"/> Create data walls & dashboards   |
| <input type="checkbox"/> Hold productive & effective meetings  | <input type="checkbox"/> Use cause & effect diagrams to identify opportunities for improvement                  |
| <input type="checkbox"/> Implement huddles   | <input type="checkbox"/> Engage patients and families in your improvement effort                                |
| <input type="checkbox"/> Develop QI Team   | <input type="checkbox"/> Assisting with meeting the specific requirements of QI measurements for various payors |
| <input type="checkbox"/> Process mapping: Streamline your workflows & processes                                  | <input type="checkbox"/> Care team development  |
| <input type="checkbox"/> Learning how to Use PDSAs for rapid cycles of change                                    | <input type="checkbox"/> Measure and improve patient cycle time   |
| <input type="checkbox"/> Develop a communication plan  | <input type="checkbox"/> Improve patient access to care   |
| <input type="checkbox"/> Understand your data and use it to select improvement projects and track their progress |   |
| <input type="checkbox"/> Set Goals and develop action plans for improvement                                      |   |

### Select level of Coaching

Active shareholders of the Humboldt IPA will receive the first 2 hours of coaching each month free as a part of their shareholder benefits. Additional coaching hours will be \$75.00 per hour.

#### Level One

The first level is a more intensive hands on approach to a practice's improvement project and would be used by those new to QI efforts. The coach will work with the team and practice leadership in setting up the project including assisting leadership with developing a plan for change management, assembling and development a QI team, and teaching the basics of project management and improvement work by leading the effort- or assisting the chosen leader while they develop their knowledge base and skills then transitioning leadership of the project over time.

- Bi-monthly individual meetings with the identified QI lead and the practice coach over 6 to 12 months or as defined by the practice coach and QI lead
- Twice a month QI team meetings with practice coach

**☐ Level Two**

The second level is for practices that are familiar with quality improvement efforts and want to work with a coach who can help provide them with the resources, tools and best practices relevant to their effort. The coach also assists them goal setting, data collection plans, development and analyzing of data and PDSAs as needed.

- Bi-monthly individual meetings with the identified QI lead and the practice coach over the engagement period as determined by the coach and practice
- Once a month QI team meeting with practice coach

**☐ Optional Add on Service**

- Additional IT support services are available including network support and assistance with meeting the Meaningful Use/MIPS requirements. More information is available upon request.

**As your coach, you can expect us to:**

1. Commit to open, honest, collaborative coaching relationships.
2. Listen carefully to what you say and ask questions to provoke awareness.
3. Respect the confidentiality of you and your practice.
4. Expand your view of what is possible and promote discovery of new insights.
5. Give you input, straight feedback and operate as a sounding board.
6. Be a resource for you to use in accomplishing your goals.

**As an Improvement Team, we expect you to:**

1. Commit time to improvement work.
2. Commit to goals that are truly meaningful and significant to your practice.
3. Experiment with new approaches and practice new behaviors.
4. Be open to hearing feedback.
5. Take ownership for your progress and accomplishments.
6. Provide ongoing feedback on whether the coaching is valuable and meeting your needs.

**Time:**

We have agreed to \_\_\_\_\_ sessions per month beginning \_\_\_\_\_

Each session lasting \_\_\_\_\_ minutes

For a period of \_\_\_\_\_ months

Practice Name \_\_\_\_\_

Contact/Lead \_\_\_\_\_ Practice Coach \_\_\_\_\_

I agree to work with the NCHIIN practice coach in the areas indicated above for the indicated period

\_\_\_\_\_  
Signature Title Date