



Providing Support to an Opioid QI Team in a Clinic

Learning Objectives

1. Describe who should be on an opioid quality improvement team and why.
2. Explain a process for developing quality improvement plans, how a facilitator might support this work and be able to provide a practical example.
3. Discuss examples of milestones clinics might use to implement the Six Building Blocks and how they might sequence them.

Activities

- Read the AHRQ PF Handbook, [Module 14: Creating Quality Improvement Teams and Quality Improvement Plans](#) and review the Six Building Blocks [Design and Implement Guide](#), pages 5-9 on developing priorities, milestones, and a first Action Plan, and the Six Building Blocks Self-Assessment [Survey](#).
- Consider also reviewing the [Action Plan guide and templates](#) and AHRQ PF Curriculum, [Module 4: An Introduction to Practice Organization and Management](#)
- Reflect on the Discussion Questions and Key Learnings

Discussion Questions

- What experiences have you had in developing and supporting a QI team OR in participating on such a team as a team member?
- Given the primary care setting, why is diversity of membership on the QI team important? Can you provide an example from your experience?
- As a facilitator, how could you support the development and follow-through of an opioid improvement plan? How have you approached this in the past? What worked well and what didn't

Key Learnings

- Change is difficult. No one individual in a clinic can see or understand how all of the complex interactions at work inhibit or facilitate the changes needed to improve care. By involving individuals who represent



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different viewpoints on the opioid improvement team, ideas for change and implementing those ideas is more likely to be successful.

- Many primary care practices have never convened a QI team. These teams need time to form and become effective at making change happen. One way to help them understand the QI process and create a roadmap for them to follow is to help them create and update action plans that they can re-visit each time they convene, along with developing creative ways to track and monitor data to assess their progress toward their QI goal.
- As a facilitator you can play an important role in supporting the Opioid Improvement team by checking in with them on their progress, helping them track their milestones, facilitating their discussions about action plans, helping them problem-solve when they encounter challenges and cross-pollinating them with innovative solutions employed by other primary care clinics, just to name a few.



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