Six Building Blocks Practice Facilitator Training

Videos & Discussion Guide

Video Series Overview

- The overarching goal of this video series is to train practice facilitators in the knowledge and skills needed to facilitate implementation of the Six Building Blocks Program in primary care clinics.

- There are 16 training videos that have been modified from a live training event that took place in 2021. Eleven of the videos have accompanying engagement activities that are described in the discussion guide below. These activities are meant to be completed after watching the corresponding video.

- We recommend that you view the 16 videos in order, but feel free to modify the order based on your training needs.

- Training Video #1 Where did the Six Building Blocks come from and why is this approach needed?
- Training Video #2 Overview of the Six Building Blocks support options: full program vs. tailored, targeted support*
- Training Video #3 Leadership and Consensus Building Block*
- Training Video #4 Policies, Patient Agreements, & Workflows Building Block*
- Training Video #5 Tracking & Monitoring Building Block*
- Training Video #6 Planned, Patient-centered Visits Building Block*
- Training Video #7 Caring for Patients with Complex Needs Building Block*
- Training Video #8 Measuring Success Building Block*
- Training Video #9 Six Building Blocks website tour and resource overview
- Training Video #10 Overview of the Prepare & Launch stage and resources*
- Training Video #11 Kickoff Event Basics
- Training Video #12 Approaches to identifying patients on long-term opioid therapy*
- Training Video #13 Facilitating the clinic-wide assessment*
- Training video #14 Action planning and meeting facilitation*
- Training Video #15 Overview of the Design & Implement stage and resources
- Training Video #16 Overview of the Monitor & Sustain stage and resources

* Includes an engagement activity. See Discussion Guide below.

- In addition to the training videos and discussion guide, you can find supplemental learning materials on the website here. These materials cover topics such as the basics of chronic pain and providing support to an opioid quality improvement team in a clinic.

Training Team Bios

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Dr. Parchman is a nationally recognized scholar in the application of implementation science to improving primary care. As both a family practitioner and health services researcher, he has more than 25 years of experience as a clinician and medical educator.

Dr. Baldwin has established active research partnerships with clinical practices, clinical organizations, and health systems across the WWAMI region, with a focus on collaborative research that implements health care innovations and improves quality of care in real-world primary care settings.

Brooke Ike, MPH   **Katie Osterhage, MMS**   **Ashley Johnson, MPH**

Ms. Ike, Ms. Osterhage, and Ms. Johnson were the Research Scientists and Practice Facilitators for Six Building Blocks for Improved Opioid Management grants and contracts. They contributed to the development of the Six Building Blocks facilitation program and training.

Discussion Guide Overview

This discussion guide is meant to accompany the video series. There are specific discussion and/or small group activity instructions for 11 of the training videos. After watching each video, please refer to this guide for engagement activities to deepen your learning. You are welcome to complete these training videos individually and consider the discussion questions on your own, but if possible, we encourage you to gather a small group to move through the training together. If you are leading a small group using these discussion guides, you may want to refer to the resources on the Six Building Blocks website (improvingopioidcare.org) relevant to the topic (e.g., for each Building Block).

Individual Training Video Discussion Guides

Training Video #2 Overview of the Six Building Blocks support options: full program vs. tailored, targeted support

Small Group Activity

Identify critical Stage 1 and Stage 2 milestones for making opioid management improvements

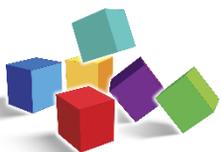**Instructions for the Facilitator**

1. Divide the participants into two groups (Stage 1: Prepare & Launch and Stage 2: Design & Implement groups)
2. Ask the trainees to review the resources available to clinics under this Building Block, discuss the questions below, and then return in 20 minutes for a large group discussion.
3. When trainees return, facilitate a discussion on what the groups discussed.

Instructions for Trainees

- Review and discuss the milestones for the stage your group was assigned on the Six Building Blocks website
    - Stage 1: Prepare & Launch
    - Stage 2: Design & Implement
- Prepare to share your findings with the larger group

Discussion Questions

- Which milestones are most critical to the success of chronic pain care and opioid management improvements. Why?
- Which milestones might be challenging for clinics? Why?
- What resources could support clinics?

Training Video #2 Overview of the Six Building Blocks support options: full program vs. tailored, targeted support

Large Group Activity

Matching clinic scenarios to appropriate Six Building Blocks offerings

Instructions for the Facilitator

1. Read the scenario out loud to the training group.
2. Have the trainees choose their response (A, B, or C).
3. Share responses and discuss.

Materials

A. **Full Six Building Blocks Program** - Comprehensive 9-15-month program
B. **Six Building Blocks Consult** - Facilitated 6BBs self-assessment with feedback on potential areas for improvement
C. **Technical Assistance (TA)** - Ad-hoc support and TA in opioid management areas

Clinic Scenario	Answer Choice
Scenario 1: A small rural practice has a number of highly autonomous providers. At a recent staff meeting, the practice's Medical Assistants shared how challenging it has been to support providers with very different styles in managing patients using long-term opioid therapy. The clinic's medical leadership feels that it is important that the providers become more consistent in their opioid prescribing practices and that those new practices are in alignment with the latest evidence. They have no quality improvement staff, but would like to increase their capacity to conduct quality improvement.	
Scenario 2: A primary care clinic has a long history of taking care of patients with chronic pain, and has worked to implement the CDC guidelines to manage long-term opioid medications safely in the practice. It has a well-established policy and patient agreement that it feels is consistent with the CDC guidelines. The clinic is aware of the rules that its state adopted for opioid prescribing, but it never had the chance to update its policies to reflect these rules. The clinic would like help with updating its policies.	
Scenario 3: A clinic leader feels that her clinic is largely doing well with regards to its opioid prescribing practices, but she knows that a number of new recommendations and rules related to opioid management have been made since the last time the clinic revised its policies. The leader would like help identifying where the clinic might improve. She's not sure what kind of support the clinic might need.	
Scenario 4: A clinical organization has revised its opioid management policies to be up to date with its state's rules, but it is struggling to get its clinics to implement the new policies. It needs help with development of workflows for implementing the policies and rolling out the workflows.	
Scenario 5: A clinical organization with 12 primary care clinics wants to put into place a consistent opioid management program across all of its clinics, but knows it won't be possible to do so all at once. The organization has chosen 1 clinic to take the lead. That clinic is going to develop a system and try it out. The organization then plans on disseminating this system across all its clinics.	

Answer Key: *The following are the recommendations the Six Building Blocks Team would make to these clinics. Scenario 1 = full program, scenario 2 = technical assistance, scenario 3 = consult, scenario 4 – technical assistance, scenario 5 = full program.*
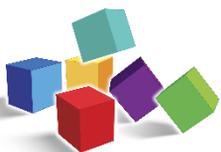
Training Video #3 Leadership and Consensus Building Block

Small Group Activity

Discuss a case that demonstrates the importance of having leadership support and building organization-wide consensus to prioritize more selective and cautious opioid prescribing motivation.

Instructions for the facilitator

1. Separate the trainees into smaller groups of approximately four to six people.
2. Ask the trainees to review the resources available to clinics under this Building Block, discuss the questions below, and then return in 20 minutes for a large group discussion.
3. When trainees return, facilitate a discussion on what the groups discussed.

Materials for trainees

Case Activity

1. Read the case
2. Define the problem
3. Think through actions/strategies
4. Identify resources on website

Case: You have begun working at Northway Clinic and there is one provider with a large number of patients on long-term opioid therapy who doesn't think it's necessary to make any changes.

Discussion Questions
*   Who else might be 'stakeholders' in addressing opioid management at this clinic and how would you identify them and their interests?
*   What intrinsic levers of motivation could be used with this provider? Hint: Look at the Levers of motivation guide resource that is linked below.
*   How might presenting data about clinic patients on LtOT help?
*   How could the environment external to the clinic be helpful with stakeholder engagement?
*   Which resources did you find on the website that could help?

Relevant Resources
*   Levers of motivation guide - ways to motivate providers and staff.
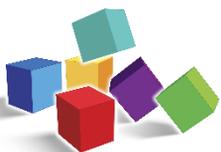
Training Video #4 Policies, Patient Agreements, & Workflows Building Block

Small Group Activity

Discuss a case that describes the importance of revising and implementing clinic policies, patient agreements, and workflows to improve opioid prescribing and care of patients with chronic pain.

Instructions for the facilitator

1. Separate the trainees into smaller groups of approximately four to six people.
2. Ask the trainees to review the resources available to clinics under this Building Block, as well as the "Recommended Assessments," discuss the questions below, and then return in 20 minutes for a large group discussion.
3. When trainees return, facilitate a discussion on what the groups discussed.

Materials for trainees

Case Activity

1. Read the case
2. Define the problem
3. Think through actions/strategies
4. Identify resources on website

Case: Coho Healthcare revised their policy, patient agreement, and workflows. They just completed piloting and fine-tuning them in one care team and are ready to roll them out across their three clinics. They are not sure what the best approach would be and are seeking support. They do not want to overwhelm staff and clinicians with the changes and want the changes to become an integrated part of care.

Additional Discussion Questions

- What types of resistance might an Opioid Improvement Team encounter when putting together/revising policies, agreements, and workflows? Where might this resistance come from?
- What ideas do you have about how to overcome/respond to resistance regarding implementation of new policies, agreements, and workflows?

Training Video #5 Tracking & Monitoring Building Block

Small Group Activity

Discuss a case that illustrates the importance of tracking and monitoring patients on long-term opioid therapy.

Instructions for the facilitator

1. Separate the trainees into smaller groups of approximately four to six people.
2. Ask the trainees to review the resources available to clinics under this Building Block, as well as the "Recommended Assessments," discuss the questions below, and then return in 20 minutes for a large group discussion.
3. When trainees return, facilitate a discussion on what the groups discussed.

Materials for trainees

Case Activity

1. Read the case
2. Define the problem
3. Think through actions/strategies
4. Identify resources on website

Case: Seaside Clinic has five clinicians; Dr. Gunnel is retiring at the end of the year and the new nurse practitioner, Dr. Kelpy, has only been with the practice for several months. At a recent medical staff meeting, three clinicians expressed concern that this upcoming personnel transition would result in lot of "challenging patients" getting handed off to Dr. Kelpy at the end of the year. All five of the clinicians currently have patients on long-term opioid therapy, but don't know how many total patients this is. The clinic has limited EHR capacity.

Additional Discussion Questions
- What are different ways that you have seen clinics track and monitor clinical care?
- How might personnel in different roles across a clinical setting contribute to the tracking and monitoring effort?
- What resources did you identify on the website or elsewhere that could help with supporting a clinic in their tracking and monitoring efforts?
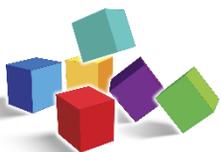
Training Video #6 Planned, Patient-centered Visits Building Block

Small Group Activity
Discuss a case that illustrates some of the challenges in preparing and planning for the clinic visits of all patients on long-term opioid therapy.

Instructions for the facilitator
1. Separate the trainees into smaller groups of approximately four to six people.
2. Ask the trainees to review the resources available to clinics under this Building Block, discuss the questions below, and then return in 20 minutes for a large group discussion.
3. When trainees return, facilitate a discussion on what the groups discussed.

Materials for trainees
Case Activity
1. Read the case
2. Define the problem
3. Think through actions/strategies
4. Identify resources on website

Case: You've been working with Wavebreak Clinic for the past 8 months. They've revised their policy and patient agreement for patients on long-term opioid therapy and they have begun developing revised workflows. The Opioid Improvement Team is feeling overwhelmed with the number of changes that will be needed at patient visits and the range of patients with chronic pain they have. This coupled with the idea of getting the rest of the clinicians and staff on board has caused their work to stall.

Additional Discussion Questions:
- What do you anticipate clinics will find most challenging about this Building Block?
- What have been the most effective ways you have used to share resources with clinics in your previous work?
- How familiar do you think your clinics are with developing and fine-tuning workflows?
- What other resources did you identify that could help?
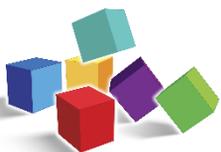
Training Video #7 Caring for Patients with Complex Needs Building Block

Small Group Activity

Discussion about how to best support clinics as they provide patients who develop opioid use disorder and/or who need mental/behavioral health resources with appropriate care, either in the primary care setting or by outside referral.
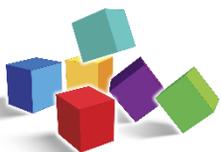
Instructions for the facilitator

1. Separate the trainees into smaller groups of approximately four to six people.
2. Ask the trainees to review the resources available to clinics under this Building Block, as well as the "Recommended Assessments," discuss the questions below, and then return in 20 minutes for a large group discussion.
3. When trainees return, facilitate a discussion on what the groups discussed.

Materials for trainees

Discussion Questions

- What are common co-existing conditions that result in increased complexity when managing patients with long-term opioid therapy? Why do you think these conditions make these patients more complex?
- How might primary care clinics improve mental/behavioral health support, and what activities might you undertake to support them in these efforts?
- Often clinics and improvement teams benefit from hearing stories about how other clinics have addressed the needs of complex patients. Where and how might you learn about those stories/examples?

Training Video #8 Measuring Success Building Block

Small Group Activity

Discussion to identify best practices for gathering data and measuring success.

Instructions for the facilitator

1. Separate the trainees into smaller groups of approximately four to six people.
2. Give the trainees access to and review the "Clinic Resources" available on the website for this Building Block, discuss the questions below, and ask them to return in 20 minutes for a large group discussion.
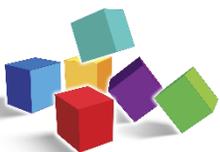3. When trainees return, facilitate a discussion on what the groups discussed.

Materials for trainees

Discussion Questions

- After reviewing the website materials, what ideas do you have about how you might support a clinic in measuring success?
- How might you help clinics develop an initial plan to measure success that is feasible even when data are really hard to get?
- Review the one-page "Measuring Outcomes Survey" available on the Resources for Practice Facilitators web page. How might you use this resource to support a clinic in developing a plan to measure success?

Relevant Resources

- Measuring outcomes survey: A survey to give Opioid Improvement Teams at the beginning and end of coaching support to assess progress over time.

Training Video #10 Overview of the Prepare & Launch stage and resources

Small Group Activity

Opportunity to discuss past quality improvement (QI) experiences and how they relate to the Prepare & Launch stage.

Instructions for the facilitator

1. Separate the trainees into smaller groups of approximately four to six people.
2. Make sure the trainees have access to the Prepare and Launch workbook and website materials and ask them to return in 20 minutes for a large group discussion.
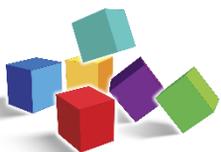3. When trainees return, facilitate a discussion on what the groups discussed.

Materials for trainees

Discussion Questions

- In past QI work, when preparing to launch a new QI effort, which stakeholders have you found crucial to engage with to ensure the success of the work? Why?
- When reviewing the resources available to you in the Prepare and Launch guide, which ones do you think will be especially helpful and why?
- How might you best support opioid improvement teams in doing their preparation phase work? What resources/materials within the Prepare and Launch guide might you use in providing this support?

Relevant Resources

- Prepare and Launch workbook - This workbook guides the Practice Facilitator through the steps of the Prepare & Launch Stage.

Training Video #12 Approaches to identifying patients on long-term opioid therapy

Small Group Activity

Opportunity to discuss approaches to identifying patients on long-term opioid therapy for the Six Building Blocks clinic-wide kickoff.

Instructions for the facilitator

1. Separate the trainees into smaller groups of approximately four to six people.

2. Give the trainees the materials below and ask them to return in 20 minutes for a large group discussion.

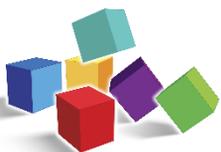3. When trainees return, facilitate a discussion on what the groups discussed.

Materials for trainees

Discussion Questions

- If a clinic is having difficulty identifying their patients using long-term opioid therapy, how might the clinic get a snapshot of where they are starting from?
- How might you as a facilitator help this clinic with this process of identifying patients?
- What other resources available in the "Clinic Resources" section of the website in addition to the one listed below might be helpful?

Relevant Resources

- Approaches to identifying patients on long-term opioid therapy - This document offers suggested approaches to try when first attempting to identify patients on long-term opioid therapy

Training Video #13 Facilitating the clinic self-assessment

Small Group Activity

Opportunity to integrate past QI experience with new learnings related to facilitating the Six Building Blocks clinic self-assessment at the kickoff meeting with diverse clinical and administrative staff perspectives.

Instructions for the facilitator

1. Separate the trainees into smaller groups of approximately four to six people.
2. Ask the trainees to review the relevant resources about the kick-off event, and ask them to return in 20 minutes for a large group discussion.
3. When trainees return, facilitate a discussion on what the groups discussed.

Materials for trainees

Discussion Questions

- What challenges might you encounter when facilitating the kick-off visit and how might you address them?
- What are your ideas for facilitating the kick-off event self-assessment small group activity to ensure that different voices are heard in the small groups? Or when you reconvene as a large group to debrief?
- Which of the kick-off visit resources available to you on the website do you think might be especially helpful and why?

Relevant Resources

- Kickoff manual – a guide to organizing the clinic-wide kickoff.
- Clinic self-assessment
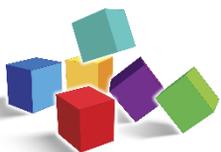
Training video #14 Action planning and meeting facilitation

Small Group Activity

Opportunity to integrate past QI experience with new learnings on identifying priorities and creating Action Plans with clinics.

Instructions for the facilitator

1. Separate the trainees into smaller groups of approximately four to six people.
2. Give the trainees the relevant resources about creating action plans and ask them to return in 20 minutes for a large group discussion.
3. When trainees return, facilitate a discussion on what the groups discussed.

Materials for trainees

Discussion Questions

- When facilitating the action planning meetings, what are examples of early measures of success that you might suggest the clinics choose?
- What strategies might you use to help clinics identify their milestone priorities for the Six Building Blocks work?
- What is it about an Action Plan that makes it effective and how might you facilitate that aspect of planning?

Relevant Resources

- Action Plan Guide - this document includes an introduction to using Action Plans to implement Six Building Blocks Milestones, Action Plan templates, and an Action Plan example.
- Design and Implement workbook - This workbook guides the Practice Facilitator through the steps of the Design & Implement Stage.