



#### ISP PTO Touchbase

Wednesday, March 10, 2021 at 9:00 am

#### **Call Instructions:**

#### Please

- Mute your phone, microphone, and speakers on your computer/device
- Enter your name/organization in the chat box feature for attendance
- We encourage active participation via Chat or audio
  - Submit questions via the chat box feature
    - Questions will be answered as submitted
  - Unmute yourself to ask question and participate in discussions

Time to ask questions via audio will be offered for those on the phone

- \*6 Toggle mute/un-mute
- \*9 Toggle raise/lower hand

## Agenda

Leadership – Perry Dickinson

Updates and Due Dates

Resources





# Leadership and Teamwork for Practice Transformation

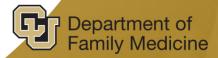
Perry Dickinson, MD
University of Colorado,
Department of Family Medicine





#### Importance of Change Leadership

- Effective leadership is the foundation for practice transformation
- Lack of leadership alignment and support undermines the change process
- Empowering effective formal and informal leaders creates a shared leadership culture
- "It takes two"
- It is a big culture change to empower teams and allow team roles to expand





### Effective Leaders for Change

- Actively engage in the process & respond to people in a timely manner
- Facilitate the development of a shared vision
- Help everyone figure out how they can contribute
- Are transparent with information & data
- Identify and empower other leaders in the practice



#### Effective Leaders (continued)

- Empower people to work at highest level: facilitative leadership/shared leadership
- Hold people (and self) accountable
- Encourage innovation
- Are not afraid of failures
- Buy into a team approach to improvement and problem-solving
- Make time for team meetings



### Creating a Shared Vision

- Alignment of vision is critical for progress
- Leaders facilitate creation of a shared vision to:
  - Help others understand the destination
  - Help others understand their roles
  - Provide a context for the change
- Can go back to the shared vision when things stall
- Develop an elevator speech about why the transformation is important



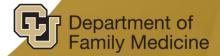
#### Milestones

- Practice leadership sets practice-wide expectation for evaluating and improving clinical and operational processes and outcomes.
- Practice leadership allocates appropriate resources (including time for appropriate QI team membership) to ensure continuous quality improvement
- Practice leadership develops and implements a process to recognize and reward clinic level quality improvement initiatives



#### Practice Monitor Leadership Items

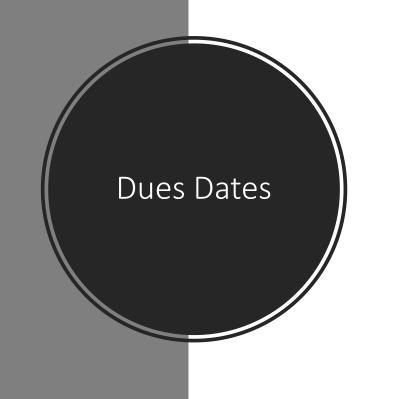
- Practice leaders support innovation and are willing to take risks and tolerate occasional failures in order to improve
- A culture of shared leadership has been created, with everyone sharing responsibility for change and improvement in the practice
- The practice has a shared vision for practice transformation that everyone understands and supports
- Practice leaders proactively remove organizational barriers to change and improvement



#### Questions?

• Perry.Dickinson@cuanschutz.edu





DUE

Mar 8, 2021

CQM Quarter 1 ends 3/31

Apr 30, 2021

Mar 2021 Field Note

Feb 2021 Field Note

Apr 8, 2021

**MAC** open

Apr 15, 2021

**MAC Due** 

May 31, 2021

**Shared Care Plan** 

Jun 30, 2021

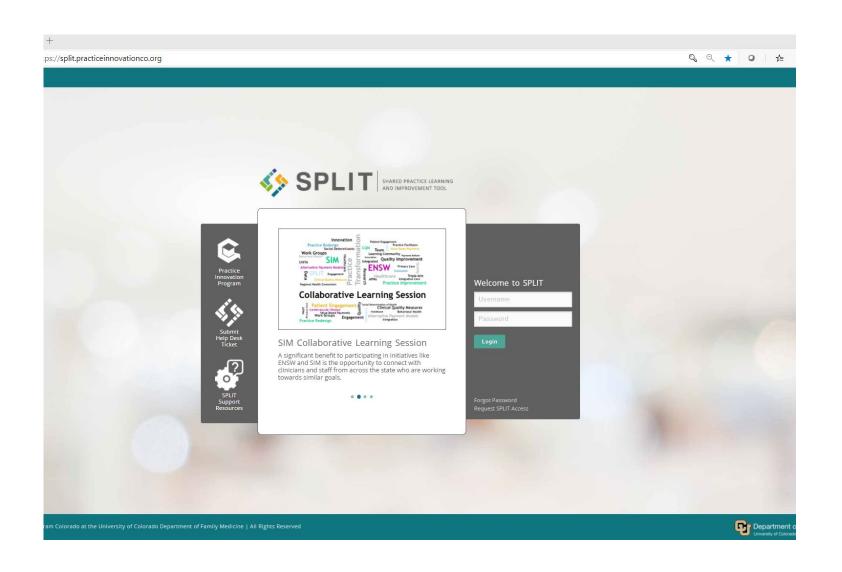
#### **Practice Learning Community**

## Schedule

Monthly the 3<sup>rd</sup> Thursday 12:00-1:00 pm

Date	Topic/title	Speaker
March 18,	Substance Use Warm Line –	National Clinician
2021	free confidential tele- consultation service for clinicians in Colorado	Consultation Center
April 15, 2021	COVID Long Haulers	TBD



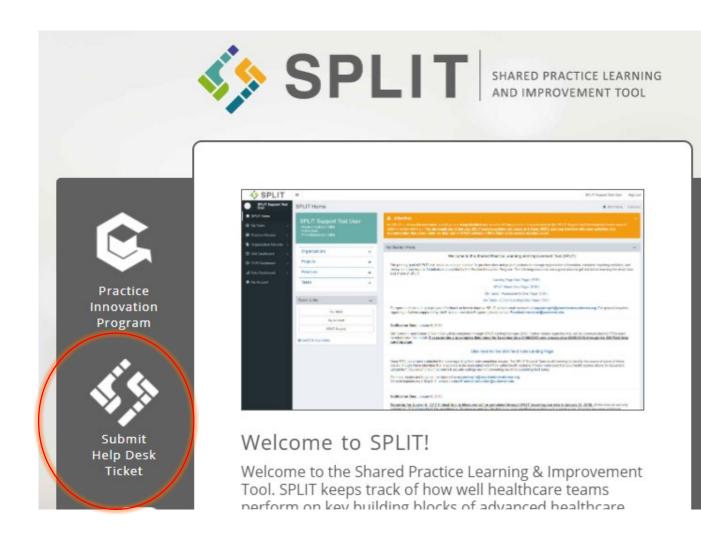


# Any SPLIT Issues?



#### **ISP** Issues

- Please submit a help desk ticket if you are still having issues
- Using the help desk helps us see any trends and more quickly resolve errors.
- URL <a href="https://split.practiceinnovatio">https://split.practiceinnovatio</a> <a href="nco.org/">nco.org/</a>
- SPLIT questions incorporated into monthly Touchbase calls







#### **Future Events**

#### **March 2021**

- 03/09 -- Family Medicine United for Colorado Practice Lounge; 12:00-1:00 pm
- 03/17 -- SOR Denver Health MAT Learning Collaborative; 12:15-1:15 pm
- 03/18 -- Practice Learning Community; SUD Warm Line; 12:00-1:00 pm
- 03/23 -- Family Medicine United for Colorado Practice Lounge; 12:00-1:00 pm
- 03/23 -- CO QPP Coalition Office Hours; 12:00-1:00 pm
- 03/24 -- FAST PTO Touchbase; 9:00-10:00 am



What's on Your Mind?





#### Resources

- Practice Innovation Program Colorado; <a href="http://www.practiceinnovationco.org/">http://www.practiceinnovationco.org/</a>
- Events: <a href="http://www.practiceinnovationco.org/events/">http://www.practiceinnovationco.org/events/</a>
- Innovation Support Project (ISP);
   <a href="https://www.practiceinnovationco.org/isp/">https://www.practiceinnovationco.org/isp/</a>
- PIPCO: Coronavirus Resources;
   https://www.practiceinnovationco.org/covid-19/
- CMS Medicare Quality Payment Program (QPP); <a href="https://qpp.cms.gov/">https://qpp.cms.gov/</a>





#### **University Practice Innovation Team Contact Information**

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**SPLIT** – Help Desk