



Practice Facilitators and Regional Health Connectors: Guidelines for Practice Outreach

This guide outlines the expectations for collaboration between practice facilitators (PFs) and Regional Health Connectors (RHCs) working with practices participating in practice transformation programs affiliated with the Colorado Health Extension System. The Colorado Health Extension System partners expect PFs and RHCs to follow these guidelines for RHC introductions to the practice and ongoing RHC engagement with practices.

Introductions to the practice

There are generally two ways an RHC can meet a practice:

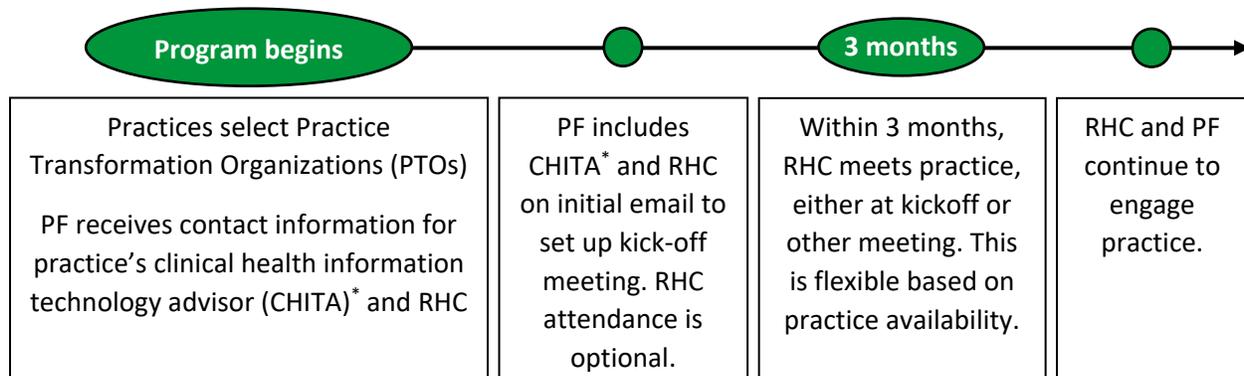
1. Introduction through PF

The RHC is introduced to the practice by the assigned practice facilitator (PF). This is the preferred process for introductions to new practices, to reduce confusion about the roles of the PF and RHC in supporting the practice.

2. Community connections

The RHC may be introduced directly to practices through external partners, community collaborations, unsolicited outreach directly from the practice, or other means. When a PF is assigned, the RHC will inform the PF of naturally-occurring community connections to ensure coordination.

No matter how the introduction is made, RHCs are expected to meet practices within three months. PFs and RHCs should work within the following timeline:



*CHITA should be included when available; however, some programs may not include CHITA support.

Should the RHC attend the practice kick-off meeting?

The RHC should be introduced to the practice as early as possible so it is clear to the practice that the PF, clinical health information technology advisor (CHITA)*, and RHC work together to support the practice; however, scheduling constraints may prevent the RHC from attending every kick-off meeting in the region. The PF should inform the RHC of the kick-off date and time for each practice, but the kick-off should not be scheduled around the RHC's availability. If the RHC is unable to attend the kick-off meeting, the PF and the RHC will coordinate to plan a meeting to introduce the RHC to each practice.

Should the RHC participate in baseline practice assessments?

Completing the baseline assessment during the first month of a program is a priority for PFs and Practices, regardless of whether the RHC can attend. RHCs are encouraged – but not required – to observe the practice assessments in order to gain an understanding of each practice and its goals.

The purpose of these assessments is to capture the current state of the practice; therefore, the RHC is expected to observe rather than to actively participate. If the RHC identifies opportunities to support the practice while observing the assessments, those opportunities should be discussed during later meetings, not during the assessment.

What if the RHC is unable to attend the kick-off meeting?

The RHC will review the completed assessments available in Shared Practice Learning and Improvement Tool (SPLIT) and then reach out to the PF to discuss. The PF and RHC should discuss the assessments before the RHC's first meeting with the practice to reduce duplicative meetings.

Should the RHC and PF meet the practice together?

The PF and RHC are encouraged to meet with the practice together at least once to ensure coordination; however, separate meetings may be necessary due to scheduling constraints.

Does the RHC need to meet with each practice in a system?

The introductory meeting can include several practices that are part of the same system participating in a program, if appropriate. Depending on the preferences of the practice, the introductory meeting can also include multiple RHCs if the service area of the practice overlaps with multiple RHC regions.

What about new “community connections”?

The RHC will follow up on all naturally-occurring community connections. When a PF is assigned, the RHC will inform the PF of community connections to ensure coordination.

What if the PF does not include the RHC on the initial email to the practice?

RHCs will reach out to the appropriate PF for each practice in their region if they have not received the introductory email within one month of the practice start date. The RHC will make two attempts to reach the PF before contacting the program manager at the PF's organization.

What will help explain our roles to the practice?

A shared support plan will be available in SPLIT to help coordinate PF, RHC, and CHITA engagement with each practice. This tool is recommended, but optional. In addition, each RHC will have materials to share with the practice.

Ongoing RHC engagement with a practice

The PF and RHC should jointly decide the appropriate level of continuing engagement with each practice based on the introductory RHC meeting. The RHC can help the PF identify the best way to move forward, based on the following factors:

RHC focus areas

Each RHC works with local clinical care, public health, and community partners to identify shared priorities in the region. RHCs focus their efforts on shared priorities to maximize partnership opportunities. Practice goals related to the local focus areas will be the priority for RHC engagement and support. The RHC may also provide support for practice goals outside of the local focus areas; however, this support may be limited by time and resource constraints.

Regular meetings

RHCs and PFs may choose to meet with the practice jointly or separately on an ongoing basis, with the frequency and format determined practice-by-practice. PFs and RHCs are expected to communicate with each other outside of meetings to ensure coordination.

Direct requests

Practices may occasionally reach out to the RHCs with direct requests outside of the established communication between PF and RHC. RHCs will respond to direct requests from any practice. If a PF has been assigned to that practice, the RHC will inform the PF of the request and, when appropriate, coordinate with the PF.

Questions?

Questions about these guidelines? Email the RHC Program Manager: GGrant@Trailhead.Institute

To learn more and connect with the RHC in your region, visit www.regionalhealthconnectors.org