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Technology and Strategies for Overcoming Challenges in Virtual Practice Facilitation

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Conflict of Interest

- The authors have no conflicts of interest to report.

- Products and programs named in this presentation are provided as examples rather than endorsements.

Agenda

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Presentation

Technology and strategies to overcome challenges in virtual practice facilitation.

Example Activities

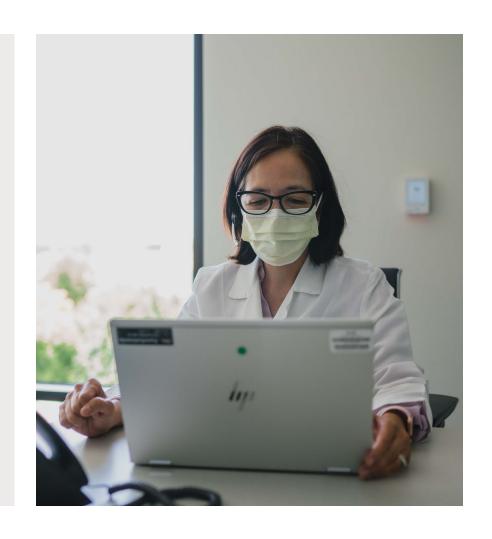For virtual group brainstorming and decision making.

Case Study

Work together to identify and overcome virtual practice facilitation challenges.
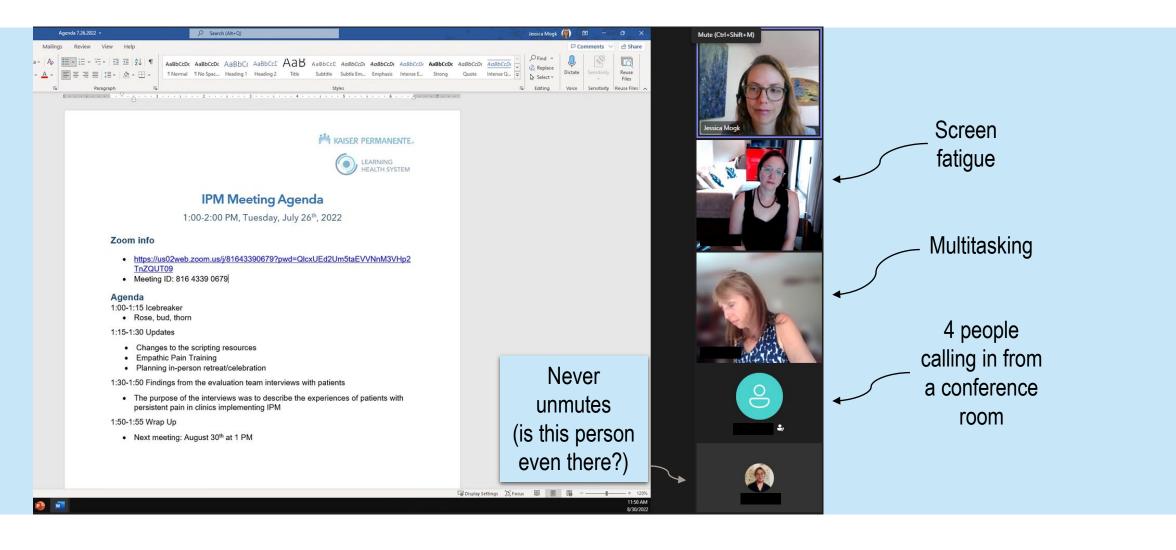
Background

- The COVID-19 pandemic abruptly ended many in-person practice facilitation activities.

- Virtual and hybrid (i.e., mixed virtual and in-person) meetings pose unique challenges for practice facilitation.

- Research on virtual practice facilitation is limited.

- The technologies and strategies presented here are from the literature and from our experience as practice facilitators in a large integrated health system.
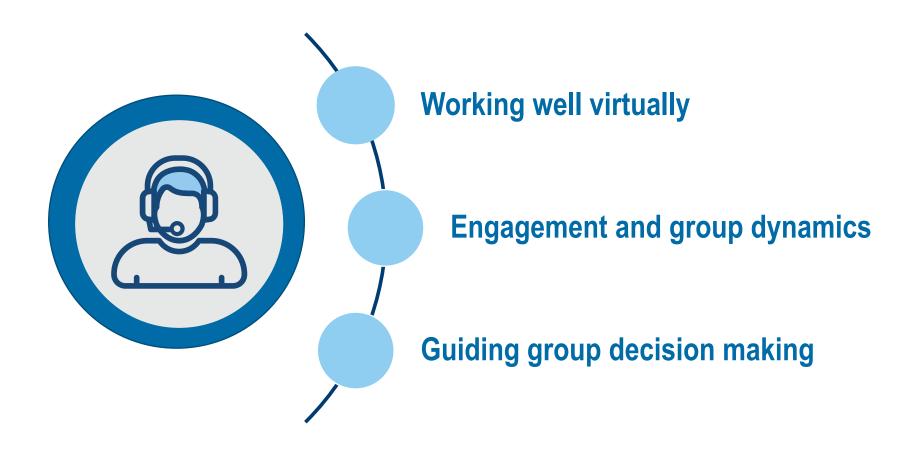
Virtual practice facilitation challenges

Screen fatigue

Multitasking

4 people calling in from a conference room

Never unmutes (is this person even there?)

Strategies for addressing practice facilitation challenges

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Working well virtually

Engagement and group dynamics

Guiding group decision making

Working well virtually

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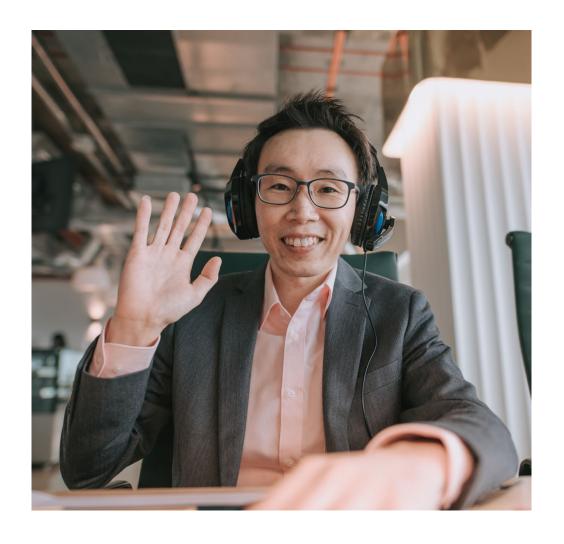| Collaboration and documentation | • Use a collaboration platform for documents and team communication |

| Helping team members with low tech literacy | • Use tutorials, screen sharing, and job aids
• Offer or arrange for one-on-one support |

| Hybrid participation | • Use technology to optimize the meeting space
• Adjust agendas to accommodate less-than-ideal technology |

Engagement and group dynamics

Leverage technology to lean into relationships

Engagement and group dynamics

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Bring in some fun	• Make time for icebreakers and check-ins. • Use features like chat, reactions, emojis, and gifs.
Manage power dynamics	• Use features like hand-raising or ask each person to share "round robin." • Acknowledge the contributions of all team members
Build relationships individually	• Meet one-on-one to develop champions and address issues with group dynamics.
Clarify team member roles	• Use collaboration platforms to clearly communicate team member roles and to-dos.

Guiding group decision making: Group brainstorming

"I like…"

- Meeting virtually
- Opportunities to see how the work goes out into real life
- Learning about the research process
- Our team is often on the same page

"I wish…"

- to use my training, skills, disposition and passion for caring
- A timeline to easily see the big picture of all the pieces of the work
- To give input on a more regular basis
- Interested in the process of planning/ collating info for weekly updates
- The meetings could be a tad longer
- To hear about the effects of the program
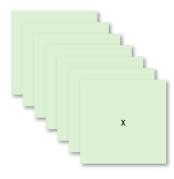
"I wonder…"

- Change email cadence to 1x a month
- Keep monthly meeting cadence
- If we could meet in person
- If we should retire the Slack channel

x

Opioid Safety Committee Priorities: Icon Voting

Purpose: To set priorities for areas of focus within the Opioid Safety Committee

Instructions:

- Read through the ideas in the "Opportunities for Improvement" column and decide which one(s) you would most like to focus on as part of the Opioid Safety Committee.
- Everyone gets 5 votes. You may vote for the same Opportunity for Improvement more than once if you would like to show extra support for it.
- We will ask each person in the meeting to pick an icon and tell us where they want their votes to go (the icons don't mean anything, we're just having fun!).

Opportunity for Improvement	Votes
Patient facing self-management	
Linkages to community self-care resources (e.g., peer-support groups, pain management class)	
Care management for high-risk patients	

Virtual Practice Facilitation Case Study

- Gather in groups of 5-10.

- Read the situation on the handout.

- Designate someone to take notes and share out.

- Respond to the discussion prompts below.

1. What facilitation challenges are presented in this scenario?
2. What ideas do you have for addressing those challenges?

Virtual Practice Facilitation Case Study

You are a practice facilitator **working virtually with a primary care team** on the other side of the state. You have been working with this team for a couple of months and you meet every other week. You have developed a **good relationship with the PCP champion**, but you've had a **hard time engaging the rest of the team**. Some of the team members call into the meeting together in a conference room, others join from their own devices in offices or from home. When discussion happens in the conference room, **you can't always hear what is said or determine who is speaking**. Overall, the group is quiet, and **the PCP champion ends up taking on a lot of the work**. You suspect some people are multitasking during the meetings because they don't turn their cameras on or speak up very much.

1. What facilitation challenges are presented in this scenario?
2. What ideas do you have for addressing those challenges?

Virtual Practice Facilitation Case Study

Ideas for addressing challenges presented in the scenario

Thank you!

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