Practice Transformation Facilitator Learning Community

SESSION TWO –

EFFECTIVE MEETINGS

System-level Workforce Capacity Building for Integrating HIV Primary Care in Community Health Care Settings

Housekeeping

1. Join Web Meeting Room -
   https://meet40675966.adobeconnect.com/lcb/

2. Join **Call** - (866) 537-1615 US Toll Free
   Passcode: 5669 442#

3. Make sure your **web camera is active**

4. In the upper right hand side, you should see "Start My Web Camera," Click on It.

5. Please use **chat box** to communicate with group or individuals

6. You can **raise your hand** to let us know you'd like to say something

PFLC Session Structure

➤ Brief Check-in from each PT Facilitator

➤ Discussion/presentation of PF skill

➤ Discuss status/challenge/best practice from on site

➤ Identify topic for next meeting

Brief Check Ins

PLEASE SHARE WITH THE GROUP:

- YOUR FIRST NAME

- YOUR SITE AND ROLE AT SITE

- 1 ACCOMPLISHMENT WITH THE PROJECT SINCE WE LAST MET

- ONE THING ABOUT YOUR AREA THAT IS UNIQUE OR FUN IN SUMMER!

Today's Topic:
Effective Meetings

WHAT IS AN EFFECTIVE MEETING?

WHAT GOES WELL DURING AN EFFECTIVE MEETING?

WHAT DOESN'T WORK DURING A POORLY RUN MEETING?

WHY ARE YOU HAVING A MEETING?

Reasons for having a meeting

- Communicate information
- Explore an issue from multiple perspective
- Think and create together
- Make a decision that requires input
- Generate commitment/buy-in

Thoughts/Questions on Meetings

- Meetings are a work process that can be improved
- Best pre-, during and post-meeting practices
- What is the PF role in making the meeting go well?
- Who owns your PTM meetings?
  - Meetings with leadership/PTM team
  - Meetings with clinical stakeholders
  - Meetings with patient stakeholders
  - Other meetings related to the PTM
- As a PF, what are YOUR goals for the meeting?

Meeting checklist

- Before
  - ☐ Define purpose of meeting
  - ☐ Logistics
  - ☐ Agenda
- During
  - ☐ **Beginning:** review purpose, agenda, end time
  - ☐ **Middle:** keep group focused, encourage participation, summarize, identify actions, check for understanding
  - ☐ **End:** Summarize agreements, identify next date, close meeting with appreciation
- After
  - ☐ Distribute minutes
  - ☐ Check on progress on action items

Poll

Let's assess our PTM meetings and identify each of our areas that we could do a bit better in.

Select items that you and your team are challenged by in your meetings so we can discuss potential approaches.

Pre-Meeting Work

- Know the purpose of the meeting
- Invite the right people
- Collect input on agenda
- Develop agenda
- Distribute agenda ahead of time
- Reserve the right space for the meeting

One option for meeting agenda and minutes

HHN Leadership Meeting
Date: 3/21/15 12:30-1:30 p.m.
Participants: Mary, Naomi. Carissa, Steve

Purpose of our meetings:	Ground rules:
- Create and implement a shared network direction - Foster cross-site integration and collaboration	- Be honest, direct, respectful and open-minded (be curious) - Everyone assume responsibility for the success of the meeting (Be proactive) - Name the purpose/process for each agenda item (e.g. information, discussion, brainstorming, decision) - Clarify agreements and follow-up before leaving the meetings - Respect each other's time by being on time for meetings.

Outcome or Topic	Who	Process	Time	Expected Outcome
➢ Check-in	All	Round Robin	5	Share one thing that has gone well in the last week
➢ Review Agenda	Steve	Review	5	Agree on Agenda
➢ Review last months Action Items	Carissa	Review	5	Identify any outstanding action items, make sure assigned correctly
➢ Define role of leadership team, meeting frequency	Carissa	Discuss/Decide	10	Plan for meeting times/participants. Clearer understanding of role each team member will play in project
➢ Budget, status and next steps	Carissa	Inform	15	All team members up to date on budget issues
➢ Interfaces to improve reporting	Steve	Discuss	5	Ideas for best ways for PM to report to different agencies
➢ Provider staffing	Steve	Decide	5	Decision on staffing level for providers
➢ April HRSA site visit	Carissa	Discuss	10	Review of expectations for site visit, collect ideas for preparation plan
➢				
Identify Future Agenda Items				
Parking Lot •				
Next Meeting time: TBD			**Recorder of Follow-Up:** Mary **Time Keeper:** Naomi	

From the PTM Field

Gina E. White, Pharm.D, MBA Project Manager

Leadership Meeting   December 16, 2014

1. Review/Approve Minutes – November 18th, 2014 (*See Attachment*)
2. NCQA PCMH Application
   a. UM – PCMH Initiative HIV/AIDS   **Butler/White**
   b. NCQA Leadership Training   **Nieves/Vargas/Mata**
   c. Next Steps   **Butler**
      i. Approvals
         1. 2014 Agreement
         2. Business Associate Agreement
      ii. Program Fees
         1. On-line Application ($720)
         2. Clinicians & Site Review (Approx $15,000)
3. Care Team – Care Coordination Initiative
   a. Link Patient to PCP/Medical Home
      i. Policy Update - Panel Assignment   **Mata/Concepcion**
      ii. Clarification of required changes   **Concepcion**
      iii. *Additional Policies needed*
         1. *Patient Notification of Change in PCP*
         2. *Panel Management*
   b. Referral Management   **Freeman/Nesbitt/Castellanos/White**
4. Information Systems   **Ezell/Benjamin**
   a. Add PCP/Medical Home to Nursing Work in In-Patient, Emergency and ACC/PCC settings
   b. Add Generic Provider Codes to Provider List
   c. Create process to forward free-text Provider-PCP Not in Database to Credentialing
   d. Create a process on DEPART to recommend JHS ACC/PCC clinic (based on zip-code) for patients discharged with generic provider codes (*Provider – No PCP or Provider – PCP Unknown*)
   e. Notification forwarded to Medical Homes (Clinics) of new patient appointments
   f. Forward a new task to Transitional Care Manager/Nurse Navigators based at the JHS ACC/PCC clinics
      i. Patients discharged Generic Provider
      ii. New Patients scheduled via SYKES
5. Self-Management *(Evidence-Based Approach to Self-Management)*   **White**
   a. *Patient Activation Measure*
   b. *Scales – CHF Patients*
6. Leadership
   a. LIP Grant Update   **Quevedo**
   b. Human Resources   **Freeman/Nesbitt/Concepcion**
      i. Open Positions
         1. Social Worker
         2. Dietitian
         3. Nurse Navigators (ND, JR, ACC)
         4. ARNP (ACC, ND, RLW)
         5. Medical Assistant (JR)
         6. Physicians (JR)
      ii. Evaluations
7. AHCA Reporting   **White**
   a. 2nd Quarter Report due January 15th

Next Meeting – January 20th

Effective Agendas

- Always on the agenda
  - Topics, lead person, time
- Sometimes included in agenda:
  - Method: Discussion, decision, information sharing
  - Desired Outcome
  - Parking lot
- Often included in an agenda
  - Warm-up
  - Agenda Review
  - Meeting evaluation

Supportive Practices During Meetings

- Start and end on time
- Minimize interruptions
- Roles are assigned and clear
  - Facilitator
  - Timekeeper
  - Note taker
  - Scribe

Facilitator

- Open meeting/warm-up
- Review agenda
- Move through agenda
- Keep team focused on agenda item and outcome
- Facilitate discussions/manage participation
- Gather items for next meeting agenda
- Help team evaluate meeting
- Close the meeting

Timekeeper

- Move the team along by keeping track of time spent on agenda items

- Alert team when time is almost up for an item

- If decision is made to extend discussion, clarify length and item being bumped to parking lot

Scribe

- Post ideas on flipchart or electronic whiteboard as discussion unfolds
- Capture items for "parking lot"

Note taker

- Serves as historian by recording key decisions, discussion points, actions for agenda items
- Distribute or post minutes as soon as possible

Post Meeting Practices

- Review meeting notes/minutes
- If not done as part of meeting, get corrections on notes
- Distribute minutes
- Follow-up on your Action Items
- Check-in with others on progress on their Action Items

From the PTM Field

Gina E. White, Pharm.D, MBA
Project Manager

Example of format
- Running header
- Attendees
- Expectation meeting started on time
- Review & approval of last meeting's minutes

Jackson Health System

LIP GRANT CLINICAL/OPERATIONS TEAM MEETING #10 MINUTES
Date: 11/18/14

Attendees: Gina White, Presiding, **On site:** Dr. M. Butler, Dr. J. Pico, Charkes Nesbitt, Dr. C. Mata   **Telephone:** Kermit Wyche, Dr. L. Concepcion, Colleen Vargas, Ramona Polo

Agenda Item	Summary of Discussion	Follow-Up Action	Person(s) Responsible	Due Date
Call to order	Meeting called to order at 3:30 p.m.			
Review of Minutes	September minutes read and approved. Gina explained that October's meeting was cancelled because of the Conference Call held for NCQA Multisite application.	Approval September minutes	Group	

From the PTM Field

Gina E. White, Pharm.D, MBA
Project Manager

Example of format
- What is included in minutes, what is not included?

Jackson Health System

LIP GRANT CLINICAL/OPERATIONS TEAM MEETING #10 MINUTES
Date: 11/18/14

| Agenda Item	Summary of Discussion	Follow-Up Action	Person(s) Responsible	Due Date
Care Coordination Initiative	Link Patient to PCP/Medical Home • All stakeholders signed off on the proposed process; Goal of the process changes was to have Registration being first line to enter PCP and Nursing would be back-up. • Provider would be would be required field and patients without PCP or PCP unknown a genric provider code would be entered. • Dr. Concepcion identified a discrepancy between IT's implementation plan and what was needed.	Have Christina Dominguez to clarify to Donna Benjamin required changes	Dr. Concepcion	Dec 17th
	Draft Policy – Primary Care Patient Panel assignment; Drs Mata and Concepcion would present at Medical Director's meeting	Gina email draft policy which will be presented to ACC/PCC Medical Directors for approval	Dr. Mata/ Dr. Concepcion	Dec 17th

From the PTM Field

Gina E. White, Pharm.D, MBA
Project Manager

Example of format –
- ✓ Procedure of documentation and review of minutes
- ✓ Inclusion of mission and vision statement at bottom

Reviewed by:

Signature of Manager/Chairperson/Recording minutes: _____
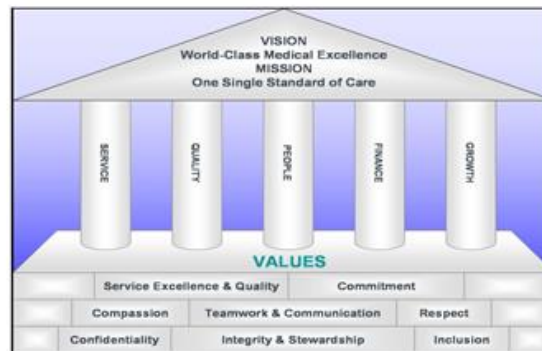
Questions for Discussion

- Do you seen any challenges or obstacles to improving meetings for your PTM?

- Any best-practices you want to share?

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Resources for Effective Meetings

- http://www.mindtools.com/CommSkll/RunningMeetings.htm
- http://www.teamhandbook.com (also see The Team Handbook, Scholtes P, Joiner B, Streibel B 2003)
- http://www.IHI.org
- http://clarosgroup.com

Other thoughts from the PTM Field
On Effective Meetings

➢ Closing thoughts?

➢ One thing you enjoyed/learned during our time together.

Next Meeting
Thursday, June 25

➢ What topics would be helpful?

➢ Thank you
  ✓ For participating!
  ✓ For completing evaluation last time!
  ✓ In advance for completing evaluation this time ([link here](), will be sent out, too)!