



Learning Module #3

Providing Support to an Opioid QI Team in a Clinic

Learning Objectives

1. Describe who should be on an opioid quality improvement team and why.
2. Explain a process for developing quality improvement plans, how a facilitator might support this work and be able to provide a practical example.
3. Discuss examples of milestones clinics might use to implement the Six Building Blocks and how they might sequence them.

Reading Materials

- AHRQ PF Handbook, Module 14: Creating Quality Improvement Teams and QI plans
<https://www.ahrq.gov/ncepcr/tools/pf-handbook/mod14.html>
- Six Building Blocks guide to developing priorities, milestones, and first Action Plan (Design and Implement Guide, pp 5-9):https://depts.washington.edu/fammed/improvingopioidcare/wp-content/uploads/sites/12/2020/05/Stage-2_Design-and-Implement-PF-Workbook_2020-05-20.docx
- Six Building Blocks Self-Assessment Survey
<https://depts.washington.edu/fammed/improvingopioidcare/self-assessment/>

Optional Reading

- Six Building Blocks Action Plan guide and templates:
https://depts.washington.edu/fammed/improvingopioidcare/wp-content/uploads/sites/12/2019/06/Action-Plan-Templates-and-Example_2019-05-21.docx
- AHRQ PF Curriculum Module 4: An Introduction to Practice Organization and Management
<https://pcmh.ahrq.gov/sites/default/files/attachments/pcpf-module-4-practice-management.pdf>

Activities

To be completed by the next Six Building Blocks Practice Facilitator Training Session.

- ☐ Complete the Providing Support to an Opioid QI Team in a Clinic Pre-Test (page 2 of this document)
- ☐ Read the AHRQ PF Handbook, Module 14 and review the 6BB Design and Implement Guide, and review the Self-Assessment Survey
- ☐ Option to review the 6BB Action Plan guide and templates and AHRQ PF Curriculum, Module 4
- ☐ Complete the Providing Support to an Opioid QI Team in a Clinic Post-Test (page 2 of this document)
- ☐ Reflect on the Discussion Questions and Key Learnings (page 3 of this document)
- ☐ Attend the next training session to discuss your learnings with your colleagues



SIX BUILDING BLOCKS PRACTICE FACILITATOR TRAINING: MODULE #3 | VERSION 2020.06.30
LICENSED UNDER A CREATIVE COMMONS BY-NC-ND 4.0 INTERNATIONAL LICENSE

Funded by Agency for Healthcare Research & Quality (#R18HS023750, #HHSP233201500013I), Washington State Department of Health (CDC #5 NU17CE002734), National Institute on Drug Abuse (#UG1DA013714), and the Washington State's Olympic Communities of Health. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of AHRQ, WA DOH, NIDA, or WA DOH. All Six Building Blocks materials have been developed by the University of Washington Department of Family Medicine and KP Washington Health Research Institute. To learn more visit: www.improvingopioidcare.org

Providing Support to an Opioid QI Team in a Clinic Pre and Post Self-Test

This is a self-test designed to facilitate your learning. This test will not be graded or submitted to the Six Building Blocks team.

1. The optimal size of an opioid improvement team within a clinic is:
 - a. 1-2 individuals
 - b. 5-8 individuals
 - c. 10-15 individuals
 - d. No size limit to ensure all stakeholders are present
2. When meeting with an opioid improvement team, your role as a facilitator/coach might include all of the following EXCEPT:
 - a. Creating a space where it is psychologically safe to speak up
 - b. Encouraging the team and celebrating small success
 - c. Reminding the team of their previously stated priorities
 - d. Telling the team what they should include on their agenda
3. How might the Six Building Blocks assessment during the kick-off visit help an opioid improvement team identify priorities for improvement?
 - a. The results usually reveal both clinical and operational areas where there are opportunities for improvement.
 - b. The discussion of the results helps the group move toward a consensus and creates buy-in on the priorities.
 - c. Description of the “optimal state” under each item might suggest “change ideas” that can be incorporated into a list of prioritized milestones to accomplish.
 - d. All of the above



SIX BUILDING BLOCKS PRACTICE FACILITATOR TRAINING: MODULE #3 | VERSION 2020.06.30
LICENSED UNDER A CREATIVE COMMONS BY-NC-ND 4.0 INTERNATIONAL LICENSE



All Six Building Blocks materials have been developed by the University of Washington Department of Family Medicine and Kaiser Permanente Research. **To learn more visit www.improvingopioidcare.org.**

Discussion Questions

- What experiences have you had in developing and supporting a QI team OR in participating on such a team as a team member?
- Given the primary care setting, why is diversity of membership on the QI team important? Can you provide an example from your experience?
- As a facilitator, how could you support the development and follow-through of an opioid improvement plan? How have you approached this in the past? What worked well and what didn't

Key Learnings

- Change is difficult. No one individual in a clinic can see or understand how all of the complex interactions at work inhibit or facilitate the changes needed to improve care. By involving individuals who represent different viewpoints on the opioid improvement team, ideas for change and implementing those ideas is more likely to be successful.
- Many primary care practices have never convened a QI team. These teams need time to form and become effective at making change happen. One way to help them understand the QI process and create a roadmap for them to follow is to help them create and update action plans that they can re-visit each time they convene, along with developing creative ways to track and monitor data to assess their progress toward their QI goal.
- As a facilitator you can play an important role in supporting the Opioid Improvement team by checking in with them on their progress, helping them track their milestones, facilitating their discussions about action plans, helping them problem-solve when they encounter challenges and cross-pollinating them with innovative solutions employed by other primary care clinics, just to name a few.



SIX BUILDING BLOCKS PRACTICE FACILITATOR TRAINING: MODULE #3 | VERSION 2020.06.30
LICENSED UNDER A CREATIVE COMMONS BY-NC-ND 4.0 INTERNATIONAL LICENSE



All Six Building Blocks materials have been developed by the University of Washington Department of Family Medicine and Kaiser Permanente Research. **To learn more visit www.improvingopioidcare.org.**