

Practice Facilitation Services

L.A. Net provides quality improvement support to its members through a team of primary care Practice Facilitators.

Assess Performance on Key Quality Measures

L.A. Net Practice Facilitators (PFs) will review your existing quality measures indicators and recommend additional ones to strengthen your quality improvement (QI) program. PFs will help you create reports to track your performance or help you improve reports you are already using.

Evaluate Patient Satisfaction and Experience

Improving a patient's experience is one of the national triple aims and a key to effective patient-centered care. LA Net PFs will help you assess patient experience with your practice, and incorporate these data into your QI work.

Evaluate Staff and Provider Satisfaction

Joy at work is key to a well-functioning practice and low staff turnover. L.A. Net PFs will work with your team to assess provider and staff satisfaction and develop and implement changes to improve it.

Improve Workflow

L.A. Net PFs will work with you to map and then re-design existing administrative and clinical workflows in 12 key areas to improve efficiency and effectiveness.

Next steps in Patient Centered Medical Home Implementation

L.A. Net PFs will evaluate implementation of key elements of the Patient-Centered Medical Home (PCMH) using tools like the 10 Building Blocks and work with you to create a Practice Transformation Plan to take your practice to the next level.

The L.A. Net Practice Facilitation Menu



"Increasing health equity in Southern California through practice transformation and community-engaged research."

L.A. Net Offices
Long Beach, CA

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STARTERS

Supercharge Your Quality Improvement Team and Processes

L.A. Net PFs will conduct an assessment of your QI team and processes and help you take them to the next level. L.A. Net PFs can lead your practice through visioning and goal-setting exercises to renew and enhance the practice's existing QI plan, provide training on the Model for Improvement, Plan Do Study Act (PSDA) cycles, QI tools like Last 10 Patient Chart Audits, workflow mapping, and root cause analysis to super charge your QI work.

Create a Data Dashboard for Your Practice

Data dashboards can be extremely helpful tools for managing a primary care practice and can be used to monitor productivity and progress towards critical outcomes defined by your practice on a weekly, monthly and quarterly basis. L.A. Net PFs will work with your practice to refine your existing performance reports or help you create new ones.

Enhance Leadership of QI

Every study of improvement in primary care suggests that the most essential element is effective leadership. L.A. Net PFs will work with practice leadership on strategies for creating and sustaining a culture of quality.

A LA CARTE

These items below are an excellent addition to any course of action.

Enhance Screening and Referral for Depression

A hearty combination of patient screening, care management, and community resources enhances care and performance on key metrics.

Implement Group Visits

Group visits include group education, social support and individual visits. Learn about "exemplar" practices in this area, billing and coding issues, and how to "start-up" group visits at your practice.

Social Determinants of Health (SDOH) Screening and Referral

LA Net PFs will help you enhance SDOH screening, update referral guides, evaluate the use of resources like Aunt Bertha, Now Pow or One Degree.



MAIN COURSE

Enhance Population Management and Outreach

LA Net PFs will share best practices from across the country and work with your team to evaluate and enhance your population management processes, gap report generation and outreach calls.

Enhance Team-based Care

Care teams are a central component of the Patient-Centered Medical Home (PCMH) and the Care Model. A well-organized team assigns roles, duties and tasks to assure an efficient workflow and allows each member to function at the level of their license. PFs will work with your practice to map processes, clearly define roles, and assure that each member of the care team has what they need to do their job well.

Expanded Medical Assistant Role

LA Net PFs will work with your medical assistants and their supervisor to optimize their role on the patient care team as well as their joy at work, assessing training needs and facilitating acquisition of desired skills.

Shared Care Plans

LA Net PFs will work with you to implement patient-engaged processes of care that place the patient at the center, such as shared decision making and shared care plans.

Integrated Behavioral Health

L.A. Net PFs will work with your practice to integrate behavioral health services into patient care, sharing best practices across the country and helping you select and implement the approach that best fits your practice and patient needs.

Health literacy as a Vital Sign

LA Net PFs will help you assess health literacy needs of your patients and implement best practices using The Health Literacy Toolkit developed by the Agency for Healthcare Research and Quality (AHRQ) to improve patient understanding of their medical condition and promote clear communication between teams and patients.

