

ACCELERATING KNOWLEDGE TO ACTION ON CLIENT-DRIVEN CARE

ACTION GROUP FACILITATION GUIDE

Meeting #1, Item #6:

Review and Discussion of Phase 1 Champions' Experiences & Recommendations

1. Looking at our colleagues' previous findings that **Knowledge to Action on Client-Driven Care is Not a Major Priority:**
 - (a) What can we do to minimize the barriers?
 - (b) How do we build on and add to the facilitator identified?
 - (c) How do we build on the recommendation made?

2. Looking at our colleagues' previous findings about:
_____ (Choose the findings related to the group's action priority, either **Communication & Coordination Challenges**, *or* **Policy & Procedure Issues** *or* **Front-line Practice Challenges**):
 - (d) What can we do to minimize the barriers?
 - (e) How do we build on and add to the facilitator(s) identified?
 - (f) How do we build on the recommendations made?

3. Looking at our colleagues' previous findings about **KTA Action Group Implementation Challenges:**
 - (g) What can we do to minimize the barriers?
 - (h) How do we build on and add to the facilitators identified?
 - (i) How do we build on the recommendations made?

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Meeting #2, Items # 4 & 5:

Brainstorming of possible strategies for achieving CDC through the groups's priority action topic & Consideration of the pros and cons of each possible strategy:

1. How might we act on the priority of _____ (fill in the group's action priority topic related to **education, communication & coordination; policies & procedures or front-line practice**) to promote evidence-based practice of the principles of client-driven care?

Probes: If participants struggle to identify ideas, remind them about the Phase 1 strategies as **examples (i.e., team meetings; case conferences; flex-care areas; application of a concrete practice guide)**. Also remind them of the **four key principles** of client-driven care: **build relationships; build on everyone's strengths and potential for involvement as a partner in care/service delivery; work as partners with everyone contributing their knowledge skills and decision-making ability to the shared effort; consciously attend to the process of partnering in care/service delivery to promote health);**

For each idea on/ option for "how" to do this, go through the following list of questions:

2. What might help us to do this?

Probes:

-building relationships with clients, caregivers and other providers

involved in their care?

-building on the strengths and potential of all involved;

-expanding awareness of and attention to partnering & health resources)

-partnering

3. Who would we need to involve to do this?

Probes: - client involvement?

- caregiver involvement?

- provider involvement?

- case manager involvement?

- administrator/decision-maker involvement?

4. When and where could we do this?

Probes: -Who has to do what, when, and where to ensure that the four components of partnering in care are consciously addressed throughout our everyday service delivery to clients.

5. How would we go about this?

Probes:- Focus on the process (i.e., the "how to"), not the outcomes.

6. What are the strengths and limitations of each option?

Probes:- Make certain that they re-consider the facilitators, barriers, and recommendations identified at the last meeting.

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Meeting #3, Items # 5, 6 & 7: Selection of one or more feasible strategies for achieving CDC through the groups's priority action topic; Development of a plan to implement the selected strategies; & Consideration of the pros & cons of each plan component in light of Phase 1 Champions' experiences & recommendations:

1. We have a list of possible action strategies. Where do we go from here?

Probes:- Get the group to consider whether some of the ideas/options may be combined or modified in light of other ideas/options, as well as prioritizing and selecting one or more idea/option for action.

2. How would we go about this?

Probes:- Focus on the process (i.e., the "how to"), not the outcomes.

3. What might help us to do this?

Probe to promote consideration of:

-building relationships with clients, caregivers and other providers

Involved;

-building on the strengths and potential of all involved;

-expanding awareness of and attention to partnering & health resources;

-partnering

4. Who would we need to involve to do this?

Probes: client involvement?

caregiver involvement?

provider involvement?

case manager involvement?

administrator/decision-maker involvement?

5. When and where could we do this?

Probes: -Who has to do what, when, and where to ensure that the four components of partnering in care are consciously addressed throughout our everyday service delivery to clients.

6. How do we share this action across the SW-CCAC?
7. What are the strengths and limitations of this plan in light of Phase 1 champions' experiences and recommendations? - Make certain that they re-consider the facilitators, barriers, and recommendations identified at previous meetings.

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Meeting #4, Items # 5, 6 & 7:

Reconsideration of the pros and cons of each plan component in light of relevant Phase 1 champions' experiences and recommendations; finalization of a feasible action plan to achieve CDC in the group's priority action topic; & confirmation of who will do what, when and where to begin action plan implementation.

1. What are the pros and cons of each component of our action plan?

Probe: make sure they review and consider the relevant Phase 1 champions' experiences and recommendations.

2. How do we want to implement our plan?

Probe: Who will do what, when and where? (N.B. Keep the implementation timeline of may – December 2007 in mind.)

If the selected approach included any strategies or tools already available from Phase 1 or previous CDC efforts, arrange to access these materials for the group.

3. How will we ensure continued focus on how our plan implementation is:

- building relationships
- building on the strengths and potential of everyone involved in the **process** of implementing the plan
- expanding awareness of and attention to health as a resource for everyday living
- partnering

4. How will we monitor our progress?

5. How will we keep the effort going?

6. How do we feel about this plan?

Probes: - How does the plan fit with the values, principles, expectations and goals for client-driven care

- How does the plan fit with our understanding of how in-home service delivery should be?

- How does the plan fit with our understanding of how in-home service delivery could be?

- How does the plan fit with the research evidence on partnering in care?

7. Who is going to do what, when, where and how to get our plan started?

8. How will we know when we've achieved our aims?

Probes: - Seek ideas about what would suggest progress in achieving the processes of: - relationship-building

- building on the strengths and potential of everyone involved

- expanding awareness of and attention to health as a resource for everyday living

- partnering in care management

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Meeting #5, 6, 7, Items # 5, 6 & 7:

Assessment of implementation experiences, barriers & facilitators related to strategy implementation; Further decisions to refine and/or promote action plan implementation to achieve CDC through the group's priority action topic; & Confirmation of who will do what, when and where to continue action plan implementation.

1. How has our plan been working?

Probes: Seek descriptions related to:

- relationship-building
- building on the strengths and potential of everyone involved
- expanding awareness of and attention to health as a resource for everyday living
- partnering to promote our knowledge-to-action plan

2. How do we feel about our own experiences?

Probes: What are our experiences of efforts related the processes of:

- relationship-building
- building on the strengths and potential of everyone involved
- expanding awareness of and attention to partnering and health resources
- partnering to promote our knowledge-to-action plan

3. What is helping us to implement our plan?

Probes: What were the facilitators of:

- relationship-building
- building on the strengths and potential of everyone involved
- expanding awareness of and attention to evidence-based partnering and health resources

- partnering to promote our knowledge-to-action plan

4. What is getting in our way?

Probes: What were the barriers to:

- relationship-building
- building on the strengths and potential of everyone involved
- expanding awareness of and attention to evidence-based partnering and health resources
- partnering to promote our knowledge-to-action plan?

5. How would we describe our progress toward achieving our plan?

Probes: Reflect back to ideas about evidence of refinement(s) in these processes identified at any previous meeting. Then ask: What progress have we experienced in promoting the processes of:

- relationship-building
- building on the strengths and potential of everyone involved
- expanding awareness of and attention to partnering and health resources
- partnering to promote our knowledge-to-action plan?

6. Any new ideas or thoughts about how to go about this?

7. Who will do what, when and where to continue our action plan implementation?

8. Who will do what, when and where to share our experiences and accomplishments with others within and beyond the SW-CCAC and its provider agencies?

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Final Meeting, Items # 5, 6, 7 & 8: Overall Assessment of the total implementation experiences, & the key barriers & facilitators; Recommendations for follow-up action within the SW-CCAC to promote (a) a learning organization orientation & (b) uptake and application of the principles of CDC in service delivery and care; Recommendations for follow-up action beyond the SW-CCAC to (a) share lessons learned across the province and beyond; (c) advice on “next steps” in research to promote the uptake and application of the principles of CDC; & Confirmation of who will do what, when and where to promote the sharing of lessons learned.

1. How has our plan worked?

Probes: Seek descriptions related to:

- relationship-building
- building on the strengths & potential of all involved
- expanding awareness of and attention to evidence-based partnering and health resources
- partnering to promote our knowledge-to-action plan
- partnering to promote a culture of client-driven care
- sharing our experiences & accomplishments with others

2. Overall, what helped us the most in implementing our plan?

Probes: What were the facilitators of:

- relationship-building
- building on the strengths & potential of all involved
- expanding awareness of and attention to evidence-based partnering and health resources
- partnering to promote our knowledge-to-action plan
- partnering to promote a culture of client-driven care
- sharing our experiences and accomplishments with others

3. Overall, what most got in our way?

Probes: What were the barriers to:

- relationship-building
- building on the strengths & potential of all involved
- expanding awareness of and attention to evidence-based partnering and health resources
- partnering to promote our knowledge-to-action plan
- partnering to promote a culture of client-driven care
- sharing our experiences and accomplishments with others

4. How would we describe the outcomes of our efforts?

Probes: Reflect back to ideas about evidence of refinement(s) in these processes identified at any previous meeting. Then ask: What progress have we experienced in promoting the processes of:

- relationship-building
- building on the strengths & potential of all involved
- expanding awareness of and attention to partnering and health resources
- partnering to promote our knowledge-to-action plan
- partnering to promote a culture of client-driven care
- sharing our accomplishments and experiences with others within and beyond the SW-CCAC and its provider agencies

5. Based on our experiences, what recommendations would we make for:

- ways to promote evidence-based practice
- ways to promote a culture of client-driven care
- follow-up actions within the SW-CCAC
- sharing our experiences and accomplishments with others

6. It is really important to talk about our work together as health care

providers and researchers.

Probes:- How do we feel about having been involved in this effort?

What are our thoughts about doing more of this?

7. How are we together doing at: -relationship building?

involved -building on the strengths & potential of all

partnering - expanding awareness of & attention to

action on CDC - partnering to accelerate knowledge-to-

8. Any final thoughts for improving our shared efforts as partners?

9. We are seeking funding for a follow-up study. Any thoughts on what that study should look like? What role, if any, would you like to play?

Recognize and celebrate the action group's efforts. Note that we hope everyone care participate in the end of Phase 2 Conference in the Spring of 2008.