



# Practice Facilitators

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## **LA Net**

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## **About LA Net**

LA Net is a community-based organization focused improving the health of low income communities through partnerships with the health care community.

Established in 2002, LA Net provides support to community health centers, and other organizations serving low income communities transform care.

LA Net provides practice facilitators/enhancement assistants to the safety net community, assists its members to identify and implement innovations in care, and supports interventions aiming the improve the health and well-being of low income children and families.

Also known as Quality Improvement Coaches and Practice Enhancement assistants, Practice Facilitators provide tailored support to practices to improve quality of care and administrative effectiveness of the organization. They command core skills in project management, quality improvement methods, registry management and optimization, and a broad knowledge of “best practices” and existing resources that can be harnessed to support improvements in primary Chronic Care practice, and advancement toward Patient Centered Medical Home certification.

## **How Facilitators Work**

PFs work with practices on site to: set-up QI team and process; work toward meaningful use of registries and EHRs for population management, QI and planned care purposes; assist practices in implementing new approaches such as advanced access, group visits, or team-based care as well as optimize business systems; and support local learning collaboratives to enable providers, staff and clinic leaders to share best practices with their colleagues from other organizations. As needed PFs bring in expert consultants to support improvement work.

## **Evidence of effectiveness**

As of Winter 2011, there were more than 30 PF programs operating across the U.S. and Canada. A number of rigorous studies have found solid evidence of effect of PF support on key health services metrics including quality of care, delivery of preventive care services, impact on avoidable hospitalizations.

## **Cost and Duration of Facilitation**

Costs are dependent on the duration and complexity of the change process. Average cost per practice for a 6-month intervention is \$7000. One facilitator can support up to 8 practices in intensive improvement and an additional 10 in maintenance. Facilitators are thought of as a permanent resource to a practice, and able to move in and out of the practice as needed by the practice, or to support external efforts to translate innovations/improvements into primary care practices in a region.