

## Overview of Roles & Responsibilities

### Practice Facilitators, Clinical Health Information Technology Advisors (CHITA) & Regional Health Connectors (RHC)

Practice sites will be matched with a Practice Facilitator and a Clinical Health Information Technology Advisor (CHITA) and linked with a Regional Health Connector (RHC) to deliver a comprehensive, personalized package of in-office support that will allow practices to successfully accomplish SIM Initiative goals and connect them with community and state resources.

#### PF Role:

- a. Support implementation of an ongoing change and quality improvement process through Quality Improvement Teams
- b. Contribute to the development and updating of a SIM Practice Improvement Plan (PIP)
- c. Facilitate Quality Improvement Team activities to focus on PIP objectives
- d. Identify and help resolve challenges in achieving objectives
- e. Facilitate the development of sustainable quality improvement techniques and processes
- f. Coordinate and facilitate practice site access to additional practice transformation resources, including coordination with the local RHC

#### CHITA Role:

- a. Assist in the development and updating of a SIM Data Quality Plan (DQA), including identification and assessment of current HIT resources
- b. Support the enhancement of practice capacity to implement data-driven quality improvement
- c. Assist with the development and implementation of practice workflow for data collection, reporting, validation and analysis
- d. Facilitate data-driven quality improvement priorities
- e. Link practice sites with technical assistance available through various SIM and non-SIM HIT resources

#### RHC Role:

- a. Provide information regarding state and regional transformation and community health resources
- b. Facilitate the connection of practice site to local public health and other community resources
- c. Establish ongoing supportive relationships with practice sites that can be sustained beyond the two years of active practice transformation support
- d. Help practices incorporate community programs and supports into their practice transformation efforts
- e. Identify themes across practices in the region related to better connection into community systems for health

#### Best practices modeling this coordination.

Equally important, but not formally outlined in the Scope of Work, is the need for ongoing communication between members of the technical assistance team (PF, CHITA, RHC) to work together for the benefit of the practices

Suggested approaches:

- a. A monthly phone call between the PF and the CHITA to discuss progress and strategy in shared practices
- b. Quarterly joint visits where both the CHITA and the PF visit the practice at the same time
- c. In instances where both the CHITA and the PF are deployed from the same PTO, reading one another's field notes to stay up to date about what is happening at the shared practice
- d. Inviting RHC to a regularly scheduled QI meeting to provide introductions and context for future support

