Kickoff Manual

Overview

The Kickoff is a critical step in the implementation process. It allows everyone in the clinic to engage with the process and helps garner buy-in and good ideas. When thinking back on the process, many participants emphasize that the Kickoff Event was essential.

"For this project, just to have them all in the room and talking to each other. Because there's some providers that talk to their MA's but maybe not talk to another MA. So we broke into groups, and there was just a lot of good discussions, and they asked everyone what they felt they would like to get out of the project. There were some really, really good conversations." – Clinic Manager

"We presented what our plan was and where we were going with this to all the different clinics, that helped to get buy in and also it gave us a launching point so that we really could accomplish the goals that we wanted to accomplish. So I think that was the most useful part of this whole thing." – Clinician Champion

Practical preparation

- Help set up the room so that it will be easy to move from chairs facing a screen to chair configurations for small group discussions.
- Put out the materials the clinic chose, including the kickoff survey.
- Set up food and beverages, as desired.
- Test the laptop, projector, and screen to make sure everything is ready.

Agenda

1. Overview of the evidence, guidelines, and how the Six Building Blocks Program can help
2. Why improving opioid management using the Six Building Blocks Program important to our patients, staff, and leadership (e.g., data and stories)?
3. Small group activity: baseline self-assessment
4. Self-assessment reflection and feedback (turn in self-assessment)
5. Next steps and how you can help (turn in survey)

Overview of the evidence, guidelines, and how the Six Building Blocks Program can help

Use the Kickoff slides to introduce clinicians and staff to the opioid problem, existing guidelines and regulations, and the background, purpose, and approach of the Six Building Blocks Program.

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Why is improving opioid management using the Six Building Blocks Program important?

This is the team's opportunity to motivate the clinic and begin to build buy-in for this important work. Knowing that leadership is behind this work helps get people on-board. More important is making the mission real for people, why the program is important for patient safety and improving work life in the organization.

"I just think [the Kickoff Event] really helped us cement the why and that was huge. Because if you don't get the why right, it's going to be hard to go forward. I think if I were picking a [critical] practice, you need to do it." – Clinician Champion

The data and stories the clinic shares are meant to tell the baseline story of the clinic to help everyone understand why the project is important and where they are starting from.

Clinic-wide baseline Six Building Blocks assessment small group activity

The first step in beginning quality improvement change is to really get an accurate understanding of where you are now with management of patients with chronic pain. We know that depending on a person's role or care team, they might have a different perspective than another person in the room. It is essential to get a sense of these different understandings to help inform the next steps for this project.

Give directions before you break them into smaller groups.

Directions

- 4-5 people per group with various roles represented in each group (e.g., no group of only clinicians).
- Each group will start on a different page and finish as many as they can in 25 minutes.
- Select a scribe. That person will read the questions aloud (while others follow-along on their copies) and record answers.
- Circle the number that best reflects the organization's current status. Answers should reflect the clinic as a whole, not your individual practice.
- There are three number options for each answer to allow you to select how far along you are within that answer. If the group cannot agree, mark both scores and make a note.
- **There are no right or wrong answers**; we just want to gather perspectives from across the clinic and across roles.
- If you finish the whole assessment, proceed with the challenges & successes discussion guide on page 8.
- Prepare to share your scores and discussion points with the other groups.

Divide the group into smaller groups and hand out the Self-Assessments to each group member, assigning the page on which each group should start (e.g., group 1 does page 1, group 2 does page 2, etc.).

During the activity, the Practice Facilitator should walk around to check on groups to see if they have any questions, need motivation moving past a question, or to encourage participation from all members if one person is dominating a group.

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Self-assessment reflection and feedback

After 25 minutes, the Practice Facilitator should facilitate a conversation about the assessment by asking groups to report on the answers from their first page of questions and asking others in the audience if they agree or disagree and why. It can be helpful to have someone circle responses and project them on the screen.

Instruct groups to turn in their scribe's self-assessment form. You will summarize these responses after the Kickoff.

Next steps and your role

This is a great time to introduce them to the website and point out the materials in the room they might want to grab on their way out. Let them know that the Opioid Improvement Team will be developing their first Action Plan right after the Kickoff and that they should complete and submit their Kickoff Survey to inform the team about challenges and priorities that they were not able to voice through the small group activity. If the team has any specifics of the kinds of help they will need from them in the coming weeks (e.g., putting a diagnosis code on their patients with long-term opioid therapy), let them know. If not, just let them know you look forward to working together and that they should feel free to reach out with any thoughts or questions.

Survey

The Kickoff Survey assesses:

- Burnout
- How the management of chronic pain patients contributes to work stress
- Ideas for program implementation
- Participation in the state Prescription Database Monitoring Program
- Number of providers waivered to prescribe buprenorphine

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