

# Ways to Enrich and Strengthen Group Visits

(Saturday August 24th Breakout Session 3:00-4:00)

***\*This is an interactive breakout session. We will not be using powerpoint slides or handouts. The learning / takeaways will be generated by the group during our session. Participants can take notes or take photos of the posters we create in the session.\****

Materials:

Markers, Chart paper with adhesive to put on walls, Timer

Room Set-Up: chairs set up in a circle for group visit format

AV Equipment: None

## Proposal Summary

Group Medical Visits are a powerful tool for delivering quality care to the underserved. Group visits allow for patient-centered health education in an environment that fosters community and social connections that can lead to positive changes in health behavior, physical and mental health, and overall well-being. By normalizing and validating what patients are experiencing mentally and physically, group visits can decrease isolation and also upend the power dynamics and hierarchy of the typical patient-practitioner relationship. Facilitation of group visits allows for rich collaboration between healthcare providers, community members, and clinic staff and can contribute to decreased burnout and more joy in work.

This session is designed for participants who are already facilitating group visits (although participants new to group visits may also attend) to expand and enrich facilitation skills and bring new ideas and energy to their groups. Participants will explore new facilitation strategies and develop strategies for the specific challenges faced in their group visits. Participants will benefit from the shared wisdom and experiences of other group visit facilitators.

Target Audience: Experienced group visit facilitators seeking to improve their practice.

## Learning Objectives:

1. Share group facilitation skills to improve the quality and efficacy of group visits for underserved patients.
2. Develop and implement new solutions to common challenges faced in group visits.
3. Improve the quality of group visits and patient care while also finding more fulfillment and joy in our work.

## Presentation Outline

In this session we will have the room set up the way we would for a group visit and will use facilitation and discussion techniques from the group visit model to share and build knowledge as a community.

(Time is broken down to fit our 60 minute breakout session)

- Introduction (5 minutes) - Facilitators share how they use group visits in their settings & goals of the session.

- Opening (10 minutes) - "Pair and Share" participants get to know their partner (where they are from, what kind of group they facilitate or hope to facilitate & practice setting) and introduce their partner to the group.

- Strengths of Group Visit Model (15 minutes) - participants share out on what in particular makes the group visits in their setting successful and explore how this model empowers patients & supports health and wellbeing for both participants and practitioners.

Key Strength & Challenge Areas (to elicit from group for these two activities):

- 1) inclusivity
- 2) safe space (how to handle difficult group moments/conversations)
- 3) recruitment/robust attendance
- 4) making it a group not a "class" and building ownership from participants
- 5) getting support from your practice site
- 6) billing/documentation

- Brainstorm of Challenges in Group Visit Facilitation (5 minutes) - Write each challenged on a blank poster.

- "Gallery Walk"/ Poster Solutions for Challenges (20 minutes) - Participants work in groups of 2-3 to pose solutions to solve common challenges and add these to the posters for common challenges.

- Closing (5 minutes) recap openers/closers/group facilitation ideas.