# Technical Assistance Overview

Teams are encouraged to make use of technical assistance options, as needed. An overview of the main technical assistance options is listed below:

<table>
<thead>
<tr>
<th>Coaching</th>
<th>Coaching support helps your team stay on track with telephonic check-ins, helps you translate your work into actionable changes that you can test and measure, connects you to resources and experts, and works with you to identify and problem-solve around challenges your facing in your work. Coaches are experienced in change management and process improvement methods. Coaching calls can be scheduled on an ongoing basis or ad-hoc.</th>
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<tbody>
<tr>
<td>Faculty Consultations</td>
<td>Faculty have content expertise. They can share information on the “what” and the “how.” If you have specific questions about content presented in a learning session, or want guidance on an area you’re experiencing challenges, schedule ad-hoc time with faculty. Consults will be provided in 30-minute increments. See the back for more information about our faculty experts.</td>
</tr>
<tr>
<td>Site Visits</td>
<td>Site visits are full-day, on-site learning opportunities to get guidance, ideas, and inspiration from an organization outside the PHLN with an overall strong population health management approach and has exceptional expertise in 1 or 2 focus areas of our content domains. Site visits will occur between August-October 2018. Confirmed organizations include: (1) Southcentral Foundation (AK); (2) Petaluma Health Center (CA); (3) Clinica Family Health (CO); (4) La Clinica (OR); (5) Cherokee Health Systems (TN); (6) Cambridge Health Alliance-Union Square Family Health (MA).</td>
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<tr>
<td>Peer Exchanges</td>
<td>Virtual interactions with peers you’d like to learn from. This could be a 1:1 exchange or a group exchange addressing a specific topic area or multiple topics. Reach out directly to another team to schedule or contact CCI for assistance.</td>
</tr>
</tbody>
</table>

CCI will also offer workshops, webinars, and connections to other resources available. If you have additional ideas for support, please reach out to Megan O’Brien at mobrien@careinnovations.org.
# Faculty Introductions

## Boris Kalikstein | Pivotal Moment Consulting

I can provide deeper support in:
- Technology and analytic design for population health
- Implementation of Advanced Access principles
- Data driven decision making
- Value based reimbursement

Schedule a call: boris@pivotalmomentconsulting.com

## Carolyn Shepherd | Leibig-Shepherd, LLC

I can provide deeper support in:
- Optimization of care teams
- Transformation change in safety net clinics
- Spread & sustainability of change
- Improving access to ambulatory care

Schedule a call: carolynmshepherd@gmail.com

## Connie Davis | The Centre for Collaboration, Motivation, & Innovation

I can provide deeper support in:
- Relationship-based care to achieve population health goals
- Supporting patients in health behavior change (motivational-interviewing based skills)
- Shared and informed decision making
- Chronic disease management and complex care

Schedule a call: connie.davis@centreCMI.ca

## Lori Raney | Health Management Associates

I can provide deeper support in:
- Readiness assessment and model design for integrated care
- Implementation training for all members of the integrated team
- Practice coaching for launch and sustaining integrated care
- Financing integrated care

Schedule a call: lraney@healthmanagement.com