

Best Practice Circle: Clinical Care Focus

Instructions. *In this morning's session we explored challenges and opportunities for leading Virginia CHCs in a value-driven operating environment. This Virginia CHC Leadership Learning Program is designed to help us meet these challenges and opportunities by learning and implementing best practices for CHC operations and strategy. A best practice can be defined as a strategy or tactic that has been applied and appears to work well for a particular purpose. In this Best Practice Circle, our goal today is to identify best practice priorities for **clinical care**. The program support team will use the results of this exercise to identify and deliver best practice ideas within the priority topic areas.*

1. What should be our priorities for identifying and sharing best practices in clinical care? As a guide, you might consider best practice needs in clinical staffing, clinical care models, clinical operations, clinical teamwork, and clinical leadership.

2. Do you have clinical best practices that you would be willing and able to share with other program participants? Please don't be too humble in this exercise. Remember, what may seem like a routine innovation to one CHC might meet a significant best practice need at another CHC!

Best Practice Circle: Management Focus

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1. What should be our priorities for identifying and sharing best practices in CHC management? As a guide, you might think about best practice needs in personnel, finance, operations, strategy, board development, teamwork, and leadership.

2. Do you have management best practices that you would be willing and able to share with other program participants? Please don't be too humble in this exercise. Remember, what may seem like a routine innovation to one CHC might meet a significant best practice need at another CHC!

Best Practice Circle: Community Focus

Instructions. *In this morning's session we explored challenges and opportunities for leading Virginia CHCs in a value-driven operating environment. This Virginia CHC Leadership Learning Program is designed to help us meet these challenges and opportunities by learning and implementing best practices for CHC operations and strategy. A best practice can be defined as a strategy or tactic that has been applied and appears to work well for a particular purpose. In this Best Practice Circle, our goal today is to identify best practice priorities for **community relationships**. The program support team will use the results of this exercise to identify and deliver best practice ideas within the priority topic areas.*

1. What should be our priorities for identifying and sharing best practices in community relationships? As a guide, you might think about best practices for developing relationships with community health care providers, public health agencies, social service agencies, schools, business groups, funders, media, and public officials.

2. Do you have community best practices that you would be willing and able to share with other program participants? Please don't be too humble in this exercise. Remember, what may seem like a routine innovation to one CHC might meet a significant best practice need at another CHC!

Team Discussion: Action Planning

Background. *In this morning's session we explored challenges and opportunities for leading Virginia CHCs in a value-driven operating environment. This Virginia CHC Leadership Learning Program is designed to help us meet these challenges and opportunities by learning and implementing best practices for CHC operations and strategy. One of the most important elements of your team's experience is the opportunity to apply what you have learned in a practical Capstone Project. Through this experience you will work together as a team to design and implement a practical improvement project for your organization. You will also share what you have learned with your Institute peers through a 'teach-back' presentation at the final session in June 2018.*

Scope. *Each team is asked to choose a Capstone Project topic that meets an identified need within their organization. Some teams choose a small project that can be completed during the program. Others choose to get started on a defined piece of a larger project that will continue beyond the experience in the Program. The CHC Leadership Institute support team is here to help you design a project that is meaningful and manageable within the time frame (between October 2017 and June 2018).*

1. What could be our team priorities for best practice learning?

2. What are some possible focus areas for our Capstone Project?

3. What are some ideas of objectives for our Capstone Project? As a guide, you might think about strategic challenges or opportunities you identified in the earlier team discussion and best practice circles.

4. What are some immediate action steps we can take to further develop our Capstone Project?