

# Welcome to the October 2017 Webinar on Shared Plans of Care

- As you arrive, please sign in to the webinar, listing
  - your name,
  - how many people are in your party,
  - and what county you're from
  - **(if you have already signed in, please enter this information into the text box)**
- Please mute your phone when not actively participating in conversation.
  - Unmute your phone to ask questions.
  - If listening on your computer, please mute your mic to prevent echoes.
  - Don't put us on hold! That usually causes music to play that everyone has to listen to....
- When speaking, be sure to identify yourself.
  - If it's difficult to find space to talk, please use the chat box.
- This webinar will be recorded for note taking purposes, but will not be shared outwardly or posted online.





# Agenda

- Introductions
- Last month's topic: *What Does Next Year Look Like for Shared Plans of Care*
- This month's topic: *Facilitating the SPOC Team Meeting*
- Open discussion
- Closing and reminder of next steps

# Last Month's Webinar Topic

- *What Does Next Year Look Like for Shared Plans of Care*
- Questions/Thoughts?

# *Facilitating the SPOC Meeting*

To Facilitate: “To bring out and focus the wisdom of the group, often as it creates something new or solves a problem.”

Guila Muir, M.ED, *Making Meetings Work: Facilitation Skills for Public Health Professionals*.  
Retrieved from <http://www.nwcphp.org/documents/training/hot-topics-1/htip20110510.pdf>,  
November 8, 2017.



# Facilitator

- Guides the process
- Asks the right questions
- Focuses on the outcomes of the meeting
- Supports multi-directional communication

Guila Muir, M.Ed. *Making Meetings Work: Facilitation Skills for Public Health Professionals*.  
Retrieved from <http://www.nwcphp.org/documents/training/hot-topics-1/htip20110510.pdf>,  
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# Set the Stage

- What things do you do to “set the stage” for a comfortable meeting?
  - Time?
  - Environment?
  - Seating?
  - Confidentiality?

# Facilitate understanding of...

- Who everyone is and their roles
- Intended outcome of the meeting
- Intended outcome of the SPOC implementation
- Working from a strengths-based and family-centered approach

# The Template as a Guide

## Example: Child/Family Language and Culture

### Sample Questions:

- What friends or extended family members play a big part in your child's life?
- Is there a community group that plays a big part in your family life (church, sports team, neighbor friends, etc.)? □
- What recommendations worked well or didn't work well for your child in the past?
- What should the team know about your child or family to create a plan that fits with your values and beliefs?



# Wrapping up the Meeting

- Summarize the action plan
- Discuss next steps
- “What questions do you have?”

# With your Community Partners

Confirm processes for information sharing and accountability.

# Resource: Learning Module

*Making Meetings Work: Facilitation Skills for Public Health Professionals* by Guila Muir.

Northwest Center for Public Health Practice,

[www.nwcphp.org](http://www.nwcphp.org)

# Open Discussion

# Next scheduled webinar

Our next SPOC webinar will take place on  
**Thursday, December 21, 9am-10:00 AM.**

# Thanks for joining us!

