Improving Improvement: Cognitive Task Analysis & Diffusion of Innovations Training

About the training

This training program is part of the wider One: Path Integrated Supportive Care Pathway (ISCP) training offer. It takes place prior to the One: Path ISCP training and implementation. It focuses on two skill areas:

1. An adapted form of Cognitive Task Analysis (CTA) presenting participants with a new way to understand how the teams they support think about and approach their work. Also, providing insights about how to help teams improve their functioning.
2. Diffusion of Innovations theory enabling participants to use evidence along with their own experience to tailor how they engage and support practices.

Who is the training for?

Practice Facilitators and/or other change agents designated by the PCN, who will be supporting the practices and/or physicians implementing the ISCP.

Why is this training of value for PCNs & their staff?

This training combines a novel approach to implementation and an opportunity for practice facilitators to add to their current skillset. This training can be applied to other priority work advancing the PMH. It will enable participants to:

- understand how teams think and function so that they can engage physicians and teams more effectively to implement One: Path ISCP or other changes
- become more efficient/effective at understanding and identifying ways to help teams adopt new behaviours more successfully in their local contexts
- think strategically about how best to scale and spread new ways of working amongst their broader memberships and within clinic teams' unique contexts

At a system level, helping teams improve how they organize and deliver care will move Alberta towards a "healthier" health system (i.e., better patient outcomes, reduced costs, increased patient satisfaction).

What work is involved?

We support a co-design approach. While we have existing resources and delivery methods to draw from, we look forward to working with each PCN to ensure the training is adapted to and works within their context. This will enable us to learn from the experience to improve our training.
Examples of the type of work involved:

- Attend information and training sessions at the PCN office or virtually (no travel required)
- Action period group assignments (in between training sessions)
- Touch bases with the EnACt team for co-design and feedback purposes

Time commitment:

Previous experience indicates that we require a commitment of approximately 22-29 hours per participant over 6-8 months to successfully deliver this training. This is an estimate.
As part of the co-design approach, we are flexible to discussing what will work for each PCN. For more detailed information please see the training series objectives on page 2 of this document.

Next Steps:

Please contact Lynn Toon lynn.toon@albertadoctors.org for more information or to begin steps in setting up your training program.

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Series Objectives

To create a cohort of Practice Facilitators with advanced skills to help a wide range of future implementations successfully spread and scale.

To create a group of Primary Care Networks with practical experience they can apply on a sustainable basis and spread to more Primary Care Networks.

To apply knowledge gained through this training to other priority work advancing the Patient Medical Home, and later the One: Path ISCP.

Training Series Sessions	Training Objectives
Orientation to training (60min)	Explain the background of the Cognitive Task Analysis (CTA) work in Alberta Describe the basics of the research Describe the CTA training plan Explain the co-design approach Discuss expectations (participants and coaches)
Unit 1: ***Diffusion of Innovations*** **Sessions 1-4 (each lesson varies from 90 – 120 min)** **Plus Action period team mtgs X 2 - 60 min each built in for completing assignments**	Explain the basics of Diffusion of Innovation theory Describe the main characteristics of the adopter categories Explain how Diffusion of Innovations applies to your work Based on the adopter characteristics, identify where individuals could be on the diffusion curve for a given change Generate strategies for engaging individuals in the adopter categories Generate support strategies for individuals in the adopter categories Use existing skills, knowledge and tools to engage and support individuals in the different adopter categories Create a plan for supporting individuals in the different adopter categories
Unit 2: ***CTA Macrocognitions & Mental Models*** **Sessions 1-5 (each lesson varies from 90-120 min)** **Plus Action period team mtgs X 2 - 60 min each built in for completing assignments**	Explain what Macrocognitive functions are Identify Macrocognitive functions Apply understanding of macrocognitions in my work Use appropriate questions to dig out a team's macrocognitive functions Recognize whether macrocognitive functions are done well or not by a team Recognize whether macrocognitive functions are distributed or not across a team Use existing skills, knowledge, and tools to help teams distribute macrocognitive functions Explain what mental models are Use information about a team's macrocognitive functions and their distribution to describe a team's mental model